



GRAND CENTRAL

PASSENGER CHARTER



www.grandcentralrail.com

1. INTRODUCTION

This Charter sets out our commitments to you. It does not create any new legal relationship with you as a result of what we say we will do, nor does it adversely affect your legal rights. These are set out in the National Rail Conditions of Carriage (www.nationalrail.co.uk/nrcc).

This Charter is regularly reviewed to keep it up to date. Your views are important to us, and your suggestions and comments are greatly appreciated. The information in this publication was correct at the time of printing, but is subject to change without prior notice.

About Grand Central

Grand Central operates high speed direct train services between London Kings Cross, Yorkshire and the North East. We are a railway service built on the principles of customer service. We do not operate a franchise from the government nor do we receive a public subsidy. We are, however, subject to all the rail industry regulations and safety standards.

When you choose to travel with Grand Central you choose rail travel as it should be – reliable, relaxing and with exceptional service. You can buy a ticket on the train without paying a penalty for last minute travel, or buy your ticket in advance online, at the station or by phone from as little as £12 each way.

Our commitment to you

Our aim is to make your journey a pleasure from start to finish. From planning your trip and buying your ticket to arriving at your destination, we aim to meet your needs. Book online at www.grandcentralrail.com or by calling 0844 811 0071. If you book in advance, your seat will be reserved for free (subject to availability).

We don't penalise customers who choose to travel last-minute by charging expensive on-board fares, so for last minute journeys simply take a seat and buy on-board.

Improvements to our services

We strive continually to improve the service we provide. Since we began operating in December 2007, we have:

- Provided two additional services on our Sunderland to London route, bringing the daily total to eight.
- Introduced a new route which provides six services daily between Bradford and London Kings Cross, calling at Halifax, Brighouse, Mirfield, Wakefield, Pontefract and Doncaster.
- Refreshed our class 180 trains.
- Introduced free Wi-Fi throughout our trains and at seat power sockets in most carriages.
- Trained our drivers on environmentally friendly driving techniques.
- Introduced competitively-priced Advance Purchase tickets.
- Replaced the engines on our high speed diesel trains which ensure they are more reliable, quiet, efficient and environmentally friendly.

Our plans for the future include;

- Investing in projects to create new booking offices at Wakefield Kirkgate and Eaglescliffe.
- Providing faster journey times through timetable alterations and line speed improvements in conjunction with Network Rail.
- Working with station operators to improve station facilities and real-time information provision.
- Improving our buffet menus to provide you with a wider selection of food and drink.

We welcome feedback on these and all other issues to help us improve so that we can provide a better service for you.

2. PLANNING YOUR JOURNEY

Full details of all Grand Central train services are available:

Online

At www.grandcentralrail.com you will find:

- Details of all of our train times.
- Information on our tickets and fares, how to buy them, and advice on refunds and compensation.
- Details of the service we provide on board.
- Information about the destinations we serve.
- Special offers and news updates.
- Updates on engineering work and other events which may result in service alterations.

By phone

Call Grand Central on 0845 603 4852 or call National Rail Enquiries on 08457 48 49 50 for details of Grand Central and all other train services.

At most railway stations

Travel centre and ticket office staff can provide train time and fare information.

At the Grand Central ticket office

Visit our ticket office at River House, 17 Museum Street, York, YO1 7DJ. You can get advice from our own staff on your journey requirements (Monday – Friday, 9am to 5pm).

In our timetable

Our timetable is available from all staffed stations served by Grand Central and online at www.grandcentralrail.com. Our timetable changes twice a year and new timetables are available from staffed stations and on our website.

Real-time information

On the day you are travelling you can access up to date information on service alterations at www.nationalrail.com, by calling National Rail Enquires on 08457 48 49 50. For live departure and arrival times direct to your mobile just text the station name to 8 49 50. You can also follow Grand Central updates from National Rail on Twitter @NRE_Grand_Centr.

3. BUYING YOUR TICKET

Grand Central believes tickets should be:

- Easy to purchase.
- Simple to understand.
- And offer great value for money.

Tickets for Grand Central journeys can be bought:

Online

At www.grandcentralrail.com we sell tickets for all national rail operators. Make sure you have selected a Grand Central train if you wish to travel with us – clearly marked with an orange arrow.

By phone

Call the Grand Central telesales centre on 0844 811 0071 (08.00 - 20.00) or our Customer Services team on 0845 603 4852 (Monday – Friday, 9am to 5pm).

On the train

We know that sometimes it is not practical or convenient to buy your ticket in advance. So, simply board one of our trains and buy your ticket on-board with no additional charge or penalties.

At most railway stations

At any ticket office or travel centre or at the self-service machines at those stations where they are available.

At the Grand Central ticket office

Visit our ticket office at River House, 17 Museum Street, York, YO1 7DJ. You can get advice from our staff about your journey and ticket requirements (Monday – Friday, 9am to 5pm).

Seat reservations

Reserving your seat on Grand Central is free of charge. We recommend reserving your seat if you are travelling at busy times. If, for any reason, we cannot honour your seat reservation, please contact a member of our on-board staff and we will try and find another seat on the train for you.

