Passenger's Charter

Our commitment to you

October 2026



London Northwestern Railway









Contents

Welcome to London Northwestern Railway 4

Getting in touch with us 5

Planning your journey 6

Buying your ticket 8

Refunds and season ticket changes 12

Getting to the station 15

At stations 17

On board trains 17

Delays and Disruption 22

Passenger assistance 26

Complaints, feedback and raising standards 28

Further information 30

Welcome to London Northwestern Railway

About us:

In February 2026, London Northwestern Railway services transferred into public ownership under DFTO (DfT Operator Ltd). Along with our sister brand, West Midlands Railway (WMR) we have provided hundreds of millions of passenger journeys across the region.

London Northwestern Railway services operate between Liverpool and Birmingham, and on the West Coast Main Line to and from London Euston. Our aim always is to give you the rail experience you deserve at an affordable price.

About this charter:

This passenger charter is our promise to you. It explains how to use our services and includes all the information you should need to hopefully help you travel with us confidently. It also includes details on how to get help or advice should you need it.

In this Charter we outline our pledges to you, our customers. It explains how we will:

- Provide a safe and reliable train service
- Keep you updated on services, changes and disruptions
- Compensate you when things go wrong
- Let you know how we are performing
- Act on feedback you give us.

I hope you find this charter useful and please be assured at London Northwestern Railway we look forward to continuing to build a rail service we can all be proud of.



Denise Wetton
Integrated Managing Director

Getting in touch with us

We know that when it comes to getting in touch everyone has their own preferences, so we provide lots of different channels, including our website, our app and our contact centre. Whichever way you choose to get in touch we always try to deal with your matter as quickly and as helpfully as possible.

- **Website**: Trains, tickets & service information | LNR | London Northwestern Railway has a comprehensive range of information such as timetables, journey planning tools, station information and live train operations updates.
- **LNR app**: On our app, you can find live train running information, claim delay repay, buy tickets and keep up to date with travel advice.
- **UK based Contact Centre:** The Contact Centre is responsible for handling all enquiries and complaints received from customers by telephone, letter, web form and by using the prefix 18001 for Next Generation Text.

  Standard call rates apply for Next Generation Text users, apart from our Passenger Assist bookings line which is a Freephone number (see below).

  Opening times:

  - Monday to Friday 07:00 – 19:00
  - Saturday and Sunday 08:00 – 16:00
  - Bank Holidays 08:00 – 16:00
  - Closed Christmas Day and Boxing Day.

  Contact details:

  - Website Contact us
  - X **@LNRailway** (available 24/7 except Christmas and Boxing day(s))
  - Delay Repay applications by post
    Freepost
    LONDON NORTHWESTERN RAILWAY
    DELAY REPAY
  - Complaints and enquiries by post
    Freepost
    LONDON NORTHWESTERN RAILWAY
    CUSTOMER RELATIONS
  - Contact centre **0333 311 0039**
  - Passenger Assist - To arrange journey assistance for disabled and older customers **0800 024 8998** (Freephone)

Planning your journey

To help you plan your journey, we provide advice, timetables and information about travelling with LNR in all sorts of forms!

Our people

Our people are here to help, at our stations, on our trains, over the phone and on social media. They can offer advice on all aspects of your journey. We are here to provide you with the help you need to make your journey is as easy as possible.

Our website and app

This is your one stop shop to help you plan your journey better. Full of important information, downloadable timetables, live departures & arrivals, and information about upcoming timetable changes - it's all here: Plan Your Train Journey | LNR | London Northwestern Railway. And to make it even easier, just enter your journey into the Buy Tickets form above to get instant train times, the best prices and to book your ticket.

Our digital platforms also include details on station facilities, ticket office opening hours and route maps.

National Rail Enquiries

National Rail Enquiries provide timetable and fare information for all rail services in Great Britain via their website at: nationalrail.co.uk. Alternatively, you can call them on 03457 48 49 50. They are open 24 hours a day, 7 days a week. National Rail Enquiries can also print your own timetable for services that you use at nationalrail.co.uk/travel-information/timetables. If you would like a timetable to be printed and posted to your home address, you can email or call National Rail Enquiries Customer Relations at Customer.Relations@Nationalrail.co.uk or 0800 022 3720.

Customers requiring extra assistance

Passenger assistance is available for passengers with disabilities, reduced mobility, or old age. This can be booked in advance or requested from a staffed station. More information can be found in the passenger assistance section of this document.

When there are planned engineering works

To keep our trains running, Network Rail has to upgrade and maintain tracks, signals and stations. This is known as 'planned engineering works', and often means we cannot run our regular timetable. The knock-on effect is that journey times are often longer and trains diverted. Where possible, we will give you the option of remaining on the train or getting on a rail replacement bus; we try hard to keep you on trains whenever we can, but sometimes we have no option except to use buses.

We will post details of any planned engineering works on our website at least 12 weeks before they are due to start. If this is not possible, we will flag to you that the timetable may be subject to change and you should check the train times closer to your day of travel. Then, at least seven days before the planned works, we will detail changes and alternative suggestions on our website, app, social media and at stations. If we have unplanned engineering works which can be equally disruptive. We will endeavour to keep you updated, provide as much information as we can and as soon as we can.

