

Passenger Information

# Merseyrail Passenger Charter



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# Foreword

Myself and my team are committed and passionate about providing our customers with a high quality train service.

During 2020 you will see our new fleet of trains arrive onto the network which will transform your journey and deliver a world class rail service that you deserve. The new trains, commissioned by Merseytravel, will carry 50% more passengers, reduce journey times and provide level accessibility from train to platform.

We will continue to work on improving our stations to make them welcoming, comfortable and wherever possible fully accessible; Merseyrail will become one of the most accessible networks in the UK.

We are continuing to modernise our ticketing processes to ensure a smooth and easy transaction and make your journey seamless. During this time of positive transformation my team and I will continue to ensure your journey is safe, reliable and a high quality experience.

This Passenger Charter is our promise that we will deliver on our pledges, continue to improve and listen to you when things go wrong.

I hope you find this Passenger Charter informative, please speak to a member of staff or contact our Customer Relations Team should you need anything clarifying.

**Andy Heath**

Merseyrail Managing Director



# 1. What is the Passenger Charter?

## Our commitment to you

Our commitment to you is that we will provide a world class railway serving the needs of our City Region and its people, our Charter helps to explain how we make this happen.

This Charter sets out the standards you should expect when travelling on the Merseyrail network. We know that you expect very high standards, so do we, therefore as well as letting you know the quality of the service we offer, this Charter also tells you what to expect when things go wrong. This includes your rights to compensation or a refund when our service falls below the standard expected.

## 2. What do Merseyrail, Merseytravel and Network Rail do?



Merseyrail runs train services across the Liverpool City Region and beyond. The map in Appendix 1 on page 43 shows all of the areas we serve. We run these services under an agreement with Merseytravel, the body responsible for public transport in the city region. Merseytravel set service standards and monitor the performance of Merseyrail on a regular basis as part of this agreement. Merseytravel also sets the prices of some tickets like Trio, Railpass, season tickets and Saveaway.

### The legal relationship between Merseyrail and Merseytravel

Merseyrail Electrics 2002 Ltd (Merseyrail) is a wholly owned subsidiary of Merseyrail Services Holding Company Ltd, a joint venture between Serco and Abellio. Merseyrail Electrics 2002 Ltd operate rail services under the terms of a concession agreement with Merseytravel. It is important to note that the standards in this Charter only apply to all of the stations and services shown on the map. A full list of stations covered by this Charter can be found in Appendix 1 on page 41.

If your journey was on another line, operated by another company, such as the City line, you should contact the train company responsible for your journey and ask for a copy of their passenger charter.

Network Rail own, operate and maintain the track, signalling and other infrastructure needed to operate train services. They also own the stations and lease them to Merseyrail.

## 3. Travelling with Merseyrail

### What to expect before you travel

When planning a journey with Merseyrail the information you need is at your fingertips. The quickest way to plan is to visit our website [www.merseyrail.org](http://www.merseyrail.org) which has the latest information on our services, electronic forms for you to submit any questions you might have and a useful journey planning tool. If you have any questions, the fastest way to get an answer is by using our Twitter service @merseyrail. The social media team will respond between 06:00 to 23:30 Monday to Saturday and between 10:00 and 18:00 on Sundays.

If you would rather speak to someone about your question, simply visit one of our staffed stations, most of which are open from just before the start of service each day until just after service ends, or call us on 0151 555 1111 (Monday to Friday 07:00-19:00). A full list of station opening times is available on our website.

Alternatively you can get rail travel information from a range of other sources including:

- The Travel Centre at Liverpool Lime Street (main line) station for all general information on the National Rail network.
- Merseytravel Centres at Liverpool One, Queen Square, Birkenhead, Bootle, Huyton and St Helens. (The addresses of these are included in Appendix 1 on page 42).
- National Rail Enquiries phone or website services [www.nationalrail.co.uk](http://www.nationalrail.co.uk)
- Traveline North West [www.traveline-northwest.co.uk](http://www.traveline-northwest.co.uk)
- Merseytravel journey planner [www.merseytravel.gov.uk](http://www.merseytravel.gov.uk) or via social media (@merseytravel).

## 4. Customers who may need a helping hand to travel

One of our main aims is to make travelling with Merseyrail as easy as we can for everyone so you can just turn up and travel. Many stations on our network are already accessible for customers travelling in a wheelchair, with young children in a buggy or with heavy luggage (within National Rail Conditions of Travel weight restrictions, please see Appendix 1 on page 44 for more information).

Many stations have level or ramped access to platforms. At these stations, staff can often help when boarding the train by means of a portable ramp designed for use by wheelchairs.

