

Passengers' **Charter**



Welcome to

travelling with First Hull Trains

The First Hull Trains Passengers' Charter

This outlines our commitment to providing the highest standards of customer service, as well as great value for money.

We are dedicated to ensuring that your travel experience is relaxing and enjoyable. Occasionally things do go wrong, and we do our best to resolve any issues as quickly as we can. This Charter outlines the standard of service that you can expect from us.

Our Passengers' Charter describes our commitments to you and sets out the principles on which these are based. It does not affect your legal rights, which are set out in the National Rail Conditions of Carriage. Copies of the Charter can be obtained from all the staffed stations at which our trains call or from our Customer Relations team.

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1. First Hull Trains People

We pride ourselves in having a motivated team who are knowledgeable, friendly and passionate about First Hull Trains. Our staff ensure that we operate in a safe manner and they are expected to be helpful and proactive in serving you.

We are committed to our passengers and to providing excellent service. We value customers' opinions and we are happy to hear your feedback and views.

Our team are encouraged to use their common sense and discretion in dealing with individual situations on its merits so that each customer is given the best service offering we can provide.

2. Keeping you informed

We are committed to providing you with accurate and helpful information about our services. Our aim is to keep you informed about any problems as soon as they arise and that we might determine the impact to your journey.

When disruption to services occurs we aim to provide timely and relevant information so you can make informed decisions about your journey.

We are committed to delivering passenger information during disruption. We will outline the following information through our website, telecoms centre and through National Rail Enquiries:

- Cause of the problem;
- Impact on our trains;
- Advise you on the delay any viable alternative methods of travel;
- Estimate for trains to return to normal.

When trains are operating normally, we will also inform you that this is the case.

3. Buying Tickets and Reservations

First Hull Trains offer a full range of tickets to suit your needs.

Tickets can be purchased at any staffed station ticket office, by telephone or from our website at **www.hulltrains.co.uk**.

Tickets can also be purchased on board all of our trains. We will sell you the most appropriate ticket for your journey, to offer you the best value and/or flexibility according to your needs – including whether or not you are travelling solely on our trains or want to use other services on the route.

You must always try to be aware of the terms and conditions that apply to the type of ticket that you hold. Ticket retailers must also make these clear before completing your ticket purchase. If you have an Advance ticket this is valid only on the date and time of train shown. If you elect to travel on an alternative service you will be asked to pay a fare on board, unless disruption to services has caused you to travel on a different train from that booked. We comply with the National Rail Conditions of Carriage.

Ticket Inspections

You are required to hold a valid travel ticket for the journey that you make. Tickets should be retained for inspection when requested by our staff, where applicable along with any Railcard that you used to obtain a discounted ticket. Tickets may also be required to exit stations via automatic ticket gates or to show revenue protection staff undertaking a ticket check.

If you are unable to present a ticket our On Board Team will sell you an appropriate ticket on the train. If however you are unable to purchase a ticket you will be asked to leave the train at the next station, and/or asked for your personal details to be provided to the Revenue Protection Service or the British Transport Police.

Seat Reservations

With all Advance tickets, a seat reservation is provided with our compliments, valid only for the date and time of train shown on the reservation. Other tickets can be used on any train on which they are valid, but we are unable to guarantee that you will be provided with a seat unless you specifically reserve one.

Some of our services are very busy and we recommend that seat reservations are made when you know your plans in advance. If we do not provide you with your reserved seat and there is no alternative seat on the train we will compensate you. If you have reserved a seat but have to stand for more than 30 minutes we will refund 50% off the single fare for your journey. Claims must be made within 28 days of completing your journey.

Cycles

Cycles are welcome on board our trains, however, you are advised to book as we are unable to guarantee that we can convey your cycle without a reservation. We recommend that cycle reservations are made at least 24 hours prior to your journey. These can be made at any staffed station ticket office, on-line or through our Telesales Team.



4. Our Trains

We aim to make your journey as enjoyable as possible.

We will do our very best to ensure that our trains are clean, well presented and comfortable with a full range of facilities available. Our dedicated and professional on board staff will do everything that they can to assist you during your journey. They will always be available and will conduct frequent checks throughout the train to ensure your safety and security.

The trains are formed of five coaches and are labelled A-E.