Accessibility of alternative transport:

We use a broad range of local and national suppliers when sourcing rail replacement transport e.g. bus coach, minibus, accessible and standard taxis. In the event of rail replacement transport being required at short notice, we will discuss any additional requirements or reasonable adjustments you may need to continue your journey. We will ensure our suppliers take these into consideration and provide the most suitable alternative onward travel solution for you. During planned engineering works we will always endeavour to ensure accessible vehicles are booked.



Buying your ticket

We are committed to our longstanding price promise for customers. We pledge to help you access the best value tickets through all of our own retail channels. This means that if you find the same Season, Anytime or Off-Peak ticket cheaper elsewhere, then we will refund the difference.

If you want to get on board, you need a valid ticket from the start of your journey. We suggest you always check that you have the right ticket for your journey, and make sure you are aware of any time / route restrictions that apply, before starting your journey. Peak times may differ depending on where your final destination is.

More ways to buy than ever

- **At our ticket offices** – you can buy the full range of tickets and railcards, as well as book assisted travel. We accept most credit or debit cards, cash, national rail vouchers & rail warrants.

Opening hours are advertised at stations, on our website and on the national rail enquiries website. Remember to arrive at the station in plenty of time to buy a ticket if you have not already got one in advance.

We advertise busier times at ticket offices and monitor queuing durations as part of our efforts to help our customers. In specific situations where queueing times are extended, you may be able to buy a ticket enroute or at your destination.

Our aim is to make sure you do not have to queue more than five minutes at peak times or three minutes at any other time.



- **On our website and on our app** – you can buy a ticket for any national rail journey. If you are buying a ticket for our services, we promise that you will always find the cheapest fares and we will not charge a booking or credit card fee. You can then choose to collect your tickets via:
  - **e-Tickets and m-Tickets,** many of our journeys have tickets that can be printed at home or shown on a mobile phone when ordering through our app or website.
  - **From the station,** most have a ticket machine or ticket office. Be sure to bring the card you used to buy the ticket along with your booking reference.
  - **First class post** (allowing five days for delivery). If your ticket has not arrived prior to travel, you should contact the retailer and they will arrange a replacement ticket.
- **From our self-service ticket machines -** our machines sell a range of tickets for immediate use. They also sell groupsave tickets, can apply railcard discounts, and accept most credit or debit cards. At some stations, the ticket machine may not accept cash payments. You can check what machines are available at a station by visiting our website.
- **Over the telephone** - you will be able to choose between having your tickets posted to you or to collect them from a station, both from a ticket office or self-service machine.
- **On pay trains** - we operate some 'pay train services' where tickets have to be bought from our onboard customer service colleagues if ticket machines are unavailable. Pay trains are clearly marked in our timetables and on our website and are generally on branch-line and quieter regional routes where stations are unstaffed.
- **From travel agents** - some travel agents sell national rail tickets.
- **From newsagents** - if you are travelling in the London area, selected newsagents sell Travelcards and Oyster cards for travel within London (see tfl.gov.uk).
- **From third party websites -** If you buy your ticket online through a third-party website (such as the trainline.com) you might get the option to have the ticket sent straight to your smartphone as an M-ticket or an E-ticket. It is always important to check the validity of tickets purchased through third parties as we are not usually able to assist with issues and irregularities. We also advise you to check if booking / admin fees are charged by the retailer, in addition to the fare.

If the ticket machine is not working or unable to issue your ticket, please ask a member of our team for assistance.

In the event you cannot purchase a ticket via any of the above ways, you must make yourself known to the conductor as soon as possible who may be able to sell you a ticket but, if not, you must purchase your ticket at the earliest opportunity. Do not to wait for a revenue check to be undertaken.

Please see our website, visit staffed stations or call our customer relations team for details of tickets, direct debit schemes or if you require advice regarding your purchase.

Our ticket types – smarter, flexible and great value

Our offer includes Anytime, Advance, Off-Peak, Super Off-Peak, Rovers, Rangers and Season tickets which can be fulfilled in a variety of formats including paper, digital or smart card dependent on route.

Using Swift smartcards

You can use your appropriately validated Swift smartcard on services within the west midlands network fare zones and on selected additional routes which primarily focus on commuter travel in and around the west midlands' conurbation. To find out more **visit** tfwm.org.uk

LNR smartcards

We offer smartcards for weekly, or period (monthly up to annual) Season Ticket and Season Travelcard holders, generally outside the West Midlands, as well as Flexi Season tickets across the vast majority of the LNR and WMR network. You can use a smartcard to buy from your local LNR or WMR booking office, self-service machine or online via our website.

Most LNR stations and selected WMR stations can issue new blank smartcards, or you can apply online for one to be sent to you in the post through our website: www.buytickets.londonnorthwesternrailway.co.uk/smartcard

Standard Plus

Standard Plus options are also available on selected London Northwestern Railway services including upgrades that you can buy online, at ticket offices and on the train.

Group travel

If you are travelling in a group of ten or more people, we can sometimes offer special ticket deals when you book in advance by calling our group travel team. We will also be able to direct you to less busy trains to help you travel together more comfortably.

If you are travelling in a group of 3 to 9 people, you may be able to get a GroupSave discount.

Penalty fares

Some people try to avoid paying for their journey which is unfair on the majority who do. To tackle fare evasion, we operate a publicly mandated penalty fare scheme on all services, other than on designated pay trains.