A full list of stations with lift access to platforms is available on the Merseyrail website [www.merseyrail.org](http://www.merseyrail.org) where we also have a dedicated assisted travel page including an accessibility map at [www.merseyrail.org/AssistedTravel](http://www.merseyrail.org/AssistedTravel)

Merseytravel is committed to improving accessibility across our network and a programme of station improvements is underway to make this happen. This is in addition to our new fleet of trains that we launch on the network in 2020 which will benefit from a number of modern features including sliding step technology which will result in unassisted access for all.

## 5. Assisted travel

### Helping you to travel on our services when you need it

We provide an assisted travel service which means that if you book in advance, our staff will always be there to help. If you would like assistance when using our stations and trains you should telephone our Assisted Travel helpline on Freephone **0800 0277 347** or **0151 555 1111** between the hours of 07:00 to 19:00 Monday to Friday, outside of these times please call **0151 702 2704**, allowing at least one hour's notice before your journey. If you are travelling further afield on to another operator's trains, please try to give at least 24 hours' notice before you travel. If you do arrive at one of our stations and have not been able or chose not to book in advance we will always do our best to assist you. When this happens it can sometimes take a little longer to help you so it is always best to book wherever possible.

During disruption, either planned or unplanned, we have plans in place to support customers with disabilities. Our Disabled People's Protection Policy (DPPP), which sets out how we support our disabled customers, is available from our website or by calling our Assisted Travel helpline.

## 6. Getting to the station

The Liverpool City Region benefits from an extensive public transport network to help you get to or from our stations.

### By bus

Facilities to interchange between trains and buses are available at the majority of our stations. For details of bus services please contact individual operators, or the National Traveline. Alternatively you can visit [www.merseytravel.gov.uk](http://www.merseytravel.gov.uk) and use the online journey planner.

### By bike

Cycle storage is available at most stations. There is no charge for using our cycle racks which, where possible, are sited in well-lit locations close to ticket offices. Also available at most stations are free, secure cycle shelters. Information on our Secure Cycle Scheme is available on our website or by contacting Customer Relations Team on **0151 555 1111** (Monday to Friday 07:00- 19:00). Please note rail replacement buses cannot accept cycles due to restriction of space.

## By car

There are car parks at many stations and the majority are available free of charge. Car parks generally have high intensity lighting, CCTV surveillance and improved fencing. All Merseyrail stations are Safer Parking accredited. Details of station car parks can be found on our website [www.merseyrail.org](http://www.merseyrail.org)

To encourage social responsibility, Merseyrail operate an enforcement policy whereby passengers who park their vehicles contrary to the warning notices displayed, may be liable to a £60 penalty notice.

## 7. At the station

We want our stations to be a pleasant environment for our customers to use. All are well lit and have seats, name boards, shelters and timetables of services. The addresses and telephone numbers of the train service operators who operate from our stations are also shown on timetables.

Merseytravel and the Department for Transport have provided funds for more seats and shelters at stations, along with improved passenger information and toilets at some stations. Our shelters also accommodate wheelchair users.

## Buying a ticket, getting information and asking for help

Merseyrail has a 'Buy before you Ride' policy in place. At most Merseyrail stations we have staffed ticket offices with a member of our team there to sell tickets, provide travel information and assist customers. Typically staff are available from 15 minutes before the first train until 15 minutes after the last train.

We have four stations on our network that do not have ticket offices and are unstaffed. These are:

### **Overpool, Little Sutton, Bache and Capenhurst**

We also have one station that is open from start of service until 2pm Monday to Friday and are closed at weekends:

### **Ellesmere Port**

At these stations, in the absence of a member of staff, we have automatic ticket vending machines which will allow you to purchase a ticket before your travel.

If you need help whilst at one of these stations you should press the information button on the Passenger Help Point provided on each platform.

## 9. Buy before you ride and avoid a penalty fare

Merseyrail has a 'Buy before you Ride' policy in place. At stations where the ticket office is open or ticket machines are available, everyone is expected to purchase a valid ticket for their whole journey before boarding a train.

If you cannot produce a valid ticket for your entire journey when asked to do so, you may be charged a Penalty Fare, currently £20, and asked to alight at the next station at which your train stops. If you wish to continue your journey beyond the next station, you may be charged the full single fare to your destination station in addition to the Penalty Fare.

If for any reason ticket selling facilities are not available at your departing station you will be able to buy reduced or discounted tickets at your destination when verified by an authorised Merseyrail employee.

## 10. Services at our ticket offices

When buying a ticket at a ticket office, you should not need to queue for more than five minutes. Queues at our ticket offices are independently measured regularly and where we know more people will be travelling we will make sure there are enough members of our team available to help.

Tickets for longer journeys and seat reservations may be bought in advance of travel if required from all staffed stations, online and from rail appointed travel agents.

Unfortunately we are not able to offer ticket on departure collection facilities for tickets bought online via a third party retailer or other train operating company.

Tickets for local journeys can also be purchased in advance of travel. Saveaway tickets may be bought at any time but may only be used outside peak times which are currently before 06:31 and after 09:29.