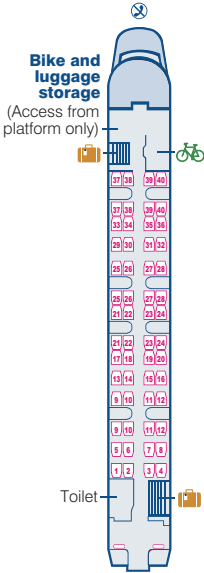
- **Coach A** is the designated Quiet Coach for Standard Class accommodation.
- **Coach B** is Standard Class and the Café Bar is located in this vehicle.
- **Coach C** is Standard Class.
- **Coach D** is First class with accessible accommodation.
- **Coach E** is Standard class with accessible seating and toilet facilities are located in this vehicle.

The following diagram is provided to help in familiarising yourself with our train layout.

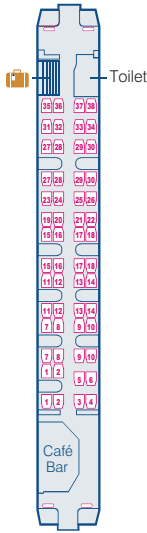


Adelante train – seating plan

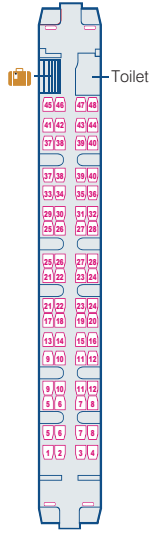
Coach A
Standard – Quiet Carriage



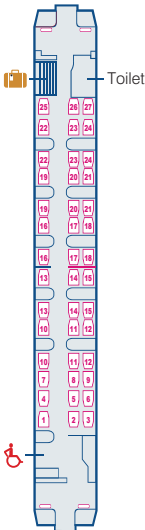
Coach B
Standard – Café Bar



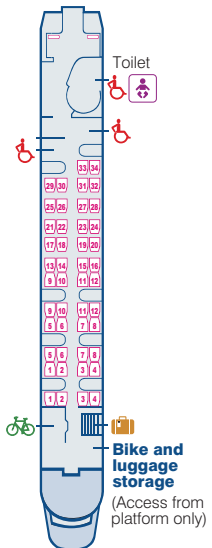
Coach C
Standard



Coach D
First Class



Coach E
Standard



Key

Accessible facility



Baby-changing room



Luggage rack



Cycle rack



4. Our Trains *(cont.)*

Catering

We provide catering facilities on all of our services with the provision of a Café Bar on every train for the service of refreshments.

First Class

We offer First Class accommodation on all our trains, situated in Coach D. Complimentary refreshments are provided to our first class passengers and are appropriate to the time of day that you travel. The menu will have options for you, subject to availability.

Quiet Coach

The Quiet Coach is located in Standard accommodation in Coach A on all our trains. This is provided for the comfort of passengers wishing to travel without disturbance from mobile telephones or personal electronic devices. If such items are in use whilst you occupy seats in the Quiet Coach these must be used in the silent mode. We ask all our passengers to observe the rules in the Quiet Coach.

Wi-Fi

We offer complimentary Wi-Fi on board all of our trains for all our passengers in both Standard and First Class accommodation. For more information on how the service works please visit **www.hulltrains.co.uk/wi-fi**. Should you experience any problems with this facility please speak to a member of the on board staff or contact the Wi-Fi support desk on **0845 193 6783**. Whilst we strive to make this service available on all our trains, we do not provide compensation for any problems associated with the provision of this complimentary facility.

Lost Property

If you lose anything on one of our services and it is found by or handed to a member of staff, it will normally be returned to our main office in Hull. We will store any items that are returned to us for a reasonable length of time (of at least 28 days) and will make every effort to trace the owner. To contact our lost property team, please call **01482 488902** (Monday-Friday 09:00-17:00) or email at **lost.property@hulltrains.co.uk**

Luggage

Luggage facilities are available on all our trains. We ask passengers not to carry more than three items of luggage – two large items (measuring no more than 30 x 70 x 90cms) and one piece that must be small enough to fit on your lap if required – and to make sure you are able to manage your luggage yourself without requiring assistance. Luggage that exceeds the limits set out above can be refused, and is carried at our discretion. An extra charge will normally be levied for conveying additional items of luggage beyond three items. This will not exceed half the adult single fare journey.



5. Extra help with your journey and assisted travel

At First Hull Trains we are committed to providing an easy and convenient way to travel. We provide a dedicated Assisted Travel Team for those passengers that require extra help. Assistance can be arranged to help you with accessing the station, boarding the train and in carrying your luggage.