Charges for travelling without a valid ticket is £100 plus the price of the full single fare applicable for your intended journey served by that train. If paid before the end of the period of 21 days beginning with the day following the day on which the Penalty Fare is issued, then this is reduced to £50 plus the price of the full single fare applicable.

If you have a disability that prevents you from buying a ticket before you get on board, our team will still sell you the most appropriate ticket, inclusive of a railcard discount if applicable.

Full details are on our website, and notices are displayed at all penalty fare stations, making the rules clear.



Refunds and season ticket changes

If your train is delayed or cancelled before you start your journey, you may decide not to travel. If so, refunds will be given in accordance with the National Rail Conditions of Travel. For full ticket and refund conditions, visit our website.

Please note that our cheaper advance tickets have additional restrictions and are non-refundable, except in cases where trains have been cancelled or delayed. All refund applications need to be made within 28 days of your ticket expiring. An admin fee of up to £10 may be applied depending on the circumstances. More info can be found on our website.

If you want to make your journey on a different day or at a different time, you can get most tickets amended at our ticket offices before the date of travel (on payment of an administration fee and any difference in fare). Please check the terms and conditions relating to your fare though.

Changes to Refunds on Walk Up Fares

Including **Anytime tickets**, **Off-Peak tickets, One-Day Travelcards**, **Ranger tickets**, **Rover tickets**.

From 1 April 2026, you can refund your ticket up until 23:59 the day before it becomes valid for travel. You may be required to pay an administration fee of no more than £5 per application. Once your ticket becomes valid for use no refunds will be available if you decide not to travel on the day, unless exceptional circumstances result in you not travelling. In which case you can apply for a refund for up to 28 days after your ticket ceases to be valid. If you don't travel because of a delay or cancellation you are still entitled to a refund and no fee will be charged.

Applying for your refund

If you wish to apply for a refund, we advise you to use the same retail channel as you did to buy the ticket.

- **Ticket office or ticket machine**, return your ticket to a ticket office run by the same train operator.
- **Our website or app:** please follow the refund instructions provided in the confirmation email that was sent to you when you purchased the ticket.
- **Our telephone booking team:** Post your ticket to our contact centre with a covering letter outlining your journey and reason for requesting a refund. If applying by post, we recommend you get a proof of postage, just in case.
- **Other train operating companies:** If you bought your ticket from another train operating company or a travel agent, please contact the organisation who sold you the ticket.
- **Smartcards:** please log in to your registered online account and follow the instructions.
- **Contactless Payment or Oyster card**: these can be managed through your online account at tfl.gov.uk/account or by calling 0343 222 1234 (call charges may apply)
- **Ticket on a Swift card:** call Swift Support on 0345 075 6006 to apply for a refund or query a charge.

Season ticket refunds and changes

Full details of what your rights are and how we handle season ticket refunds and changes are included in the national rail conditions of travel. These can be found on our website, but we have included a summary of key information below:

If you forget your season ticket

If you forget your season ticket, you will need to buy a new ticket for the journey you wish to take. On two occasions within a twelve-month period we will refund the cost of these extra tickets, although we will charge an admin fee on the second occasion. You can apply for the refund at the ticket office where you bought your season ticket (remembering to bring your season ticket, photocard, and the additional tickets purchased).

If you lose your season ticket

If you lose a monthly or annual season ticket and registered it with us at the time of purchase, go to the ticket office where you bought the original and our team can issue you a duplicate. Please inform us of the loss at the earliest convenience, so we can ensure it is not used fraudulently by someone else. Please be patient if you have requested a duplicate ticket more than once, as we may need to ask a few questions to before issuing further repeat tickets. We may charge an admin fee of £10 in circumstances where tickets are frequently lost or stolen.

If you decide to cancel your season ticket

If you have a season ticket and you decide you no longer need it, you may be able to get a partial refund dependent upon remaining validity.

- **weekly:** at least 3 days remaining
- **monthly:** at least 7 days remaining
- **annual:** at least 12 weeks remaining.

Simply return it to the ticket office you bought it from or contact our customer relations team. Any refund is based on the cost of the ticket and its remaining value when you surrender it. Season tickets offer significant savings and you may find that towards the end of the ticket's life, you will only receive a small refund or nothing at all. For example, an annual season ticket gives 52 weeks of travel for the price of 40 – it therefore has no refund value after the 40th week. A £10 fee may apply to season ticket refunds.

If illness prevents you from using your season ticket

If you are unable to travel for more than four weeks due to illness, you may apply for a partial refund of the unused portion of your ticket. This is at our discretion and we may ask for a medical certificate.

Changing the route / journey on your season ticket

If you move to a new house or change jobs but still need a season ticket, it is usually better to amend your ticket than request a refund as we can offer a pro rata refund with no administration fee in certain circumstances. Ask at a ticket office, or if you bought your ticket online, log into your account and follow the instructions.

Getting your money back if you were delayed

You will be able to get real-time confirmation if you are entitled to a payment when you apply through our online delay repay service. Once you have input all your ticket and travel details, the system will confirm what monies you are due. We will process your payment within one month of receiving your application.