Saveaway tickets purchased on the Walrus smartcard can be purchased on the day prior to or on the day of travel only.

Trio tickets can be renewed up to three days in advance of their expiry date.

All ticket offices in the Merseytravel area offer a wide range of rail tickets, Merseytravel tickets and railcards, and accept payment by cash, warrant and major debit and credit cards.

## 11. Station accessibility

Many of our stations are fully or partly accessible. Our interactive station accessibility map on our website provides full details of these.

The Department for Transport, Merseytravel and Network Rail are helping to fund improvements to stations and platform access by providing or updating lifts, escalators and ramps. Details of these schemes can be found on our website and updates are regularly shared via our twitter service [@merseyrail](#).

When an escalator or lift is out of use because of planned maintenance, an alternative route will be sign-posted whenever possible. If you require assistance, ask a member of our station team or use the Passenger Help Points where available.

## 12. Toilets

A number of our stations have passenger toilets including many which are accessible. A full list of these stations can be found on the Merseyrail website.

We aim to inspect our toilets regularly and to keep them clean and in good working order. If you notice any problems with toilets on our network, please report it to a member of our station team.

## 13. Keeping our stations clean and well cared for

Like you, we believe our train stations are places the community should be proud of. Station platforms, ticket office, shelters, car parks, landscaped areas and station approaches are cleaned frequently to provide a pleasant environment and to fulfil our responsibilities under the Environmental Protection Act.

Our stations are subject to regular inspections by Merseytravel to ensure we are meeting the high standards we all expect. A minimum standard is clearly set out and where we fail to meet this, urgent action is taken to put things right.

Our station teams are responsible for looking after their stations: any vandalism, graffiti, litter or damage to equipment should be reported to them. Any damage to unstaffed stations may be reported at any staffed station or by pressing the information button located on the platform.

It is our intention to remove any particularly offensive graffiti within one working day.

## 14. Behaviour at our stations

We know that customers expect their train stations to be safe places where people treat each other with courtesy and respect. For this reason we have a number of measures in place to support this.

A full list of the Merseyrail Byelaws are available to view on the Merseyrail website [www.merseyrail.org/MRByelaws](http://www.merseyrail.org/MRByelaws)

## 15. Personal security security and policing

Our stations team are available to help customers at most of our stations from the start of train service until the end.

If you have any concerns about your personal safety or see anything suspicious please tell a police officer or member of railway staff or use a Passenger Help Point if there is one nearby.

In an emergency telephone 999 and ask for the British Transport Police.

All Merseyrail stations are fitted with closed circuit television. All cameras are monitored and recorded with some staff, and those contracted to work for Merseyrail, wearing body cameras. All data is managed within strict General Data Protection Regulation practices (more information on this can be found in our privacy notice which is available on our website).

Additionally, Passenger Help Points provide up to date travel information about Merseyrail services and can be used to summon help in an emergency at stations or at times where railway staff are not available.

All underground stations are regularly inspected by the Fire Brigade and comply with current safety and fire precaution regulations.

## 16. Smoking

For the safety and comfort of our passengers and staff, smoking, including e-cigarettes or vaping, is not allowed on trains, on underground stations or anywhere within the Merseyrail network.

## 17. Alcohol – TravelSafe

Merseyrail's most important job is to make sure our customers travel safely and we work hard to stop accidents from happening on our network. To help make sure this is the case the No Alcohol Policy detailed below is enforceable under Byelaw 4 of the Merseyrail Byelaws. This called our TravelSafe policy.

- You cannot consume alcohol or carry an open container of alcohol on Merseyrail trains or at our stations.
- If you're under the influence of alcohol or drugs and unfit to travel, we'll have to refuse you access to the Merseyrail network. All of our stations team have received training to enable them to identify customers who may be vulnerable or who they consider are in an unfit state to travel on our trains. Our staff use this training and their judgement based on what they can see and hear in the moment to make a decision. This is often a very difficult decision to make, however the policy is supported and enforced by the British Transport Police and with the full approval of Merseytravel.

## 18. On the train

### Frequency, seats and waiting times

We are committed to providing frequent train services that meet your needs. We will plan train services to make sure that:

- You should not need to stand on your train journey – except perhaps at peak times\* and then for no more than 15 minutes.
- The number of passengers on a train above the normal carrying capacity specified by Merseytravel will not generally exceed 4.5% at peak times.\*

When there are disruptions to services, or there are special circumstances, these standards may be exceeded.

\*Peak times are between 07:30 and 09:29 and 16:00 and 17:59 Monday to Friday, except Bank Holidays.

### Measuring how reliable our services are

The performance standard for Merseyrail is based on a national standard called the Public Performance Measure. This is the percentage of all services arriving within five minutes of their scheduled time having called at all booked station stops. For the purposes of calculating the measure, cancelled or trains that do not call at all stations (semi-fast) are treated as unpunctual. The measure makes no allowance for the impact of unplanned maintenance work and unplanned disruptions. The standard for Merseyrail is 92% in each four week period for both the Northern and Wirral lines.

