PASSENGERS’ CHARTER

Book direct at hulltrains.co.uk

Valid from November 2018
Welcome to travelling with Hull Trains

Our commitments to you when travelling with Hull Trains

Welcome to our Passengers’ Charter, which outlines our promise to provide you with the highest standards of customer service, as well as great value for money. We always strive to ensure that your travel experience is as relaxing and enjoyable as possible, but occasionally things do go wrong. We will do our best to resolve any issues as quickly and as professionally as we can.

This Passengers’ Charter details our commitments, setting out the standard of service and the principles on which these commitments are based. It does not affect your legal rights, which are set out in the National Rail Conditions of Travel and can be found at nationalrail.co.uk. Copies of this Charter can be obtained from any of the staffed stations at which our trains call, on our website, or from our Customer Relations Team.

From December 2019 we will be introducing a brand-new fleet of trains, designed to offer customers more seats, a more comfortable ride and a more reliable and punctual service. We will update this Charter when these trains are ready for service.

1. Our people

With over 180 colleagues and contract partners working across our network, we pride ourselves in having a motivated team who are knowledgeable, friendly and passionate about Hull Trains and the service we provide. Our team ensures that we operate in a safe manner and we expect them to be helpful and proactive in serving you.

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

We are committed to providing excellent customer service, therefore we value and welcome your opinions and feedback.

2. Keeping you informed

We want to provide you with accurate and helpful information about our services. Our aim is to keep you informed about any problems as soon as they arise, so that you can make informed decisions about your journey. This information will include:

- the cause of the problem;
- the impact on our trains and the service we provide;
- advice on the delay and any viable alternative methods of travel; and
- an estimate for when our trains will return to normal timetabled running.

We currently provide information in a variety of ways designed to suit your personal preference:

Our website

By visiting hulltrains.co.uk you can access detailed information on our products and services. You can:

- download timetables and access live train running information;
- find information on forthcoming engineering works which affect our services;
- find out which ticket best suits your needs;
- purchase tickets;
This information is also available on our website hulltrains.co.uk.

**At stations**

All of the stations at which we call are equipped with Customer Information Screens which display real-time train running information and have passenger announcements to inform you verbally about our services and any changes which may be made to them. Both Cottingham and Howden are unstaffed stations.

**On trains**

Each of our trains has live-feed Customer Information Screens on board in every carriage. These screens provide live train running information, including reasons for delays, as well as news, local weather and information about our special offers. Our On-Board Team also provides verbal announcements about our train running and catering facilities as your journey progresses.

3. **Buying tickets and making seat reservations**

We want to make it easy for you to buy a ticket for your journey, so we offer a variety of options to suit your needs.

Tickets can be purchased in a number of ways, including at any staffed station ticket office, from ticket vending machines, by telephone, from our website at hulltrains.co.uk, or via our mobile app.

Tickets can also be purchased on board all of our trains without penalty. If you are travelling from a station with ticket gates, please ask the gateline staff to let you through to purchase a ticket onboard. 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 Railcard discount. We will sell you a ticket for your entire journey, whether you are travelling solely on our trains or using other train services as part of your trip. We do not, however, sell Advance tickets on board.

You must ensure that you are aware of any 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 train(s) shown.
If you travel on an alternative service to that which you have booked with an Advance ticket you will be required to purchase a new ticket, unless disruption to services has resulted in the need to travel on a different train, and the ticket has been authorised by ourselves or another train operator’s staff.

We comply with the National Rail Conditions of Travel. You can download a copy of these online from nationalrail.co.uk.

**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 On-Board Team, along with any Railcard that you have used to obtain a discounted ticket. Tickets may also be required to exit stations via automatic ticket gates or to show revenue protection team members undertaking a ticket check; therefore, please ensure you retain them until you have completed your journey and have left the station. You will also need to retain your tickets should you be delayed and need to claim compensation for your journey.

If you are unable to present a ticket, our On-Board Team will sell you an appropriate ticket on the train. If, for whatever reason, you do not purchase a ticket, you must provide your personal details to our On-Board Manager and/or the British Transport Police, who will advise the next steps in such cases, as per section 9 of the National Rail Conditions of Travel.

**Seat reservations**

Subject to availability, you can book a seat on any of our trains if you have a valid ticket. A seat reservation is provided automatically with all Advance tickets, 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 may not provide a seat reservation unless you specifically request one. Children up to 5 can travel for free if accompanied by a ticket holder, but seat reservations cannot be made for them unless a ticket is purchased.

