

Customer Charter

February 2011



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Our commitment

We aim to deliver the best possible service to London Overground customers by providing a safe, reliable, welcoming and value for money service at all times.

Since we started in 2007, we have provided staff at all our stations during operating hours and accept Oyster pay as you go across the London Overground network. We have opened up new stations and sections of lines across the network.

During 2011 we will be refurbishing all our stations. To help keep our customers safe and our stations secure, we are also installing improved lighting and signage, more CCTV, extra help points and enhanced information systems. Our continued programme of station maintenance and cleaning will ensure that they remain clean, safe and secure places.

We have replaced our old trains with brand new fleets which have provided increased capacity, air conditioning, on board audio and visual announcements and a much improved travelling environment. We have also invested in improvements to track and signalling so that we can deliver a more frequent and efficient train service.

Our commitment (continued)

In May 2010 we opened the newly extended line which runs between Dalston Junction in the north and New Cross, Crystal Palace and West Croydon in the south. In Spring 2011 the line will be extended from Dalston Junction to Highbury & Islington, improving interchange connections even further.

In 2012 we will also extend the line from Surrey Quays to Clapham Junction, completing the orbital network.

In this Customer Charter we set out to explain:

- The minimum standards we expect to achieve
- How we will compensate you if things go wrong
- How we will tell you about our performance
- How you can contact us with your suggestions and concerns

We will review this charter every two years in consultation with London TravelWatch, Transport for London (TfL) and other relevant bodies. Copies of the Customer Charter leaflet are available from all stations served by our trains, from our Customer Services Team or on our website tfl.gov.uk/overground

Finding out about London Overground train times, fares and station facilities

Online

A wide range of information, including real time information, timetables, maps and accessibility information, is available from our website tfl.gov.uk/overground

You can easily plan complete journeys at tfl.gov.uk/journeyplanner

The following websites also provide information about public transport services across the country:

- www.nationalrail.co.uk for rail times, fares and information
- www.transportdirect.info offers information for door-to-door travel, for both public transport and car journeys around Great Britain

At your local station

Free copies of our timetables are available from all stations London Overground serves. Timetable posters are displayed at all London Overground stations and the London Overground network is included on the Tube map, which is widely available.

Finding out about London Overground train times, fares and station facilities (continued)

We will inform you at least five days in advance of any planned disruptions to the service by displaying posters at prominent sites at stations, whenever possible. These posters will include any alternative travel arrangements available to complete your journey. Additional notice will be given for any extended periods of disruption or timetable changes.

When we introduce a new timetable, we will make details of it available at our stations and on the TfL website four weeks before changes start, wherever possible.

Phone

There are two telephone enquiry services which you can use to find out about our train times and fares:

- London Travel Information
0843 222 1234*
- National Rail Enquiries
08457 48 49 50

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.

Your ticket

Making ticketing easier for you

We are working hard to make ticketing much easier with a variety of options available to suit you. Oyster pay as you go and valid Travelcards can be used for all London Overground journeys.

Self service ticket machines are available at all London Overground stations, allowing you to top up credit or add a season ticket to your Oyster card or buy a ticket to most National Rail and Tube stations. Ticket offices are available at our busier stations.

If you prefer to buy your ticket online, you can get an Oyster card, top up your pay as you go credit or add a Travelcard at tfl.gov.uk/oyster

For more information about using your ticket or Oyster card on London Overground services please refer to the London Overground ticketing and travel guide, available online at tfl.gov.uk/overground

Your ticket (continued)

Penalty fares

A Penalty fare of £50 applies on London Overground services. This is reduced to £25 if paid in full within 21 days starting the day after the Penalty fare notice was issued.

You may be issued with a Penalty fare or you may be prosecuted if you are travelling within a compulsory ticket area on London Overground services without:

- A ticket that is valid and available for the journey you are making
- An Oyster card containing a valid season ticket
- A validated Oyster card, where you are using pay as you go, showing a record of the start of your journey
- Where necessary, a valid photo card

If you are issued with a Penalty fare notice, the appeals process is outlined on the Penalty fare notice issued at the time – see the London Overground ticketing and travel guide at tfl.gov.uk/overground

Penalty fares also apply on other National Rail and London Underground services that call at our stations.