Merseyrail publishes information on performance every four weeks and this is displayed at stations covered by this Charter within fourteen days. This performance monitor will be regularly reviewed. You can also ask staff for any past performance information or visit the Merseyrail website.

## Keeping our trains clean and tidy

We know that you want to travel in a train that is clean both inside and out.

Whilst our teams regularly sweep, clean and wash our trains, everyone can help by not dropping litter on the floor and keeping their feet off the seat cushions and metal surrounds.

## Toilets

Our trains do not have toilets. The short average journey time between stations and the large number of toilets available at them means that toilets on board are not necessary.

## Pushchairs, wheelchairs and cycles

There is space for pushchairs, wheelchairs and cycles on Merseyrail trains in designated spaces. In the interest of the safety and comfort of all passengers it may be necessary to implement restrictions at busy times. Cyclists are asked to co-operate with other customers and staff in these circumstances and not to obstruct gangways or doors.

## 19. New fleet

From 2020 a new fleet of trains will operate on the Merseyrail network. These trains will be faster and safer than the ones they replace. They will also benefit from a number of modern features including sliding step technology which will result in unassisted access for all. The Passenger Charter will be updated once the new fleet is launched and running regularly on our network.

## 20. When things don't go to plan

We normally run reliable and punctual services, but things do sometimes go wrong.

### Unplanned disruption

Should a train run more than five minutes late announcements will be made at stations to tell you how long you may have to wait. Signs will be displayed at stations in the event of significant disruptions to services. Our station and on board teams are also there to help, if you have any questions during disruption please ask them. Our Twitter service @merseyrail also carries up to the minute information on our services and any disruption. Customers may also use the Passenger Help Points to obtain information or call our

Customer Relations Team on 0151 555 1111 (Monday to Friday 07:00-19:00), outside of these times please telephone 0151 702 2704.

If rail replacement buses are required, cycles and mobility scooters may not be allowed. In these circumstances customers requiring assisted travel support, should speak to a member of our station team or call our Customer Relations Team on the numbers above for further advice.

## Planned disruption

Where possible routine maintenance of track and signalling equipment is carried out overnight and on several weekends each year to improve the quality of services available to customers. Sometimes this means that buses replace trains for part or all of a journey. We will make sure that information about this is displayed at stations four weeks in advance and detailed information one week in advance. This information will also be available via our website [www.merseyrail.org](http://www.merseyrail.org) and via our twitter service @merseyrail. When buses replace trains, services will be organised to run as smoothly as possible. Extra time will usually be required for your journey. Where necessary, additional staff will be on hand to help you when changing from train to bus or vice versa.

If you find it difficult to use a bus please contact our Assisted Travel Helpline so that we can arrange for a suitable vehicle to meet you. This way your journey will be more comfortable and there will be less delay to your journey.

If buses are required to run in place of trains, cycles and mobility scooters may not be allowed. In these circumstances customers requiring assisted travel, speak to a member of our station team or call us our Customer Relations Team on the numbers above for further advice.

## 21. Customer aftercare

We are committed to listening to and learning from your comments, questions and complaints about the services we provide.

You can get in touch with us in a number of ways:

### Comments, suggestions and questions

When you have a question or query, want to suggest an improvement to our facilities or services, or wish to make a general comment about the service we offer, the fastest way to do so is by using our Twitter service @merseyrail. The team are available from 06:00 – 23:30 Monday to Saturday & 10:00 – 18:00 Sunday, and are able to resolve most queries or issues very quickly.

Alternatively you can visit our website [www.merseyrail.org](http://www.merseyrail.org) and complete our handy online comments form or pick up a freepost paper version which is available from all staffed ticket offices on our network.

You can also write to us at [comment@merseyrail.org](mailto:comment@merseyrail.org) or phone us on 0151 555 1111 (Monday to Friday 07:00-19:00).

## What to expect

We won't automatically treat this as a formal complaint and we won't always respond to you unless you tell us you would like a response. Where you do tell us you would like someone to get back to you, we will review your comment, question or suggestion and respond as soon as we can to the address you provide. We will get back to you in a maximum of 20 working days, but will aim to respond much more quickly where we can.

## Complaints

We are sorry if our services have not met your expectations. We treat complaints in line with our Complaint Handling Procedure (which is available on our website). We aim to investigate your complaint fully and where we find a problem we will try our best to put it right.

If you can, speak to a member of our team whilst the issue is occurring, they may be able to put things right there and then. Where this isn't possible, you can visit our website and complete our online complaints form or complete a freepost paper version which is available from all staffed ticket offices on our network.

You can also write to us at [comment@merseyrail.org](mailto:comment@merseyrail.org) or phone us on **0151 555 1111** (Monday to Friday 07:00-19:00).