When travelling, please keep your ticket throughout your journey and until you have departed your destination station as barrier checks may be in operation.

If you have to contact us with a claim for compensation if your train was delayed, do not discard your tickets – you will need to send us these with your claim.

4. PASSENGERS WITH DISABILITIES

If you, or someone travelling with you, has a mobility impairment or other disability and will need help during your journey or at stations, please let us know at least 48 hours in advance by calling us on 0844 811 0072 or 0845 305 6815 for textphone users.

We are committed to meeting the needs of all our passengers and will help passengers who need special assistance in planning and making their journey. Our Travel Information for Disabled Passengers leaflet contains our Disabled Person's Protection policy, available at www.grandcentralrail.com and from Customer Services, who can also supply large print and Braille versions.

The Association of Train Operating Companies (ATOC) produces a guide called Rail Travel Made Easy, available at www.nationalrail.com.uk, most staffed stations, Customer Services, Citizens Advice Bureaus and some libraries. It gives you information to help plan your journey and get the best value tickets.

Disabled Person's Railcard holders receive discounts on Grand Central tickets.

What happens if booked assistance is not provided

If you booked assistance on a Grand Central train and this was not provided, contact station staff, our on-board staff or our Customer Services team immediately and we will do all we can to rectify the problem and help you continue your journey with the minimum of disruption. If your journey is delayed as a result of our failure to provide assistance, we will be happy to offer compensation in line with our company policy. Contact Customer Services for further advice or to make a claim.

5. ON THE TRAIN

All Grand Central trains offer both First and Standard class accommodation and our trains enjoy high levels of comfort with improved seating and leg room. Where possible, seats are lined up with windows so that you can enjoy the views as you travel. Free Wi-Fi is available for all passengers to use and power points for laptops and phones are provided in most carriages. Luggage racks are provided at the end of each carriage for storing larger items. Space for smaller items is available behind seats and in overhead racks. Monopoly, Cluedo and Chess boards are available on every table in Standard class accommodation. Playing pieces can be purchased or rented from the buffet or you are welcome to bring your own. Smoking is not permitted by law on any part of any train or at any station. Our staff are highly trained and customer focused. If you require any help during your journey please ask a member of the crew.

Cycles

Cyclists are welcome on-board Grand Central services. You do not have to reserve cycle space, but if you are part of a large group of cyclists, call us in advance to ensure we are able to accommodate all cycles on a particular train.

Pets

Well-behaved pets are welcome on-board Grand Central services free of charge, as long as they do not occupy a seat. Ensure your pet does not disturb other passengers. All animals except dogs must be carried in a fully enclosed basket or carrier. Full details are available in the National Rail Conditions of Carriage.

Food and Drink

Our buffet service provides a large selection of hot and cold drinks, fresh sandwiches, snacks and sweet treats. We also offer a wide range of alcoholic drinks, crisps, snacks and chocolate. An at-seat service is provided for our First class customers.

Whenever possible, we serve food and drink from local, independent companies run by people who love what they do. Children's meal deals and activity packs are also available from the buffet.

6. WHEN THINGS GO WRONG

When things go wrong, our staff are trained to identify and resolve any journey difficulties you may have. If you are inconvenienced during your journey please bring this to the attention of our staff as soon as possible, so that we can try to resolve things to your satisfaction straight away.

Sometimes problems occur outside our control that may affect your journey. We will do our best to advise you of any delays that may affect you.

If you are on-board one of our trains during a delay, our staff will keep you informed on progress and will help you to plan alternative connections.

If you are delayed on our train for more than one hour our Senior Conductor is authorised to issue hot drinks and bottled water free of charge. If the delay on the train is over two hours, subject to stock availability, the Senior Conductor may issue other buffet stock free of charge.

In the event of service delay, we will:

- Get you to your destination station.
- Arrange alternative transport where this is practical and appropriate.
- If your onward journey is not possible, get you back to your originating station.
- Make appropriate arrangements for stranded passengers.

Delays of more than one hour may make you eligible for compensation.

Compensation

If you are delayed while travelling on a Grand Central train the compensation you can expect is:

- Delay of 1 to 2 hours, 25% of the cost of a single ticket or 25% of the relevant portion of a return ticket
- Delay of 2 to 3 hours, 50% of the cost of a single ticket or 50% of the relevant portion of a return ticket
- Delay over 3 hours, 100% of the cost of a single ticket or 100% of the relevant portion of a return ticket.

Compensation for delayed journeys is offered in the form of Rail Travel Vouchers.

If unforeseen circumstances mean that we have had to introduce an emergency timetable, these compensation arrangements will be based upon that timetable.

We do not normally accept claims where trains are delayed and you were told about the delay before you bought your ticket and you still decided to travel, or, where we get you to your destination with another train company at no extra cost to you without significant delay.

Claims will not be accepted if the delay was outside the control of the rail industry and events that may not be considered for compensation include suicides, acts of terrorism, vandalism and severe weather conditions.

We aim to hand out Customer Feedback forms to all passengers on our trains where delays over an hour occur, but if you do not have a form, please call us on 0845 603 4852 and we will send you a form. It is also very important to ensure that the on-train staff have endorsed your ticket.