We always recommend that you reserve a seat and you can make a reservation up to the day before travel. Approximately 10% of the total seating capacity in both First Class and Standard accommodation on all our trains is kept without reservations. Season ticket holders may reserve a seat, although this can only be done the day before travel (or on Fridays for travel on a Monday), from a staffed station. Bulk bookings of seats are not permitted for season ticket holders.

Seats cannot be reserved for luggage or animals, and if a reserved seat is not occupied by the passenger holding the reservation for that seat within five minutes of departure from the station stated on the reservation label or display, it becomes available for use by any passenger who may require it. You may only make one seat reservation per person, per train, as stated in section 3 of the National Rail Conditions of Travel.

If reserved seats are unavailable on a Hull Trains service as a result of a service being fully booked, you will be advised of this during the booking process by the ticket vendor and we will not compensate you if no seats are available on board the train. Similarly, if you join a Hull Trains service with a valid flexible ticket (i.e. not an ‘Advance’ or other train-specific ticket) without having made a seat reservation, and no seats are available, we will not compensate you.

If you have reserved a seat, but we do not provide your reserved seat and there is no alternative seat on the train in the class of travel which you have booked, we will compensate you should you have to stand for more than 30 minutes from the time you board the train. We will refund 50% of the relevant single ticket or relevant part of the return ticket for your journey in these circumstances. For First Class ticket-holders, we will offer a partial refund, typically equal to the difference between the First Class fare and the equivalent Standard fare for the portion of your journey being made with Hull Trains, if no seats are available in First Class but you are able to occupy a seat in Standard accommodation. If a First Class customer cannot sit in either First or Standard Class we will refund 50% of the relevant single or relevant part of the return ticket for your journey. Please note that claims must be made within 28 days of the affected journey.
Cycles

Cycles are welcome on board our trains; however, you are advised to make a cycle reservation as we are unable to guarantee that we can convey your cycle without one. This is due to a limited number of spaces on board our trains. 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, online or over the phone through our Telesales Team. Unfortunately, we cannot accommodate tandem cycles as we do not have enough space for them on board. To access the cycle storage spaces on our trains, please see a member of our team before you board.

4. Our trains

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 trains are cleaned inside several times every day, both during their journey and at terminus stations.

Our dedicated and professional On-Board team 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.

Our trains are formed of five carriages, which are labelled A to E with the following designations:

- **Carriage A** is Standard Class;
- **Carriage B** is Standard Class with the buffet located in this vehicle;
- **Carriage C** is Standard Class;
- **Carriage D** is First Class with a wheelchair space close to the accessible toilet in the adjacent Coach E;
- **Carriage E** is Standard Class with two wheelchair spaces and an accessible toilet.

The diagram shows our trains’ layout, including the location of priority seating, luggage racks, cycle storage, wheelchair spaces, the accessible toilet and baby-changing facilities. Priority seating is clearly labelled with information stickers adjacent to the seat and is designed to be easily accessible for people who need it, i.e. expectant mothers, older and disabled people and someone who is carrying an infant.
Catering
We provide catering facilities at the buffet counter in carriage B, where, for all or part of the journey, you can purchase a selection of hot and cold drinks, sandwiches, snacks, beers, wines and spirits.

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

Wi-Fi
We offer free onboard Wi-Fi for all our customers.

For more information on how the service works please visit hulltrains.co.uk.

Should you experience any problems with this facility, please speak to a member of the On-Board Team 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 our team, it will normally be returned to our main office in Hull. We will store any items that are returned to us and are deemed as ‘non-perishable’ for a reasonable length of time (at least 28 days) and will make every effort to trace the owner. We do not charge for holding lost property, however we will ask you to cover any postage or courier costs if you do not collect the item from us.

To contact our Lost Property team, please call 01482 488909 (Monday-Friday 09:00 – 17:00) or email at lost.property@hulltrains.co.uk

If you lose an item at a station, please go to nationalrail.co.uk and check under the ‘stations’ section where you can find a list of station operators and lost property contact telephone numbers. Alternatively, you can call National Rail Enquires on 03457 48 49 50 who can also give you this information.

Luggage
Our trains convey a limited amount of space to store your luggage, as detailed in the seating plan. Additional space can be found between some seat backs and there are overhead luggage racks for smaller items of luggage. We ask customers not to carry more than three items of luggage – two large items (measuring no more than 30 x 70 x 90cm) and one piece that must be small enough to fit on your lap if required.

Our On-Board Team will do what is reasonably practicable to assist you. Luggage carried that exceeds these limits is carried at our discretion and may be refused. A charge will normally be levied for conveying additional items of luggage, or for excessively large or bulky items. This will not exceed half the adult single fare for your journey.