## Investigating what went wrong

It can take some time to investigate your complaint and we will ensure that this is done in a thorough and professional manner.

You should expect to receive an acknowledgement from us within **five working days** of receipt of your complaint. If you complain through our website this will be emailed to you as soon as you submit your complaint. This will contain your reference number and the date by which you should expect a response.

You should expect a full response from us within **20 working days** of sending the complaint to us. Where appropriate this may contain an apology, explanation of the actions we have taken to prevent the problem from happening again and/or a gesture of goodwill.

If you remain unhappy you should contact the Customer Relations Team via the contact details on the response provided and they will advise what to do next.

If after our complaints process is complete you still consider Merseyrail's response to be less than satisfactory then you may refer the matter to the Rail Ombudsman. This is an alternative dispute resolution body set up to protect the interests of rail passengers.

Please see page 28 for more information about the Rail Ombudsman service.

You may also write to Merseytravel directly at Merseytravel, PO Box 1976, Liverpool, L69 3HN. Email [comments@merseytravel.gov.uk](mailto:comments@merseytravel.gov.uk) or call **0151 330 1000**.

## Learning from complaints

All comments received by Merseytravel or Merseyrail, whether received in writing, email, social media, by telephone or in person, are taken seriously and are recorded and analysed so that improvements can be made to facilities and services.

## 22. Comments or complaints for Merseytravel

Merseytravel welcomes comments about policy and planning issues affecting local transport. Merseytravel also oversees pre-paid and concessionary fare levels and train frequencies in the Merseytravel area and welcomes comments about these.

If you send a comment or complaint to Merseyrail that is best answered by Merseytravel we will pass these to them and contact you to tell you this is what we have done.

### What to expect

Merseytravel will acknowledge your letter within **two working days** and respond in full within **21 working days** of receipt.

If Merseytravel receives a complaint directly and they regard the matter to be best responded to by Merseyrail, they will send it to us and let you know.

## 23. The Rail Ombudsman service

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve ongoing complaints or disputes between us and our passengers. It's free to use their services and they are independent of the rail industry. They don't take sides but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've 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're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter').
- We haven't resolved your complaint within 40 working days of receiving it.
- No more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's 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's the case, then they'll 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 independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

## Rail Ombudsman contact details

### How do I contact the Ombudsman?

**By Post** FREEPOST – RAIL OMBUDSMAN

**Telephone** 0330 094 0362 (Monday to Friday 08:00 - 20:00,  
Saturday and Bank Holidays 08:00 - 13:00 excluding Christmas Day)

**Website** (including online chat): [www.railombudsman.org](http://www.railombudsman.org)

**Textphone** 0330 094 0363

**Email** [info@railombudsman.org](mailto:info@railombudsman.org)

**Twitter** @RailOmbudsman

View Frequently Asked Questions (FAQs) page and privacy policy online  
[www.railombudsman.org](http://www.railombudsman.org)

## 24. Measuring customer satisfaction

### National Rail Passenger Survey

At least every six months Transport Focus will seek customers' views about train services, stations, staff and other factors which customers consider important to rail travel to help in planning services and facilities. You may be asked for your views whilst travelling on our trains or at our stations. The results of the surveys will be published by Passenger Focus and used to compare Merseyrail services with those provided by other train operators.

The survey covers a number of areas of importance to passengers and there are targets for the percentage of passengers who are fairly satisfied or very satisfied with the standards being achieved. Current results are available on our Merseyrail website.

## Claiming refunds or compensation

If you are delayed in reaching your destination as a result of a delay or cancellation of a train service on our network, you may be entitled to claim money back. You can make a claim in one or more of the following ways:

- Through the arrangements set out in this Passenger's Charter.
- Through the industry arrangements set out in the National Rail Conditions of Travel.
- By relying on your statutory rights, e.g. under the Consumer Rights Act 2015.

However, you cannot recover the same money twice.

Merseyrail's Passenger Charter is designed in line with the National Rail Conditions of Travel and we will treat any claim you make to us in line with these conditions.

This Charter does not detail, and does not intend to provide guidance on your statutory rights. The Consumer Rights Act 2015 provides consumers with various rights, e.g. rights where a service is not performed with reasonable care and skill (see section 49 of the Act). You can find more information about the Act by visiting the following webpage **[www.merseyrail.org/CRA](http://www.merseyrail.org/CRA)**

If your ticket was purchased from someone other than Merseyrail or Merseytravel you should contact the place where you bought the ticket in the first instance to discuss all refunds. In the case of compensation, we will only consider claims for disruption that occurred whilst travelling on our network.

All claims are subject to strict checks are attempted fraudulent claims are always reported to the British Transport Police.

## Merseyrail passenger charter refund and compensation arrangements

The information given on the next few pages explains the refund and compensation arrangements by ticket type.