For compensation to be considered, a claim form must be received by our Customer Service team within 28 days of the delay occurring. On receipt of a correctly completed Customer Feedback form we aim to post your compensation within 10 working days, but during busy periods please allow up to 28 days for a response.

Refunds

If you decide not to travel, you can claim a refund for your unused ticket. You need to make your refund application to the location where the ticket was purchased.

For tickets bought online, your e-mail confirmation will provide details about how to request a refund on unused tickets.

For tickets purchased onboard a Grand Central service you should contact our Customer Services team. Please note that our Customer Services team can only provide refunds on unused tickets bought from the Grand Central ticket office in York or on-board a Grand Central train.

An administration fee may be charged on ticket refunds.

Tickets must be returned for refund within 28 days of their expiry date (this is shown on the ticket).

Advance Purchase (AP) tickets are non-refundable as per rail industry standards.

Engineering work

Network Rail needs to undertake a regular programme of maintenance and improvement to the track and signalling.

This may mean the rail lines need to be closed temporarily causing changes to the normal timetable. Engineering work can often affect train services at weekends and public holidays and sometimes early morning or late evening services. Our aim is to provide information on planned changes at least four weeks in advance. This information will be available on our website, through National Rail Enquires, from station ticket offices, and from our Customer Services team, contact details are in Section 8.

Sometimes Network Rail has to carry out engineering work at very short notice. When this happens, we aim to provide you with the information through all regular channels. We will provide this information as quickly as possible, however we still recommend that you check for alterations before travelling on www.nationalrail.co.uk or by calling National Rail Enquires on 08457 48 49 50.

7. USEFUL DOCUMENTS AND CONTACTS

There are a number of sources of useful information about travelling on The UK's rail network.

National Rail Conditions of Carriage

Whenever you buy a train ticket you enter into an agreement with all of the mainline train companies in the UK. The National Rail Conditions of Carriage sets out the details of this agreement. It can be downloaded at www.nationalrail.co.uk/nrcc and copies are available from station travel centres.

Passenger Charters

In its Passenger Charter, each train company sets out the specific standards of service it promises its passengers. These are available from the train company or from a travel centre at any station where that company's trains stop.

Travel Information for Disabled Passengers (also called 'Disabled Person's Protection Policies')

All train companies are required to set out their services for passengers with disabilities in one document. These are available from the train company or from a travel centre at any station where that company's trains stop.

National Rail Enquiries

This is the definitive source of information for all passenger rail services on the National Rail network in the UK. The National Rail Enquiries website maintains a list of all train operating companies and details of how to contact them. www.nationalrail.co.uk 08457 48 49 50.

The Office of Rail Regulation

The Office of Rail Regulation is the independent safety and economic regulator for Britain's railways.

w: www.rail-reg.gov.uk

t: 020 7282 2018

8. HOW TO CONTACT GRAND CENTRAL

Ticket sales

w: www.grandcentralrail.com

t: 0844 811 0071 (8am – 10pm)

Group and business travel 0845 603 4852 (Monday – Friday, 9am to 5pm)

In person at River House, 7 Museum Street, York YO1 7DJ (Monday – Friday, 9am to 5pm)

Assisted travel

t: 0844 811 0072 (8am – 10pm)

Text phone 0845 305 6815 (8am – 10pm) (for customers with hearing impairments)

e: assistance@grandcentralrail.com

Train running information

National Rail Enquires

t: 08457 48 49 50

w: www.nationalrail.co.uk

Train Tracker 0871 200 49 50

Text station name to 8 49 50

Text phone 0845 60 50 600 (for customers with hearing impairments)

On Twitter @NRE_Grand_Centr.

Lost Property

If you lose an item on a station please contact the station operator directly. You can find the contact details for the station operator from the National Rail website www.nationalrail.co.uk or by calling National Rail Enquires on 08457 48 49 50.

If you lose an item on one of our trains, we will do our best to recover the item for you. Lost property recovered from our trains is handed in at the final destination station. For trains travelling towards Sunderland or Bradford, contact Northern Rail's Lost Property office on 0845 00 00 125. For trains travelling towards London, contact King's Cross Lost Property Office on 0207 837 4334.

General enquiries and Customer Service

We aim to continually improve the service we provide, so your views are really important to us. We measure how we're doing by listening to your feedback. You can contact us either through a Customer Feedback form or by the following methods:

w: www.grandcentralrail.com

t: 0845 603 4852 (Monday – Friday 09.00 to 17.00)

e: customer.services@grandcentralrail.com

In person at River House, 7 Museum Street, York YO1 7DJ (Monday – Friday, 9am to 5pm)

Escalating complaints

If you are not satisfied with any aspect our response, in the first instance please write to our Customer Service Manager.

If you are still unhappy with our response, please write to Passenger Focus, which is an independent body set up by Parliament to protect the interests of passengers.

Passenger Focus, Freepost (RRRE-ETTC-LEET), PO BOX 4527, Manchester, M60 3AR.

t: 0300 123 2350

f: 08458 501 392

e: passengerfocus.org.uk

w: info@passengerfocus.org.uk