Getting to the station

By car

Most of our stations have car parking facilities and many have been awarded 'Park Mark – Safer Parking' status. This is a UK standard accreditation for car parks that have low crime and measures in place to manage safety. At stations where we charge, you can either pay online, by App, at the station (or by phone at a number of locations). Visit our website for prices and facilities at each station location, by following the links; Car parking | West Midlands Railway Car parking | LNR | London Northwestern Railway

Blue badge holders can register to park for free at all our station car parks, please follow the above links and follow the instructions.

We have launched ANPR (automatic number plate recognition) enabled parking and payment methods in July of 2021, at the following locations; Tring, Cheddington, Berkhamsted, Bletchley, Hemel Hempstead, Leighton Buzzard, Northampton, Nuneaton, Tamworth, Milton Keynes Central, Telford, Watford Junction, Coleshill Parkway, Kidderminster, Redditch, Stratford upon Avon, Lichfield City, Lichfield Trent Valley, Wolverhampton and Wolverton. More information is available on our websites. Customers can now park their vehicle and pay or pay on return up until midnight of the day when parked.

SABA manage our car parking facilities, for the further information about payment methods and use of our car parks, **visit** sabaparking.co.uk/west-midlands-trains

By bus

Many of the stations we serve have excellent bus connections from surrounding areas. To plan your journey, **visit** Plan Your Journey | Traveline or **call** Traveline on 0871 200 22 33 or 01766 800 871.

In some areas, you can buy a PLUSBUS ticket which, for a small extra charge, adds unlimited bus travel to your train ticket at the start, finish or both ends of your journey.

Visit the PLUSBUS information pages on our website for up-to-date details and information.

By bike

We provide secure cycle facilities at most of our stations, details of which can be found on our website. We also welcome bikes on our trains (except tandems and 3-wheeled vehicles) free of charge, although they need to be kept clear of any designated wheelchair spaces – it's a legal requirement.

Across the network, we ask customers to be mindful of travelling with full size bikes during local peak hours. There is a general limit of two bikes per train which must not compromise the priority accessible areas for wheelchair users. We have senior conductors on every train who are responsible for the safety of all passengers, in peak hours and on busy services, they may decide that it is not safe for your bike to be conveyed.

Due to capacity constraints, non-folding cycles are not allowed on trains arriving at London Euston between 07:00 and 10:00 or leaving between 16:00 and 19:00, Monday-Friday. You can bring a folding cycle without charge on any service at any time.



At stations

We are committed to doing everything we can to keep our stations well maintained, safe and comfortable. A number of our stations have achieved secure station status, which signifies our commitment to ensuring customer safety is a priority. Details of these stations are our website.

You can find information about what facilities, services and staffing hours are available at each of our stations on either our, or the national rail enquiries website.

Many of our stations are unstaffed. Many others are staffed only for part of the day. For full details of staffing times at each station, please visit our website. We have help points at all our stations, which you can use to contact national rail enquiries if no staff are available. The team are there to help you with a wide range of queries, including trains running and ticket validity.

Nearly all our stations have live train service information and public address speakers so that we can make important announcements. A very small number of our low footfall stations do not have this. These stations are clearly detailed in the station facilities section of our website.

Changes to timetables are published on notices at stations in advance so you have time to plan your journey.

On board trains

Seat reservations

We do not offer seat reservations, however, if your journey involves using another train operator who do offer reservations, we can book seats for that part of the journey for you.

Standard Plus

We provide Standard Plus accommodation on our routes between Birmingham to London, Northampton to London, Birmingham to Liverpool and Crewe to London Euston via Lichfield Trent Valley.

For more information on Standard Plus visit lnr.uk/standard-plus

For assistance if you've purchased Standard Plus and have been unable to use your upgrade you can contact us lnr.uk/customer-relations

Luggage

You may take up to three items of luggage into the passenger accommodation of a train – there are some restrictions to this, as per the national rail conditions of travel. Some of our larger stations have luggage trollies, but you should only bring what luggage you can manage without assistance. Luggage support for disabled passengers and those with restricted mobility is available and can be booked in advance. When travelling with luggage on the train, luggage must not be in places reserved for wheelchair users, block doors or aisles, as this can cause train delays and safety issues, or be left unattended at a station or on a train.

Sometimes, when parts of the railway are closed, we arrange buses or coaches instead of trains. These have limited storage space and can rarely carry larger items of luggage, prams or cycles. In instances where we need to use alternative transport to get you to your destination, we will try to accommodate larger items. If you are notified of disruption to your journey in advance, please contact our customer relations team before travelling to discuss alternative arrangements.

Animals

You may take up to two dogs or other small domestic animals free of charge on our trains. Dogs must be on a lead; other animals must be in a fully enclosed basket or pet carrier. There are other rules too – please see the national rail conditions of travel which are published on our website.

Electrically assisted pedal cycles

Electrically assisted pedal cycles (EPAC, ebike or Pedelec) are welcomed on our trains if they meet the legal public transportation requirement. This means the power mustn't exceed 250 watts, a licence isn't required to operate it, and the bike is the same size as a non-electric bike. We also request that your battery is disconnected/isolated before entering the station and being conveyed onboard our trains. For safety reasons, you must never attempt to charge your e-bike or battery via any of our onboard power supply outlets'.

We are unable to accept tandems, tricycles, bike trailers, motorbikes, scooters, mopeds, cargo bikes and e-scooters on any of our trains or stations.

Catering

Please note that catering is not provided on our trains. Many of the stations we manage and call at do have food and drink outlets, details of which can be found on either our, or the national rail enquiries website.