### Understanding the terms

- Refunds** Generally applies when you purchase a ticket but chose not to travel (day tickets) or only used the ticket for a shorter amount of time than the validity of the ticket.
- Compensation** Generally applies when you have travelled but have been delayed.

## Ticket type

### **Day tickets including: Single | Return | Daysaver**

#### **How to claim a refund due to service disruption or if you decide not to travel**

If the train you plan to catch is delayed or cancelled and you decide not to travel, we will give a full refund if you return your ticket to the station ticket office where it was bought before you leave the station. If we inform you that your train is delayed before you buy a ticket then we will not normally make a refund. Claims can also be made once you have left the station via our website or by completing a freepost form available at staffed ticket offices. If you decide not to travel and there is no disruption, you should take your ticket back to the station immediately otherwise a refund may not be due.

#### **How to claim compensation**

If you purchase from one of our stations for a journey entirely on the Merseyrail network, we will offer compensation to the value of a full ticket refund if you are delayed by more than 30 minutes. In the case of a standard day return ticket this will be 50% of the return fare of the leg of the journey affected. Claims should be made once you have left the station via our website or by completing a freepost form available at all staffed ticket offices.

## Ticket type

### **Season tickets including:**

### **Monthly Season | Annual Season | Railpass products**

#### **How to claim a refund**

If you do not wish to use your season ticket after a certain date within its validity, you should apply for a refund as soon as possible. The amount refunded will be calculated by working out what it would have cost had you originally bought a ticket for that length of time and we will usually also make an administration charge.

The remainder will be refunded to you. Refunds can be made by completing a form on our website, or by completing a freepost form available at our staffed ticket offices.

#### **How to claim compensation**

Compensation may be paid upon the expiry of your ticket if the performance figures published for the date of expiry of your ticket show performance has been below standard for the part of the network you are travelling on e.g. Northern or Wirral lines. You can find this information on our website or on posters at all stations. Compensation of 5% of the purchase price of the expired ticket will be payable if the 92% standard has not been achieved. If performance falls below 90%, compensation of 10% of the purchase price of the expired ticket will be payable. Claims can be made on expiry of your ticket by completing a freepost comments form available at all staffed ticket offices and on our website.

## Ticket type

### **Trio tickets including: Weekly | Monthly | Annual**

#### **How to claim a refund**

If you do not wish to use your Trio ticket, after a certain date within its validity, or if you decide not to use a Merseytravel Trio ticket, you should complete a Surrender Form and return the form with the Trio ticket to Merseytravel. Forms can be obtained from Merseytravel website or at a Travel Centre. The amount refunded will be calculated by working out what it would have cost had you originally bought a ticket for that length of time.

The remainder will be refunded to you. In both circumstances you should return it with a completed form to Merseytravel at Mann Island or a Travel Centre as soon as possible. You will be charged an administration fee for processing your claim. Refunds will not be allowed against duplicate or replaced tickets.

## Ticket type

### **Weekly Trio | Weekly Season | Weekly Railpass**

#### **How to claim compensation**

Merseyrail will only consider claims where disruption has occurred on our network during the validity of the ticket for the specific journey made by the customer.

If delayed for more than 30 minutes on a journey during the life of the ticket, compensation of 20% of the total ticket value will be due. You may only claim for one disrupted journey during the validity of your ticket.

Claims can be made on expiry of your ticket by completing a freepost comments form available at all staffed ticket offices and on our website.

Claims for delays on other networks or modes of transport must be directed to the operator responsible for the journey in question. Please note - claims are assessed on a case by case basis and we may, at our discretion, issue a further gesture of good will dependent on circumstances e.g. in the case of multiple delays during the life of the ticket.

## Ticket type

### **Monthly and Annual Trio**

#### **How to claim compensation**

Merseyrail will only consider claims where disruption has occurred on our network during the validity of the ticket for the specific journey made by the customer.

Compensation may be paid upon the expiry of your ticket if the performance figures published for the date of expiry of your ticket show performance has been below standard for the part of the network you are travelling on e.g. Northern or Wirral line.

You can find this information on our website or on posters at all stations. Compensation of 5% of the purchase price of the expired ticket will be payable if the 92% standard has not been achieved. If performance falls below 90%, compensation of 10% of the purchase price of the expired ticket will be payable. Claims can be made on expiry of your ticket by completing a freepost comments form available at all staffed ticket offices and on our website.

## Ticket type

### **Saveaway**

#### **How to claim compensation**

Merseyrail will only consider claims where disruption has occurred on our network during the validity of the ticket for the specific journey made by the customer.

If you are delayed on a journey by more than 30 minutes during the validity of your ticket, compensation of 20% of the total ticket value will be due. You may only claim for one disrupted journey during the validity of your ticket.

Claims can be made on expiry of your ticket by completing a freepost comments form available at all staffed ticket offices and on our website.