Dedicated wheelchair spaces are available and can be reserved by contacting our mobility assistance team on **04850 710 222**, (then option number 3). Assistance should be requested at least 24 hours prior to your journey; although where a journey is made at short notice we will do our utmost to assist.

Full details of our Disabled Persons Protection Policy can be obtained by calling Customer Services on **08456 769905**. We will be happy to provide a printed copy.



6. Service Disruption

Planned Engineering Work

Sometimes work needs to be undertaken by Network Rail to maintain and improve the railway tracks and signals. Weekends and Bank Holidays are typically days that work takes place as demand is generally lower than weekday travel. We will always try to keep disruption to our services to a minimum and will work with Network Rail to plan such disruption carefully to minimise the impact on your journey as far as possible.

When such work takes place and this affects the operation of our trains, we will publish in advance the details of this work on our website (usually 12 weeks in advance or as soon as possible if notice is later than this), at the stations that we serve and also via our Telesales Team. Also a summary of the changes to our train services will also be available from National Rail Enquiries on **08457 48 49 50** or at **www.nationalrail.co.uk**.

Occasionally buses may run instead of trains on some sections of your journey where there is no option of running a through train service. When this is the case we will ensure that information is provided at the stations in advance.

Exceptions

We do not accept claims for compensation for delays to our normal timetable when we have published a revised timetable or offered alternative routes due to planned engineering work, unless the replacement services themselves run late according to the revised timings, or are cancelled. We will not accept liability for any loss caused by delay to your journey, cancellation of any train, missed connection or closure of the railway.

6. Service Disruption (cont.)

Caring for you when our trains are delayed or disrupted

Occasionally, despite our best efforts, there will be delays to your journey. When such events take place we will always try our very best to ensure that the impact of this delay is kept to a minimum. Our Control team provide information to all of the stations that we serve and we work with other train companies to do what we can to ensure that information reaches you. As soon as our On Board Team know what is happening, and what the impact is likely to be, they will let you know. They will also be able to provide information regarding the best options for you to complete your journey.

Train running information and travel bulletins can be obtained from the following:

- **www.hulltrains.co.uk**
- **www.nationalrail.co.uk** or by calling National Rail Enquiries on **08457 48 49 50**
- Texting Train Tracker text with the train time and departure station to **84950**
- Via text or email alerts to subscribers

If your journey with us is delayed and you are no longer able to make your planned connection, we will endeavour to help in re-planning your journey to minimise the delay. In some cases this may involve alternative transport to enable you to reach your destination.

In certain circumstances where travel is not possible by any means we may provide overnight accommodation for you to enable you to continue your journey the next day though this is at our discretion.

In circumstances where your train is delayed by 60 minutes or more, we will endeavour to provide complimentary refreshments where we have them available.

7. Performance

We aim to operate a reliable and punctual service for our passengers. We work with Network Rail and other rail companies to deliver our advertised timetable.

We set ourselves the target of ensuring that the vast majority of our trains arrive within 10 minutes of their planned arrival time.

Every four weeks the performance of our service is reported. Full details of our performance can be obtained by contacting the Customer Relations Team.



8. Refunds

Service Disruption

If the train you planned to catch is cancelled, or delayed, or your seat reservation is not honoured, and as a result you decide not to travel, then you can return the unused travel ticket to any ticket office or the original place of purchase. A refund will be made without an administration fee.

If you have purchased an Advance ticket and your train is cancelled or delayed by more than 60 minutes, alternative arrangements will be made for you to travel on another train. In such circumstances a seat cannot be guaranteed. If however as a result of the service disruption, you decide not to travel, a refund will be offered on completely unused tickets and no administration fee will be applied.

If you decide not to travel due to personal reasons, when your train was running normally, you may be eligible for a refund on your tickets. In such circumstances refund applications must be made through the original retailer and the unused tickets provided.

An administration fee of £10 per ticket may be applied.

Advance tickets are not refundable.

If you bought your ticket from Hull Trains by telephone please post your ticket along with a covering letter to:

First Hull Trains Aftersales

P.O.BOX 131, Plymouth,
DEVON PL4 6XT

If you bought your ticket through Hull Trains on-line refund applications can be made on-line. The unused tickets will need to be returned to:

First Hull Trains Web Aftersales

P.O.BOX 131, Plymouth,
DEVON PL4 6XT

Refund applications can take up to 28 days to be processed.