Our team

We ask our team to be polite, helpful, in uniform and wear a name badge to help you identify them as one of us. In return, we ask you to treat them with respect.

Any assaults (verbal or otherwise) do not solve problems and we will actively pursue through the courts anyone who is abusive to, or aggressive towards, any member of our staff.

Smoking

Smoking (including e-cigarettes and vaping) is not permitted on any of our trains, or at any of our stations, including on the platform.

Your safety and security

Safety is our top priority. We display safety messages throughout our trains and encourage you to read them when travelling. Many of our trains and stations have CCTV. We work closely with British Transport Police to help keep you safe. If you see anything unusual whilst travelling on the network, please **text** them on 61016 or call 0800 405040; or **call** Crimestoppers on 0800 555 1111. In emergencies, please **call** 999.

Lost property

If you've recently lost an item on any London Northwestern Railway journey, we will do our best to help reunite you with your belongings.

We have partnered with 'Notlost' and 'Complete Lost Property Service' (CLPS) to ensure that you can register and claim your lost item.



How to search or register a lost item

You can log your missing item on the LNR & WMR Notlost portal (LNR & WMR | NotLost Enquiry). If an item matching this description has been found at one of our stations or onboard one of our trains we will contact you directly to let you know.

Unclaimed items will be passed to our partner CLPS after 30 days for the remainder of the 12-week storage period.

What you need to know

- It can take up to seven days for items to be located and logged by our teams on Notlost.
- Items left on a train are passed to station staff where that train terminated. This may not always be operated by London Northwestern Railway
- Items left at a station are handled and logged by station staff
- Items found at our train depot will be passed to CLPS for storage
- Collecting your item in person from our stations is free. Items will be held for a minimum of 30 days before being passed to CLPS for storage.
- Items located within CLPS storage will incur a service fee to claim
- Perishable items will be disposed of straight away
- For security reasons items must be examined, so we may need to cut off any locks
- Suspicious items will be reported to the British Transport Police
- Items are stored for 12 weeks before we dispose of them

Advice when registering a lost item:

When logging your item on the Notlost portal, please provide as much detail as possible to assist our lost property team. You will also need to let us know where you think it was lost e.g., on what service or at what station? If you are logging more valuable items such as laptops and phones, try and provide these additional details:

- Make
- Model
- Colour
- Wallpaper
- Any distinguishing features (cracked screen, stickers on case etc)

For train journeys terminating or lost at the following stations, follow the links accordingly:

- For Birmingham New Street, contact **03300 240 215, option 2, 2, 1**
- For Liverpool Lime Street, contact **03300 240 215, option 2, 2, 3**
- For London Euston, contact **03300 240 215, option 2, 1, 2**
- For London Euston, contact **03300 240 215, option 2, 1, 2**
- For Bushey, Harrow & Wealdstone stations, contact London Underground
- For Kidsgrove, Alsager, contact East Midlands Railway
- For Liverpool South Parkway, contact Merseyrail
- If your property was lost elsewhere, please register your item using the Notlost portal and we will do our best to reunite you with your lost item.



Delays and disruption

We don't like train delays any more than our customers and as such are constantly looking at how we can make our services even more reliable. We work particularly closely with Network Rail, the publicly run organisation responsible for signalling, track maintenance and rail network operations. In the unfortunate circumstances when delays do occur, we also proactively manage the incident to reduce the possibility and likelihood of significant disruption to your journeys as a result.

We operate a Delay Repay compensation scheme, should you experience delays of 15 minutes or more to your whole journey. The recompense you are entitled to will depend on the fare you paid and how long the delay was, as displayed in the table below:

Length of delay	Compensation if you have a single ticket	Compensation if you have a return ticket
15 to 29 minutes	25% of your ticket cost	12.5% of your ticket cost
30 to 59 minutes	50% of your ticket cost	25% of your ticket cost
60 to 119 minutes	100% of your ticket cost	50% of your ticket cost
120 minutes or longer	100% of your ticket cost	100% of your ticket cost

Delay repay for season ticket holders

For Season ticket holders, we will use the duration of your Season ticket to work out your cost for a single journey. The calculations are based on the number of journeys you would make going to and from your destination in the working week – 10 a week for weekly Season tickets, 16 a month for flexi season ticket, 40 a month for monthly Season tickets and 464 a year for annual Season tickets. This means a single journey is calculated as: 1/10th of a weekly ticket, 1/16th of a flexi ticket, 1/40th of a monthly ticket and 1/464th of an annual ticket. If you have an Oyster card, provide us with your reference number when applying, along with an image of your journey itinerary.

Getting your money back

Our claim processes are swift and simple. The quickest way to get money back is to claim through our website or app. If you prefer you can pick up a form from our staffed stations and post it to us using the Freepost address on the form. At the time of the delay, where possible, we will tweet links to the automated Delay Repay service while the station and on-train team will make announcements, hand out forms and advise you of the claims process.

We also have leaflets and posters at stations explaining how to make a compensation claim. We clearly publicise how you can make compensation claims on our website, via a homepage link called 'Delay Repay'. Once you have input all your ticket and travel details, the system will confirm whether you have a payment due and the amount. Once you have submitted your application and the image of your ticket, we will process and respond to your claim within 20 working days of receiving it.