Please note - claims are assessed on a case by case basis and we may, at our discretion issue a further gesture of good will dependent on circumstances e.g. in the case of multiple delays during the life of the ticket.

## Ticket type

### **Rail tickets for travel on multiple train operators which were not purchased from Merseyrail.**

#### **How to claim a refund**

Refund requests are dealt with by the retailer of the ticket. You should contact the company that sold you your ticket for further information.

## Ticket type

### **Rail tickets for travel on multiple train operators**

#### **How to claim compensation**

If you are delayed on our network for 30 minutes or more but have travelled or are travelling further afield, you will be entitled to compensation to the value of 20% of your ticket price. Claims can be made on expiry of your ticket by completing a freepost comments form available at all staffed ticket offices and on our website.

#### **Making claims for other losses**

For compensation made under these arrangements for losses caused by the delay and/or cancellation of a train service, you can only recover up to the price of your ticket. However,

in exceptional circumstances, Merseyrail may consider claims for other losses. This will be for Merseyrail to decide in its sole discretion, unlike your legal rights set out in the Consumer Rights Act. If you wish to ask Merseyrail to consider making a discretionary payment, you should write to us in the first instance. Claims can be made by completing a comments form available on our website or via a freepost comments form that this available at all staffed ticket offices.

## Appendix 1

### Merseyrail stations served

Aigburth	Ellesmere Port	Manor Road
Ainsdale	Fazakerley	Meols
Aintree	Formby	Moreton
Aughton Park	Freshfield	New Brighton
Bache	Green Lane	Old Roan
Bank Hall	Hall Road	Ormskirk
Bebington	Hamilton Square	Orrell Park
Bidston	Hightown	Overpool
Birkdale	Hillside	Port Sunlight
Birkenhead Central	Hooton	Rice Lane
Birkenhead North	Hunts Cross	Rock Ferry
Birkenhead Park	James Street	St Michaels
Blundellsands & Crosby	Kirkby	Sandhills
Bootle New Strand	Kirkdale	Seaforth & Litherland
Bootle Oriel Road	Leasowe	Southport
Bromborough	Lime Street Low Level	Spital
Bromborough Rake	Little Sutton	Town Green
Brunswick	Liverpool Central Liverpool	Wallasey Grove Road
Capenhurst	South Parkway	Wallasey Village Walton
Conway Park	Moorfields	Waterloo
Cressington	Maghull	West Kirby
Eastham Rake	Maghull North	

### Merseytravel Centres

#### **Birkenhead Travel Centre**

Birkenhead Bus Station Claughton Road  
Birkenhead  
CH41 6RT  
08:30 – 18:00 Mon – Sat  
10:00 – 17:00 Sunday

#### **Bootle Travel Centre**

Bootle Bus Station Washington Parade  
Bootle  
L20 4RE  
08:30 – 18:00 Mon - Sat Closed Sunday

**Liverpool One Travel Centre**

Liverpool ONE Bus Station 1 Canning Place  
Liverpool  
L1 8LB  
08:30 – 18:00 Mon – Sat Closed Sunday

**Queen Square Travel Centre**

Queen Square Bus Station Liverpool  
L1 1RG  
08:30 – 18:00 Mon - Sat  
10:00 – 17:00 Sunday

**St Helens Travel Centre**

St Helens Bus Station Bickerstaffe Street  
St Helens  
WA10 1DH  
08:30 – 18:00 Mon – Sat Closed Sunday

**Huyton Travel Centre**

Huyton Bus Station  
Huyton Hey Road  
Huyton  
L36 5SB  
08:30 – 18:00 Mon – Sat Closed Sunday