Ticket refunds

Refunds are generally available on tickets purchased from a London Overground station if you choose not to travel, provided the ticket is handed in before or on the day of travel. An administration fee may be deducted from the refunded amount.

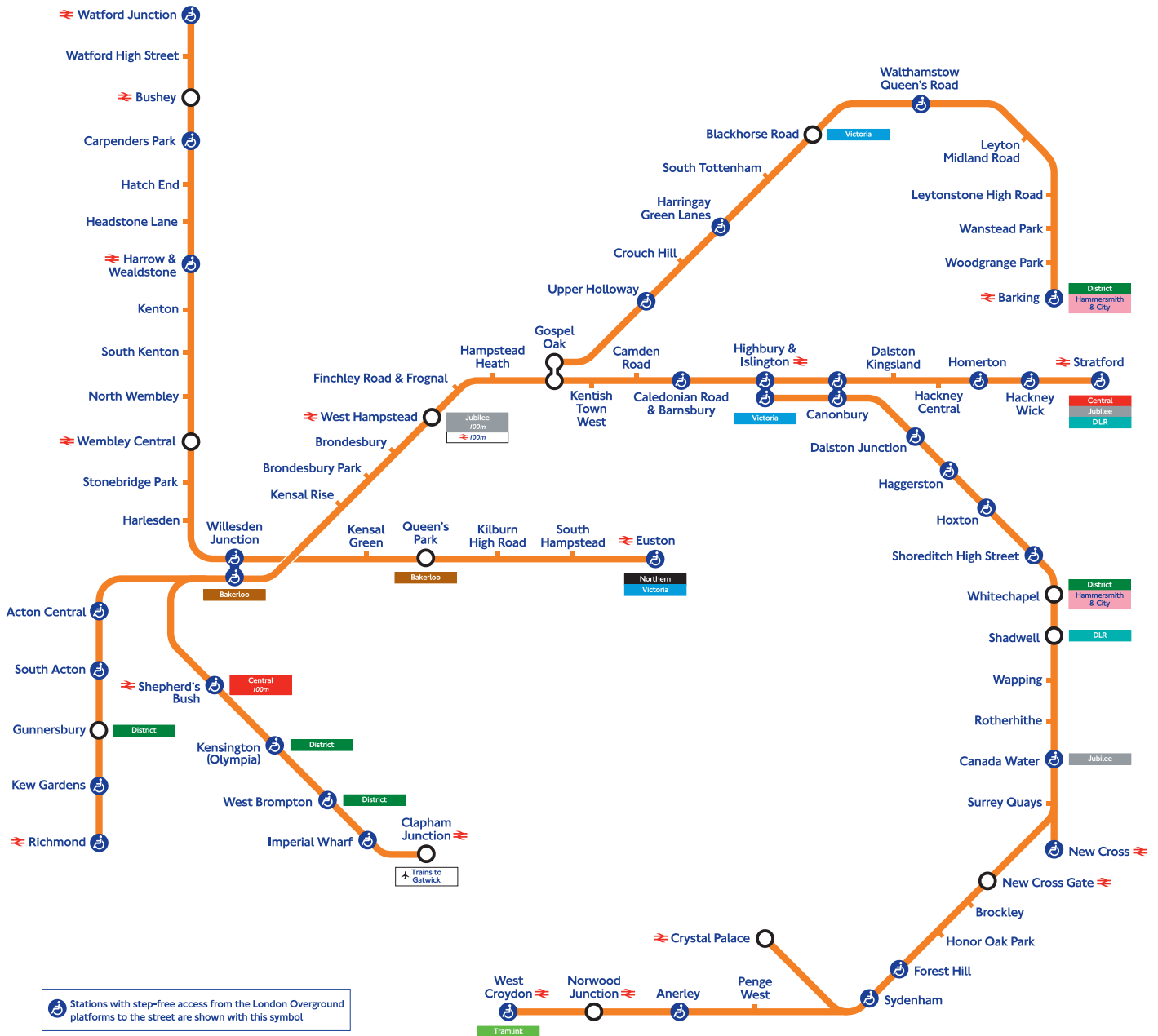
Refunds are also available for Travelcards and season tickets. However, if a charge for the period used (ie up until the date of the refund application) plus the administration fee exceeds the original price, a refund will not be given.