How to claim delay repay

We will need a legible image of your ticket. You can save your details online or via our mobile app, including bank account details and your preferred payment method. This will help save you time, especially if you are a regular traveller. For postal claims you will need to send us your original ticket (unless it is a season ticket which is still valid, when we will accept a copy). We ask you to keep your ticket with you after a journey to claim for your delay, so if required, please ask one of our ticket barrier staff to let you through the gates while retaining your ticket. **All claims must be made within 28 days of the delay.**

If you have a combination of tickets for your journey, we will compensate you for your whole journey. If we issue a 'do not travel' warning and you follow our advice and do not travel, you can apply for a full refund from the point of purchase if you have a single or return ticket. If you have a Season Ticket and are unable to travel, please contact our Customer Relations team who will process compensation covering the cost of the journey.

You can choose how you want to receive your compensation:

- Credit/Debit card
- PayPal
- BACS
- Rail vouchers
- or a Charity donation made to our nominated partner.

Fraudulent claims will be dealt with by the British Transport Police. We will always comply with the Consumer Rights Act 2015 and the National Rail Conditions of Travel (or superseding iterations of either).

You also have rights under the Rail Passengers' Rights and Obligations Regulation. This law is based on an EU regulation but has remained a part of UK law and its rights still apply to passengers in the UK. You can find more information about these rights on the European Commission's passenger rights website. The Office of Rail and Road is the National Enforcement Body for this regulation.

We will consider all claims for additional compensation for any losses or extra costs caused by the cancellation or delay to our services (for example, the cost of a new plane ticket if you miss a flight). This does not affect your legal rights to make claims under the Consumer Rights Act 2015. 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 claims process does not affect any additional statutory rights you may have.

Entitlements and claims in the event of significant disruption

- To help all of our passengers reach their destinations on time, our trains generally cannot be held for connecting services. If your journey has been delayed, please speak to a member of our team who will be happy to help you find the next available option
- However, special attention will be given to services that operate infrequently or if it is the last connecting service of the day.
- If you miss your connection because of a delay or cancellation of a London Northwestern Railway service, we will help you re-arrange your journey.
- We will provide alternative transport where possible if the next connecting train is 60-minutes later than the one you missed because of a delay.
- Where a delay or cancellation of a London Northwestern Railway 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 / to your destination or where possible provide overnight accommodation so that you can travel the next day.
- If your train is delayed by more than 60-minutes you may be entitled to claim for non-alcoholic refreshments.
- If you decide not to travel as a result of a cancellation to your service, we will give you a full refund of your ticket.



What counts as a delay?

A delay is the difference between the actual arrival time at your end station compared to the arrival time our timetable. Compensation will be paid for your complete journey, including where the delay or cancellation of one of our trains causes you to miss a connecting train service with another GB train company. Compensation doesn't relate to other modes of transport, unless included in a joint ticket.

Where an emergency or amended timetable is in place, delays are calculated according to the revised timetable. An emergency or amended timetable may be introduced for a number of reasons such as planned or emergency engineering work, industrial action or severe weather. If part of your journey was with another train company, we will compensate you if we caused the delay. If not, we will pass the application on to the relevant operator and ask them to contact you and will let you know if we have done this.

Passenger assistance

If you need assistance during your journey, it's never been easier to book this in advance of your travel. We have a dedicated 24/7 Passenger Assist call centre team based in Arbroath and Hull, alongside a booking form on our website and the Passenger Assist app. Details of how to access these are included in this document. Remember that you can also turn up and go at any time and travel - we will do our best to assist you as promptly as possible, but we cannot always guarantee that assistance will be immediately available. If your preferred station is not accessible to you, we will provide alternative transport (such as a taxi) to or from the nearest – or most convenient – station with suitable access.On board, we have a minimum of 2 wheelchair spaces and accompanying companion seats (indicated on the outside of the train doors in standard class) as well as 'Priority Seating Areas'; and wheelchair-accessible toilets on all our trains.

lnr.uk/passengerassist

Accessible travel policy (ATP)

Underpinning our commitments to making our services as accessible as possible, to as many people as possible, is our Accessible Travel Policy. This can be found on our website at Accessible travel policy | LNR | London Northwestern Railway and is reviewed annually to retain governance and assurance as part of our licence to operate.

Booking assistance

To book assistance in advance of travel, you can get in touch via the following ways:

- Online using the Passenger Assist form
- By phone 0800 024 8997 (8998 WMR)
- Next Generation Text: 18001 0800 024 8997 (8998 WMR)
- Passenger Assist app

Download on the App Store

GET IT ON Google Play

We recommend that you book at least two hours before your journey to ensure our staff can offer you the service best suited to your needs and notify you if anything could disrupt your journey.

Hearing Loops

We have induction loops at most of our ticket offices to make things a little easier. If you want to check if your station has this facility (or indeed any other facilities), visit nationalrail.co.uk. To find out about train times and fares, you can use the Textphone service that is provided by National Rail Enquiries on 0345 050 600.

Blue badge parking

We provide free, designated car parking spaces for blue badge holders in all station car parks that we manage. If they are all in use when you arrive, you can park in any other space free of charge, but please ensure you display your blue badge.