Smoking
Smoking, including the use of electronic cigarettes or vaping devices, is not permitted on any of our trains.

Security
Please keep your luggage and belongings with you or in sight when you travel with us and if you notice anything suspicious, please inform a member of the On-Board Team. We have on-train security systems, including CCTV for your safety and comfort.
5. **At stations**

We do not manage any stations directly and therefore any services provided at the stations at which we call are the responsibility of the station operator. Further information relating to which company operates which station can be found in the table below. Please note that this summary is current at the time of producing this document. For up-to-date information, please visit the National Rail Enquiries website at nationalrail.co.uk/stations_destinations/default.aspx or the websites of the station operators:

<table>
<thead>
<tr>
<th>Station</th>
<th>Operator</th>
<th>Tel No.</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beverley</td>
<td>Northern Railway</td>
<td>0808 1561606</td>
<td>northernrailway.co.uk</td>
</tr>
<tr>
<td>Cottingham</td>
<td>Northern Railway</td>
<td>0808 1561606</td>
<td>northernrailway.co.uk</td>
</tr>
<tr>
<td>Hull</td>
<td>TransPennine Express</td>
<td>0800 1072149</td>
<td>tpexpress.co.uk</td>
</tr>
<tr>
<td>Brough</td>
<td>TransPennine Express</td>
<td>0800 1072149</td>
<td>tpexpress.co.uk</td>
</tr>
<tr>
<td>Howden</td>
<td>Northern Railway</td>
<td>0808 1561606</td>
<td>northernrailway.co.uk</td>
</tr>
<tr>
<td>Selby</td>
<td>TransPennine Express</td>
<td>0800 1072149</td>
<td>tpexpress.co.uk</td>
</tr>
<tr>
<td>Doncaster</td>
<td>London North Eastern Railway</td>
<td>0800 0158123</td>
<td>lner.co.uk</td>
</tr>
<tr>
<td>Retford</td>
<td>London North Eastern Railway</td>
<td>0800 0158123</td>
<td>lner.co.uk</td>
</tr>
<tr>
<td>Grantham</td>
<td>London North Eastern Railway</td>
<td>0800 0158123</td>
<td>lner.co.uk</td>
</tr>
<tr>
<td>Stevenage</td>
<td>Great Northern</td>
<td>0800 582844</td>
<td>greatnorthernrail.com</td>
</tr>
<tr>
<td>London King's Cross</td>
<td>Network Rail</td>
<td>03457 114141</td>
<td>networkrail.co.uk</td>
</tr>
</tbody>
</table>

6. **Extra help with your journey and Passenger Assist**

We are committed to providing an easy and convenient way to travel. We provide a dedicated Assisted Travel Team for those customers that require extra help. Assistance can be arranged to help you with, for instance, accessing the station, (where staffed), getting on and off the train and carrying your luggage.

Dedicated wheelchair spaces and priority seating are available in both First and Standard Class and can be reserved by contacting our Assisted Travel Team on 0800 316 1323, although we ask that you book 24 hours prior to travel. These spaces are limited so we will expect you to move prams and luggage to enable wheelchair/scooter users to be accommodated.

Full details of our ‘Making Rail Accessible’ policy, which provides details of our commitments to making our services accessible, can be obtained by calling Customer Services on 0345 071 0222, from our website (hulltrains.co.uk), at staffed stations at which we call, or through our Assisted Travel Team.
7. Service disruption

Planned engineering work

From time to time, essential maintenance work needs to be undertaken by Network Rail (who manages the infrastructure on the railway), to maintain and improve railway tracks, signals and structures. Engineering work generally takes place at weekends and on Bank Holidays, as demand is generally lower than on weekdays. We work with Network Rail to plan such disruption carefully in order 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 we serve, on our website and via our Telesales Team. A summary of the changes to our train services will also be available from National Rail Enquiries on 03457 48 49 50 or at nationalrail.co.uk.

Occasionally, it may be necessary to divert our services via a longer alternative route, or use buses 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 and online in advance. Please note that when replacement buses are used, there may be tighter luggage restrictions in place. There may not be space for cycles, prams and pushchairs that don’t fold or heavy luggage and some animals may also not be conveyed.

Exceptions

We do not accept claims for compensation for variations 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. If unforeseen circumstances mean we have to introduce an emergency timetable then compensation arrangements will be based upon that timetable.

Caring for you when our trains are delayed or disrupted

Occasionally, despite our best efforts, there may 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 provides 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 knows 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:

- our website at hulltrains.co.uk
- the National Rail website at nationalrail.co.uk
- by calling National Rail Enquiries on 03457 48 49 50
- from twitter @Hull_Trains

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 need to involve alternative transport to enable you to reach your destination.