Ask at any London Overground station for a refund application form and hand it in with the ticket(s). The method of refund will depend on how you purchased the ticket(s). Staff at our ticket offices will advise how your refund will be issued.

If you no longer need your credit to pay as you go, visit any Tube station ticket office where the balance will be cancelled and refunded to you, up to a maximum £5. Where the balance is greater than £5, your application will be forwarded to the TfL Oyster Ticketing and Refunds Office where arrangements will be made for the refund to be sent to you.

Refunds for delayed journeys are covered later in this leaflet.

London Overground network map



Train service performance

We are committed to achieving year-on-year improvements in train service punctuality and reliability. The Public Performance Measure (PPM) shows the percentage of trains that arrive at their destination within five minutes of their scheduled arrival time. It includes every London Overground train shown in the current timetable with no exclusions.

Year ending	PPM Target
31 March 2011	93.2%
31 March 2012	94.0%
31 March 2013	94.2%

Our PPM target for the year ending 31 March 2011 is 93.2 per cent; this means that we expect 93.2 per cent of our trains to arrive on time or within five minutes of their scheduled arrival time.

Keeping you updated on London Overground's performance

We will keep customers regularly updated on our performance. Every four weeks we publish and display performance results showing our PPM figure for the preceding four week period. This will be displayed on our trains, except between Gospel Oak and Barking where it will be displayed at stations. Performance information is also available on tfl.gov.uk/overground

When things go wrong

If you experience a delay to your journey of more than 30 minutes, for reasons within our control, we will issue/send you a Rail Travel Voucher to the value of the single delayed journey. This applies to all ticket types.

The easiest way to claim is to log on to our website tfl.gov.uk/fares and follow the London Overground refund links. Alternatively, you can complete a 'Comments and Customer Charter refund application form', available from all London Overground stations.

Please complete the form and include either your ticket(s), photocard number (where applicable) or Oyster card number and send it to the prepaid address within 28 days of your delayed journey.

Note: Refunds cannot be made if a delay is beyond our control, such as security alerts or adverse weather conditions. This also applies to service changes advertised in advance.

Refunds for industrial action are not payable under this charter but are covered by special rules which will be advertised at the London Overground stations affected and on our website.

When things go wrong (continued)

If you have touched in with your Oyster card or bought a ticket but decide or find you are unable to commence your journey due to service disruption, we will give you a full and immediate refund where a ticket office is available at the station.

Where there is no ticket office please contact the Oyster Help Desk on 0845 330 9876.

If you have used Oyster pay as you go but have paid more than the advertised single Oyster fare, TfL will refund the amount overpaid subject to you having correctly touched in and touched out. You will need to call the Oyster helpline after 24 hours but within 28 days of making the journey. Claims cannot be made after this time.

During extended periods of planned disruption special ticket acceptance rules may apply. This will be widely advertised at London Overground stations and on our website tfl.gov.uk/overground

Further information regarding fares and refunds is available in the London Overground ticketing and travel guide, available at tfl.gov.uk/overground

Journeys involving more than one Train Operating Company

Compensation arrangements vary between companies. If you are delayed, the responsibility for compensation rests with whichever Train Operating Company you were travelling with at the time.

If you are delayed or have a complaint about the service of another company and you write to us, we will ensure that your letter gets to the right people at the Train Operating Company involved. We will let you know who we have forwarded your letter to.