## Other useful contacts

**British Transport Police**

Rail House  
Lord Nelson Street Liverpool  
L1 1JF  
Text 61016 Emergency 999

**Network Rail**

24 hour helpline  
Tel: 03457 11 41 41 For local issues  
Tel: 0151 255 4502

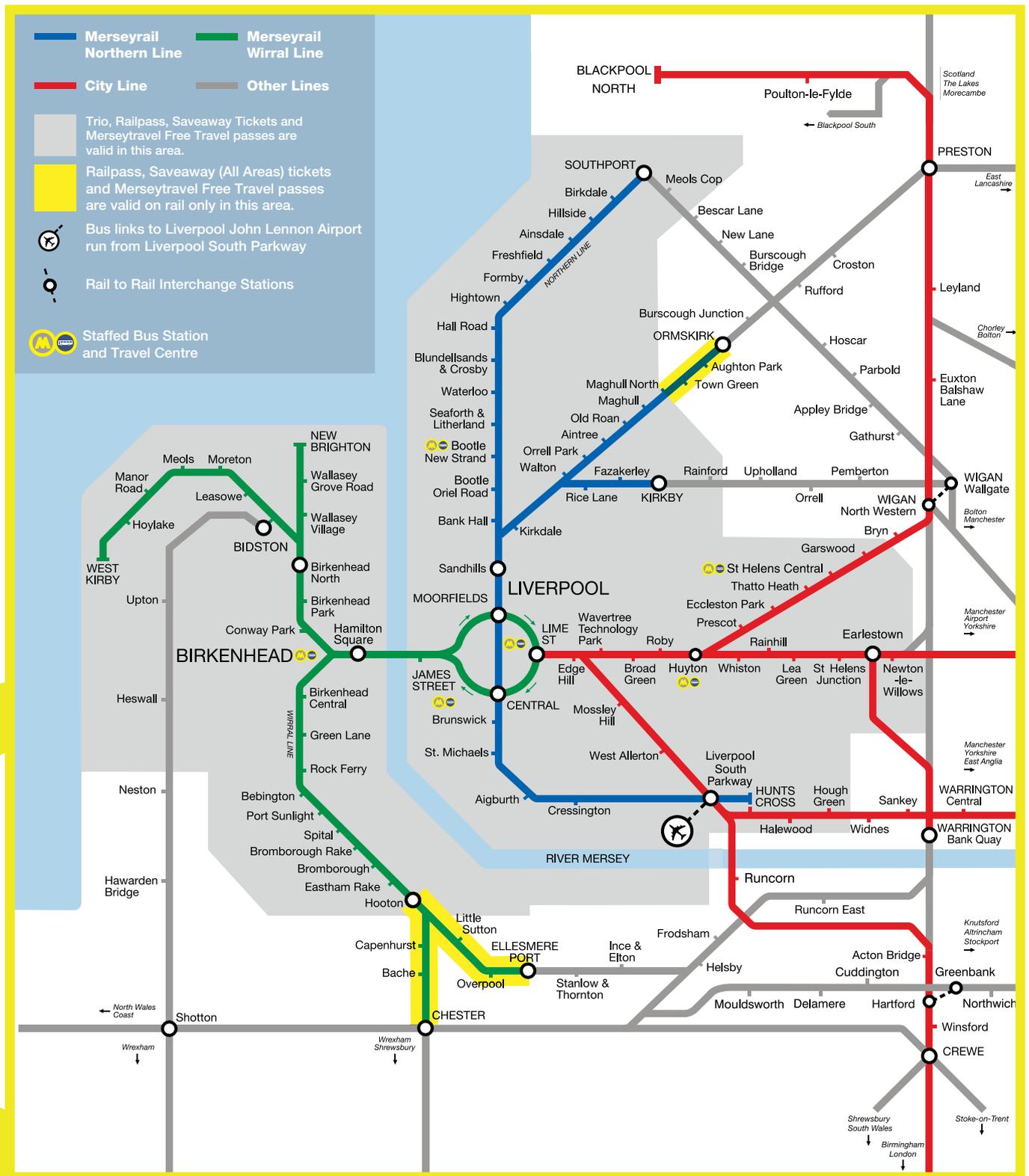
**National Rail Enquiries**

24 hours daily except Christmas Day  
Tel: 03457 48 49 50

**Transport Focus**

7th Floor, Piccadilly Gate Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 2140

# Network Map



## Merseyrail Byelaws

We are committed to making your journey not only the safest in the country but the most enjoyable.

The Merseyrail Byelaws help to achieve this and we ask that all passengers consider and adhere to the byelaws when travelling on the Merseyrail network.

The full document is available to view on the Merseyrail website  
**[www.merseyrail.org/MRByelaws](http://www.merseyrail.org/MRByelaws)**

## National Rail Conditions of Travel

The National Rail Conditions of Travel (NRCoT) are a contractual document setting out the consumer's rights and responsibilities when travelling on the National Rail railway network in Great Britain and apply to all Train Operating Companies.

This document is available to view on the National Rail Enquiries website at or by request at a staffed ticket office or by calling Merseyrail Customer Relations on 0151 555 1111 or visit **[www.merseyrail.org/NRConditions](http://www.merseyrail.org/NRConditions)**

# Useful information

For live travel updates, visit [www.merseyrail.org](http://www.merseyrail.org)

Follow us on Twitter @**merseyrail**

Merseyrail's Twitter channel is available Monday to Saturday 06:00 to 23:30  
Sunday 10:00 to 18:00.

Download the **Merseyrail app** from the App Store or Google Play.

Call the Merseyrail Customer Relations Team on **0151 555 1111**.

Open 07:00 to 19:00, Monday to Friday.

Call Merseytravel on **0151 330 1000**.

Open Monday to Friday 07:00 to 20:00 and 08:00 to 20:00 on Saturdays, Sundays and Bank Holidays.

Speak to a member of staff at any staffed Merseyrail station.

Stay up to date with the latest travel information and sign up to our eNewsletter at [www.merseyrail.org/newsletter](http://www.merseyrail.org/newsletter)

