

## **PENALTY FARE FREQUENTLY ASKED QUESTIONS**

### **1. Why have I been issued with a Penalty Fare notice?**

A Penalty Fare notice has been issued because when asked by an Authorised Inspector you were unable to show a valid ticket for your entire journey. You have travelled from a station operating within the penalty fare system where ticket-issuing facilities were available.

### **2. Why can I not purchase a ticket on the train?**

On Monday 15th June 2009 Merseyrail introduced a "Buy before you ride" policy, which means you must purchase your ticket before you board the train. Tickets can be purchased on the day of travel or you could save time and money by purchasing your tickets in advance or by investing in a weekly, monthly or annual rail pass. Please speak to any member of staff for details.

### **3. How much do I have to pay?**

Any outstanding balance of the Penalty Fare will be stated on the front of the notice you were issued. You have 21 days from the date of issue to either pay the outstanding amount or appeal against the notice. Payment can be made at any Merseyrail ticket office or to the address below.

Merseyrail Electrics 2002 Ltd  
P.O. Box 6576  
Liverpool  
L69 1XZ

### **4. How do I appeal against your decision?**

To appeal you should write to the Independent Penalty Fares Appeal Service (IPFAS) at the following address, clearly stating your reasons for appeal:

IPFAS  
P.O. Box 89  
Portsmouth  
PO1 1EG

Appeals must be received within 21 days from the date of issue. The appeals body will aim to answer your appeal within 10 working days.

### **5. What will happen if I don't pay the Penalty Fare?**

If you fail to pay or successfully appeal, you will receive a reminder letter advising you of the outstanding sums owed to us. Continued failure to resolve will result in the details being passed on to a Debt Collection Agency. Please be aware that on such occasions the amount of debt is likely to increase.

### **6. How can I avoid getting another Penalty Fare Notice in future?**

To avoid receiving another penalty fare, please purchase a valid ticket prior to travelling and ensure that you keep it with until you have exited your destination station. Tickets can be purchased from any Merseyrail ticket office or a self-service ticket vending machine