Lost property

Property found on London Overground trains or stations may be held locally for a few days before being sent onto TfL's Lost Property Office, typically arriving between two and seven days after it was found. You can register lost property online at tfl.gov.uk/lostproperty or by calling 0845 330 9882.

Carriage of cycles and luggage

For information on the carriage of cycles and luggage please refer to the London Overground ticketing and travel guide, available at tfl.gov.uk/overground

Older and disabled customers

At London Overground, we are committed to providing you with a safe, reliable and friendly service. We want to make sure that you can use our services safely and comfortably. We have invested in new trains and improved our stations to provide a better journey experience.

Our 'Making rail accessible: helping older and disabled customers' leaflet provides information on the services we provide and includes details of station accessibility. Copies of the leaflet are available at London Overground stations, from our Customer Services Team and online at tfl.gov.uk/overground

If you need assistance for your journey, please contact our Customer Services Team, giving them at least 24 hours notice, where possible, especially when your journey continues beyond London Overground. If you are unable to arrange your assistance in advance, we will make every effort to provide assistance to you although this cannot be guaranteed.

Your comments and enquiries

If you have any complaints or suggestions about how we can improve our service you can contact us in a number of ways:

- Via our website at **tfl.gov.uk/contactoverground**
- Pick up a 'Comments and Customer Charter refund application form' from any London Overground station and hand it to a member of staff
- Email us at **overgroundinfo@tfl.gov.uk**
- Call the Customer Services Team on: **0845 601 4867**
Monday to Friday 09:00 to 17:00
(excluding public holidays)
- Write to us at:
**London Overground
Customer Services Team
125 Finchley Road
London NW3 6HY**
- Fax: **0870 928 9805**

We aim to acknowledge 95 per cent of correspondence received in one working day and to provide a full response within seven days. If we are unable to do this we will keep you updated on progress until the case is fully resolved.

Your comments and enquiries (continued)

If you wish to make a complaint, please include your telephone number in any correspondence. We find that a telephone conversation is often much more effective than lengthy correspondence.

If you are unhappy with our response you can write to London TravelWatch. This is an independent statutory body, established to assist customers with unresolved complaints. Correspondence should be addressed to:

London TravelWatch

6 Middle Street

London EC1A 7JA

Telephone: **020 7505 9000**

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

Web: **www.londontravelwatch.org.uk**

Conditions of Carriage

TfL Conditions of Carriage set out your rights and duties as a customer of TfL. Copies of this document can be obtained online at **tfl.gov.uk**

The National Rail Conditions of Carriage set out the legal contract you have with us when you purchase a ticket and travel with London Overground. A copy of the National Rail Conditions of Carriage can be obtained free of charge from any London Overground ticket office, from our Customer Services Team or online at **www.nationalrail.co.uk**

Railway Byelaws

Britain's Railway Byelaws cover trains, tracks and stations across the country. To ensure ease of travel and safety on the railway system, including customers, staff, property and equipment, the Byelaws need to be observed by everyone.

The Byelaws prohibit smoking and the carriage of open alcohol containers on London Overground trains and stations. The Railway Byelaws can be found online at www.dft.gov.uk

LOROL

London Overground is operated on behalf of TfL by London Overground Rail Operations Limited (LOROL).

Contact information

London Overground Customer Services Team

Phone: **0845 601 4867**
(09:00 to 17:00 Monday to Friday)

Write to us: **London Overground
Customer Services Team**

125 Finchley Road
London NW3 6HY

Email: **overgroundinfo@tfl.gov.uk**

The information within this leaflet is also available
from **tfl.gov.uk/overground**

Information correct at time of going to print
February 2011



Website

tfl.gov.uk



24 hour travel information

0843 222 1234*



Lost Property Office

0845 330 9882



National Rail Enquiries

08457 48 49 50



British Transport Police

0800 405040

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landline. There may be a connection charge.
Charges from mobiles or other landline providers may vary.