Where a delay or cancellation of a Hull Trains service means that you have missed the last connection of the day or that you will not reach your destination at a reasonable time, we will either arrange for transport back to where you started your journey (and then allow you to travel the next day) or to your destination. If this is not possible we will provide overnight accommodation so that you can travel the next day. We will not pay for accommodation which has not been authorised by ourselves. If you decide not to travel as a result of a delay or cancellation of your service, and if we sold you the ticket, we will give you a full refund; otherwise, you should seek a refund from the point of purchase (unless this is the return portion of your ticket, in which case we will refund this).

In circumstances where your train is delayed by 60 minutes or more, we will provide complimentary non-alcoholic drinks where we have them available.
8. **Performance**

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

We have set a target that our trains will arrive within 10 minutes of their planned arrival time. The performance of our service is reported to and scrutinised by several governance bodies every four weeks.

Full details of our performance can be obtained by contacting the Customer Services Team and are published on our website in the Key Transparency Indicators section at [hulltrains.co.uk](http://hulltrains.co.uk).

9. **Refunds**

Advance tickets are non-refundable, except in cases of disruption as detailed above. 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 if you still wish to travel. In such circumstances, a seat cannot be guaranteed. If you prefer you can claim a full refund without an administration fee.

If you decide not to travel for any other reason, when your train was running normally, and your ticket is not an Advance ticket, you may be eligible for a refund. In such circumstances, refund applications must be made through the original retailer and the unused tickets should be provided. We always recommend that you check the terms and conditions of your ticket before you buy it.

An administration fee of £10 per transaction may be applied and you must submit your ticket for refund within 28 days of the expiry date of ticket.

If you bought your ticket from us by telephone, please post your ticket along with a covering letter to us at the address in Crawley on the next page.

If you bought your ticket through our website or app, refund applications can be made online if you have not printed your tickets out (for tickets to be printed at the station or m-tickets purchased through the app). Our ticket refund site can be found at [https://firstgroup-refunds.fastrailticketing.com/?s=Hull+Trains](https://firstgroup-refunds.fastrailticketing.com/?s=Hull+Trains)

For any printed tickets, the unused tickets and seat reservations, along with your booking reference and refund form will need to be returned to:

**Freepost Hull Trains**

For tickets purchased on board our services which require a refund, these should be returned to:

**Hull Trains Customer Services**

FREEPOST RLYY-XSTG-YXCK

4th Floor Europa House

184 Ferensway

HULL

HU1 3UT

Please note that refund payments should be made within 28 days.

**Service disruption**

If the train you planned to catch is cancelled or delayed or your reservation will not be honoured, and as a result you decide not to travel, then you can return unused tickets to the original place of purchase for a refund in full within 28 days of the ticket's expiry. The same applies if disruption prevents you from completing a journey that you have started and you return to the starting point. Advance tickets also qualify for a refund in such cases. A full refund will be made without any administration fee.
10. Compensation

When our train services are disrupted or delayed by 30 minutes or more, despite our own best efforts, we will provide compensation. If there are delays and cancellations, we will always try to tell you before you buy a ticket. Therefore, we do not normally accept a claim if you knew there was disruption, then purchased a ticket and travelled using that ticket.

All ticket holders may apply for compensation. The level of compensation is outlined below:

For journey delays* of between:

- **0-29 minutes’ delay**: no compensation is due;
- **30-59 minutes’ delay**: compensation of at least 50% of the cost of a single ticket or 50% of the relevant portion of a return ticket;
- **60 or more minutes’ delay**: compensation of at least 100% of the cost of a single ticket or 100% of the relevant portion of a return ticket.

*A journey may include conveyance by other operators’ services as per our contingency plan where our services have been cancelled or delayed. These plans are advertised through the journeycheck section of our website at [www.journeycheck.com/hulltrains/](http://www.journeycheck.com/hulltrains/)

Please ensure that, where your journey involves an automatic ticket gate, you show your ticket to a member of staff rather than using the gate, so that you can keep your ticket in order to submit it for compensation.

You have the option of receiving compensation by cheque payment, BACS, e-vouchers (for use on our website only), National Rail Vouchers or onto the credit/debit card that you paid for your tickets with.

Compensation claim forms are available from all the stations that we serve, on our trains or can be downloaded from our website at [hulltrains.co.uk](http://hulltrains.co.uk). Please send the completed form, along with the original ticket(s) and seat reservation(s) or full booking confirmation if held, as proof of your journey, to the Customer Services Team (for contact details see Section 11). Applications must be made within 28 days of the date of the delay; any applications made outside of this will not be accepted.