At some of our stations, ANPR cameras are in operation. Customers will need to register their blue badge and vehicle details with us to ensure free parking provision. You can find out more about this **here**: Blue Badge car parking | LNR | London Northwestern Railway



Complaints, feedback and raising standards

Service quality and mystery shoppers

As part of our commitment to continually monitor and develop standards, we signed up to a service quality regime (SQR) with our regulatory partners. This sees a group of independent service quality auditors undertake regular checks, including mystery shopping, of our customer service touchpoints.

- **Station services** – general presentation, availability of advertised facilities, colleague presentation, availability of assistance, customer service.
- **On-board experience** – cleanliness and condition of all areas, function of information systems, availability of on train customer service teams, presentation of colleagues.
- **Customer relations** – quality and timeliness of formal responses, correctness of information provided and, availability, attitude and helpfulness of colleagues over the phone.

If any of these areas fail an audit, we need to fix the issue within a set of prescribed timescales – otherwise we will not meet our mandated targets for being a good and efficient operator. We publish our results every six months in our customer report at Customer Report | LNR | London Northwestern Railway and online so you can see how we are performing.

Industry standards

Train service performance

Our train service performance is measured against the wider industry, with a series of KPI's that show timeliness, capacity and reliability. The primary high level statistic used to compare train service performance across the industry, is T-3%. T-3 is defined as the proportion of all station arrivals (plus departure from the starting location of the service) made at or within 2m 59s of the scheduled time. The crucial difference to previous punctuality measures such as PPM is that every station counts equally.

Customer service

We are also committed to adhering to industry standards in relation to written correspondence and replies. If you contact our customer relations team, we endeavour to provide an initial response within 10 working days, and up 20 working days if a more detailed response is required. Our performance against these targets will be published in our twice annual customer reports.

Your comments help us to improve standards

We love feedback. Good or bad, your comments help us improve our services and facilities. You can send comments and feedback via our website, via X, or by getting in touch with our customer relations team by telephone, online or in writing.

We also endeavour to maintain strong and regular engagement with our community rail representatives, customer panels, as well as industry and political stakeholders. This will ensure we regularly invite feedback on important initiatives and gain insight on ways we can continually improve.

If you are unhappy with our services

If things haven't gone according to plan and you think we can improve, let us know, and we'll try and put things right. You can talk to a member of our stations or on-board team who will try and resolve things there and then. You can also get in touch with our customer relations team using the contact details in this document.

We take your comments and complaints seriously. You can find full details of our complaints handling procedure on our website at Search | LNR | London Northwestern Railway. We log and review all comments, concerns and suggestions and report key issues to our Customer Experience executive team.

If you are unhappy with another train operator

If your complaint involves another train operating company, we will pass your comments on and confirm to you which train operating company is dealing with your case. The other company will then contact you directly.

Industry watchdogs and the rail ombudsman

If you do not feel satisfied with your experience and our Customer Relations team's resolution, you can contact Transport Focus for all national journeys who will consider your case. They are independent and established by parliament to champion passenger interests. They will look at your case and follow things up if they feel we have not adequately dealt with it.

Transport Focus

- **Website** transportfocus.org.uk
- **Phone:** 0300 123 2350
- **Email:** advice@transportfocus.org.uk
- **Post:** Freepost TRANSPORT FOCUS,
  77 Timothys Bridge Road, Stratford Enterprise Park,
  STRATFORD-UPON-AVON, CV37 9BG

The rail ombudsman

We will do everything possible to ensure we deliver a high standard of service and respond to your needs and will adhere to the National Rail Conditions of Travel and our Passengers' Charter. Please give us the opportunity to try to resolve your complaint. However, 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 ongoing 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 and 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 haven't 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 they will not be able to look into, for example if it is about the way one of our services has been designed or industry policy. If that is the case, then they will contact you to let you know. If possible and more appropriate, they may transfer your complaint to another organisation that may be able to help you further, such as Transport Focus – the independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

- **Website:** www.railombudsman.org
- **Phone:** 0330 094 0362 or
  Textphone: 0330 094 0363
- **Email:** info@railombudsman.org
- **X:** @RailOmbudsman
- **Post:** FREEPOST – RAIL OMBUDSMAN

Further information

Customer Report

We publish a customer report every six months which will include details of our performance, customer satisfaction levels, how we are addressing problems and most importantly what we are doing over the following six months to continually improve. It will be available on our website and from QR codes on posters at our staffed stations.

Timetables

We will generally update our timetables twice per year in May and December. This may include industry specified changes to times on existing routes, or the introduction or removal of additional routes. Timetables are easy to access via our website or app.

If you want our train timetable in a different format, please contact our customer relations team.

National Rail Conditions of Travel (NRCoT)

The National Rail Conditions of Travel establish the legal agreement that we enter into with you when you buy a ticket from us or another provider. You can request a copy from our customer relations team, at the station or on our website. The NRCoT are governed at an industry level and as such may be subject to change by the Rail Delivery Group.

Privacy

When you buy a ticket from us, or are travelling with us, we will collect personal data about you. For details on how we manage that data, please visit our website.

Independent travel information

National Rail Enquiries (NRE)

For information like train times, fares, ticket types and station facilities. NRE can help you plan a journey and access live train information.

Website: nationalrail.co.uk
Phone: 03457 48 49 50

They also have an automated TrainTracker service for real-time updates on train running, available via either:
Phone: 03457 48 49 50 and select option 1.