9. Compensation

When our train services are disrupted or delayed by 30 minutes or more, despite our own best efforts we will also provide compensation.

All ticket holders may apply for compensation, irrespective of the cause of the delay. The level of compensation is outlined below:

- 30-59 minutes – compensation of at least 50% of the cost of the single ticket or 50% of the relevant journey portion of a return ticket.
- 60-119 minutes delay compensation of at least 100% of the cost of the single ticket or 100% of the relevant journey portion of a return ticket.
- 120 minutes delay or longer – compensation of at least 100% of the cost of the single ticket or at least 100% of the full return ticket.

We will ordinarily provide compensation in the form of National Rail Travel Vouchers. However, in some special circumstances, we will consider providing compensation appropriate to the circumstances.

Compensation claim forms are available from all the stations that we serve, on our trains and they can also be downloaded from our website at www.hulltrains.co.uk. Please send the completed form, along with the original tickets as proof of your journey, to the Customer Relations team (for contact details see Section 10).

Applications must be made within 28 days of the date of the delay and it will help us to process your claim quicker if the ticket has been stamped by the Train Manager. We expect to provide a formal response to all applications within 28 days of receiving your claim. Making an application does not mean that you will be entitled to compensation.

9. Compensation *(cont.)*

If you have a Season Ticket valid for travel on our trains, please include a copy of the ticket with your application. Season Ticket holders should claim compensation in respect of each individual journey on which they are delayed and include the details of the specific train on which you were travelling.

Consequential Costs

Under the terms of the National Rail Conditions of Carriage, which set out your legal rights, and which apply to all Train Operating Companies, First Hull Trains is not liable for any loss (including consequential loss) or extra expenses incurred as a result of a train delay or cancellation. This includes missed flights, events or functions. Claims for such occurrences must be made through your own personal travel insurance.

When travelling for flights or international connections we strongly recommend planning your journey to allow 2.5 hours from scheduled arrival at the airport to the closure of the check in time.



10. Contact us

We are committed to delivering the very highest standard of customer service. We value your comments and suggestions; these help us to shape the future of First Hull Trains. If you have any comments, suggestions, or complaints or you would like to provide praise for the service that you have received we would like to hear from you. Comments and Compliments forms are available at all the stations that we serve and also on our trains. We can be contacted in a number of ways:

Customer Relations

Email: **customer.services@hulltrains.co.uk**

Post: First Hull Trains

FREEPOST RLYY-XSTG-YXCK

4th Floor Europa House

184 Ferensway

HULL HU1 3UT

Telephone: **08450 710 222** (Monday- Friday 09:00 – 17:00)

First Hull Trains Assisted Travel: **08450 710 222**,
then option number 3

Ticket Purchase and Telephone Aftersales: **08450 710 222**

Group Travel: **01482 215746** (10 persons or more)

Website Booking Support:

Email: **fht.websupport@firstgroup.com**

Telephone: **0871 244 1638**

11. Complaints

We aim to provide a high quality travel experience that you can enjoy. If you feel that this has not been the case we would like to hear from you. The feedback that you provide is taken extremely seriously and we will investigate matters fully. We will also provide an explanation as to the reasons behind any failing that we identify once we have investigated. We aim to achieve this within 28 days, and we will keep you informed of progress if it takes longer than this to investigate.

All comments and complaints are recorded, reviewed and reported upon to our Managing Director and his/her senior management team on a monthly basis. This is then summarised and presented on a monthly basis for our Company Board Directors.

We aim to provide a resolution that is fair, and that addresses your comment or complaint. If you are unhappy with our response, please let us know and we will review your case again. If we are unable to provide a resolution that meets with your expectations, we recommend contacting Passenger Focus or London Travel Watch. These bodies are independent consumer watchdogs established by Parliament to protect and champion passengers' interests. They can be contacted at the following:

Passenger Focus

Website: **www.passengerfocus.org.uk**

Telephone: **0300 123 2350**

Email: **advice@passengerfocus.org.uk**

Post: RTEH-XAGE-BYKZ, Passenger Focus, PO Box 5594,
Southend On Sea, SS1 9PZ

London Travel Watch

Website: **www.londontravelwatch.org.uk**

Telephone: **020 3176 2999**

Email: **enquiries@londontravelwatch.org.uk**

Post: London Travel Watch, Dexter House, 2 Royal Mint Court,
London, EC3N 4QN





First  **Hull Trains**
welcoming you on board