We expect to provide a formal response to all applications within a month of receiving your claim and provide payment within 14 days of your claim being agreed (which may not be the same date as your claim being received), as per the National Rail Conditions of Travel.

Making an application does not mean that you will be entitled to compensation; however, we will write to you explaining the reason for not being eligible if this is the case.

If you have a Season Ticket valid for travel on our trains, please include a copy of the ticket with your application and a copy of your photo ID card. 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 they were travelling.

**Exclusions**

In line with the National Rail Conditions of Travel, where Hull Trains is at fault, we will consider additional compensation for any losses or extra costs caused by the cancellation or delay to our services. Please complete the feedback form on our website if you believe this is the case. Certain events are not considered for compensation, including suicides, acts of terrorism, vandalism and severe weather conditions.

**Consumer Rights Act**

You must not seek to recover the same money twice for example both under our claims process and the Consumer Rights Act 2015. However, claiming compensation using our reclains process does not affect any additional statutory rights you may have, for example under the Consumer Rights Act 2015, where we as a company are at fault.

For more information on the Consumer Rights Act and how it applies to the railway industry please see the FAQ produced by National Rail, which also contains a link to the National Rail Conditions of Travel: [http://www.nationalrail.co.uk/CRA_Customer_FAQs_2018.pdf](http://www.nationalrail.co.uk/CRA_Customer_FAQs_2018.pdf)

**Flights and international connections**

When travelling for flights or other international connections, we strongly recommend planning your journey to allow 2.5 hours from scheduled arrival at the airport to the latest check-in time.
11. 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 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 staffed stations which we serve, and on board our trains. We can be contacted in a number of ways:

- **Email:** customerservices.hull@firstgroup.com
- **Post:** Hull Trains  
  FREEPOST RLYY-XSTG-YXCK  
  4th Floor Europa House  
  184 Ferensway  
  HULL  
  HU1 3UT
- **Telephone:** 0345 071 0222 (Monday-Friday 09:00 – 17:00)

There is also a webform for customer service comments and enquiries available on our website at [hulltrains.co.uk](http://hulltrains.co.uk)

**Hull Trains Assisted Travel:** 0800 316 1323, (06:00 – 23:00, seven days a week, except Christmas Day when we are closed and 26th December when we are open 08:00 – 18:00).

**Telesales and Website Aftersales:** 0345 071 0222 (06:00 – 23:00, seven days a week, except Christmas Day when we are closed and 26th December when we are open 08:00 – 18:00).

For web sales enquiries you can also contact us by e-mail at fht.websupport@firstgroup.com

**Group and Business Travel:** 01482 215746 providing reductions on group travel for 10 persons or more dependent on ticket availability; as well as bespoke business ticket sales for corporate clients (Monday-Friday 09:00 – 17:00).
12. Complaints

We aim to provide a 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 provide an explanation as to the reasons behind any failing that we identify once we have investigated. We aim to achieve this within 20 working days, and we will keep you informed of progress if it takes longer than this to investigate. Our Complaints Handling Procedure can be found at hulltrains.co.uk

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

13. Rail Ombudsman & Consumer Watchdogs

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 give us the opportunity to try to resolve your complaint. If you are unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve complaints between us and our customers. It is free to use their services and they are independent of the rail industry. They do not take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this does not happen, they will make a decision based on the evidence they have received. If you agree with their decision, then we have to act on what they say.

You can appeal to the Rail Ombudsman if:

• You are unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a ‘deadlock letter’); or
• we have not resolved your complaint within 40 working days of receiving it; and
• no more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman will not be able to look into, for example if it is about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. If that is the case, then they will contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus or London TravelWatch (the latter covers London King’s Cross and Stevenage) – the independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

Rail Ombudsman

Website: railombudsman.org
E-mail: info@railombudsman.org
Tel: 0330 094 0362
Textphone: 0330 094 0363
Twitter: @RailOmbudsman
Post: FREEPOST – Rail Ombudsman

Transport Focus

Website: transportfocus.org.uk
E-mail: advice@transportfocus.org.uk
Tel: 0300 123 2350
Twitter: @TransportFocus
Post: Freepost RTEH-XAGE-BYKZ
      PO Box 5594, Southend On Sea SS1 9PZ

London TravelWatch

Website: londontravelwatch.org.uk
E-mail: Enquiries@londontravelwatch.org.uk
Tel: 020 3176 2999
Twitter: @lontravelwatch
Post: London TravelWatch
      169 Union Street, London SE1 0LL

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Book direct at hulltrains.co.uk

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