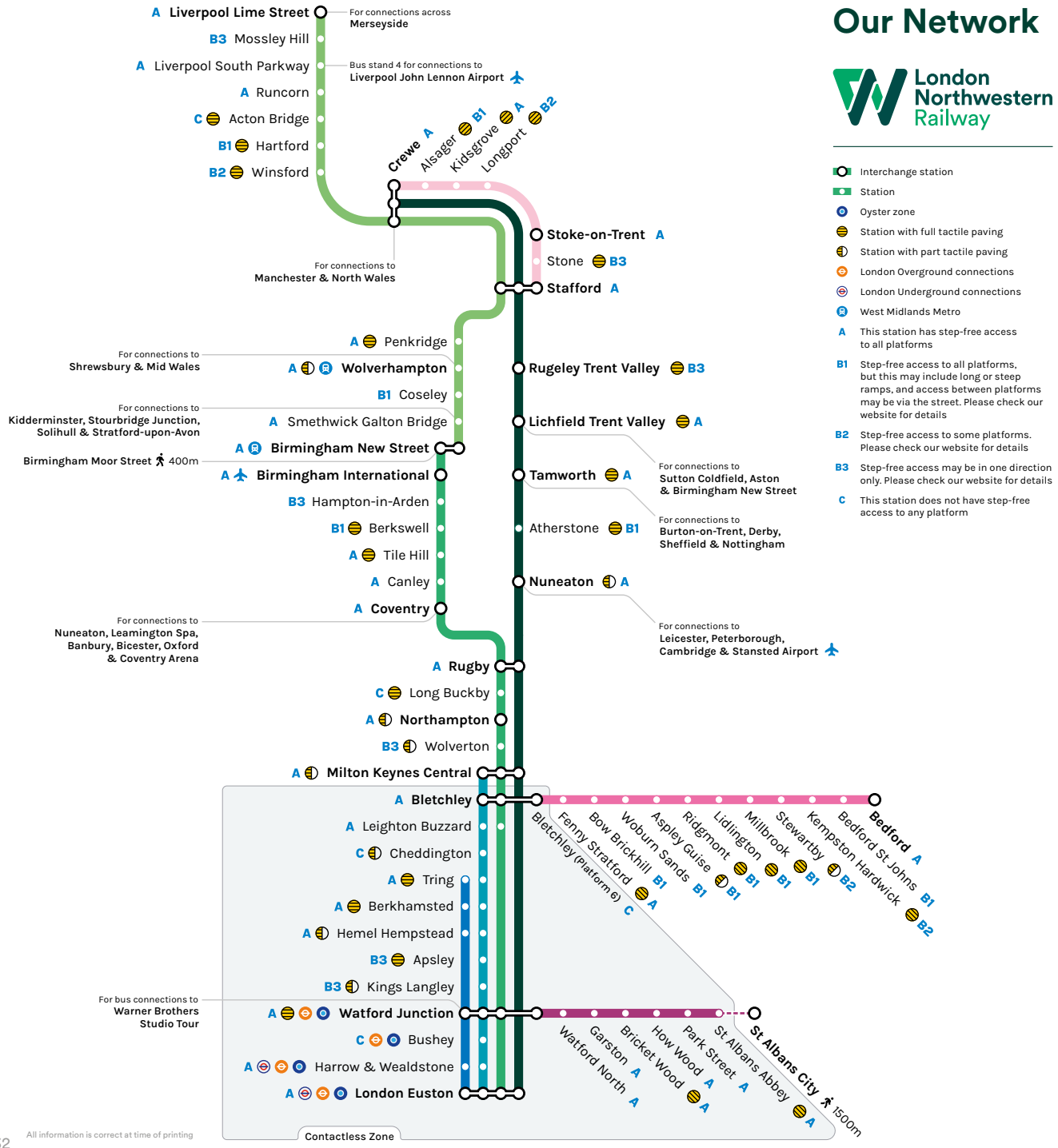
(Calls cost no more than calls to geographic numbers and may be included in inclusive minutes and discount schemes in the same way)

Traveline

For independent public transport information and details of trains, buses, coaches and trams across Great Britain.

- **Website:** traveline.info
- **Phone:** 0871 200 2233
- **Text**: 84268

Our Network



London Northwestern Railway

- Interchange station
- Station
- Oyster zone
- Station with full tactile paving
- Station with part tactile paving
- London Overground connections
- London Underground connections
- West Midlands Metro

A This station has step-free access to all platforms

B1 Step-free access to all platforms, but this may include long or steep ramps, and access between platforms may be via the street. Please check our website for details

B2 Step-free access to some platforms. Please check our website for details

B3 Step-free access may be in one direction only. Please check our website for details

C This station does not have step-free access to any platform

All information is correct at time of printing

Notes

Contact us

Website
lnr.uk

Feedback & Enquiries
Freepost London Northwestern Railway Customer Relations
0333 311 0006
lnr.uk/contact-us

Delay Repay
Freepost London Northwestern Railway Delay Repay
lnr.uk/delayrepay

Refunds for tickets bought online
London Northwestern Railway
PO Box 23972
Edinburgh
EH3 5DA
(other refunds to Freepost address above)

Be Social
@LNRailway
London Northwestern Railway
londonnorthwesternrailway

The information in this leaflet was correct at the time of production in October 2026, but may be subject to change without prior notice.

London Northwestern Railway