



# Hull Trains

Your local link to London

# **PASSENGERS' CHARTER**



VALID FROM  
DECEMBER  
**2023**

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# WELCOME

## TO TRAVELLING WITH HULL TRAINS

### OUR COMMITMENTS TO YOU WHEN TRAVELLING WITH HULL TRAINS

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

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

We look forward to welcoming you onboard our Paragon fleet of trains, designed to offer passengers a comfortable, fully accessible ride as well as a reliable and punctual service.

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## 1. OUR PEOPLE

With over 160 colleagues and contract partners working across our network, we pride ourselves in having a motivated team who are knowledgeable, friendly and passionate about the customer service we deliver at Hull Trains. Our team ensures that we operate in a safe manner and will be helpful and proactive in serving you.

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

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

## 2. KEEPING YOU INFORMED

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

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

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

### OUR WEBSITE

By visiting [hulltrains.co.uk](http://hulltrains.co.uk) you can access detailed information on our products and services, including:

- timetables and live train running information;
- details of special offers and events;
- information on forthcoming engineering works which affect our services;
- how to book Passenger Assistance;
- which ticket best suits your needs;
- how to apply for refunds on tickets booked through our website or app;
- purchasing tickets;
- how to apply for compensation/ Delay Repay;
- details about station facilities and opening times;
- how to give feedback about your journey with us.

## OUR FRONT LINE TEAM

All of our services have an On Board Manager and Customer Host to answer any queries and assist you with any aspect of your journey with us, so please speak to them first and they should be able to help you.

## HT MOBILE APP/REAL-TIME INFORMATION

You can download our free customer app for iOS and Android from your app store. By using the app, you can purchase tickets, save tickets for use, view live travel updates and access station and onward travel information.

## SOCIAL MEDIA

Follow us on X (formerly known as Twitter) **@Hull\_Trains** to connect with our Social Media Team. The team is on hand to answer your general enquiries, provide information about your journey and inform you about some of our great offers. They are open from our first to last services, 7 days a week except Christmas Day. You can also find us on Facebook at [lovehulltrains](#) and on Instagram at [hull\\_trains](#).

## OUR CUSTOMER SERVICES TEAM

Our Customer Services Team is available from 08:00 - 22:00 7 days a week except Christmas Day and Boxing Day, and can be contacted in a variety of ways:

<b>Webform:</b>	<a href="https://www.hulltrains.co.uk/support-and-contact/send-feedback">https://www.hulltrains.co.uk/support-and-contact/send-feedback</a>
<b>Email:</b>	<a href="mailto:customerservices.hull@hulltrains.co.uk">customerservices.hull@hulltrains.co.uk</a>
<b>Telephone:</b>	0345 071 0222
<b>Post:</b>	FREEPOST Hull Trains Customer Services

## NATIONAL RAIL ENQUIRIES

National Rail Enquiries provides timetable and fares information for all rail services in Great Britain via their website **[nationalrail.co.uk](#)**. Alternatively, you can call them on **03457 484950**. The phone line is open 24 hours a day, 7 days a week except Christmas Day. They also have a handy virtual assistant facility which can be found at **[nationalrail.co.uk](#)**.

## TIMETABLE INFORMATION

You can pick up information about our services and timetable information, including about engineering works, from the staffed stations at which we call. This information is also available on our website **[hulltrains.co.uk](#)**.

## AT STATIONS

All of the stations at which we call are equipped with Customer Information Screens which display real-time train running information and have passenger announcements to inform you verbally about our services and any changes which may be made to them. Both Cottingham and Howden are unstaffed stations. Other stations may have limited staffing hours, but you can check these at **[nationalrail.co.uk](#)**.

## ON TRAINS

Each of our trains has Customer Information Displays on board in every carriage. These screens provide arrival and departure information, live train running information and reasons for delays. Our On-Board team also provides verbal announcements about our train running and catering facilities as your journey progresses.

## 3. BUYING TICKETS & MAKING SEAT RESERVATIONS

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

Tickets can be purchased in a number of ways, including from our website at **[hulltrains.co.uk](#)**, via our app, at any staffed station ticket office or from ticket vending machines.

Tickets can also be purchased on board all of our trains without penalty. If you are travelling from a station with ticket gates, please ask the gateline staff to let you through to purchase a ticket onboard. Our team will sell you the most appropriate ticket for your journey, to offer you the best value and/or flexibility according to your needs, including Railcard discount. We will sell you a ticket for your entire journey, whether you are travelling solely on our trains or using other train services as part of your trip. We do not, however, sell Advance tickets on board. If you are unable to purchase a ticket on our train, please go to the excess fare/ticket office at your destination station or approach a member of the gateline team and ask them where you can purchase a ticket.

## TICKET TERMS AND CONDITIONS

You must ensure that you are aware of any terms and conditions that apply to the type of ticket that you hold. Ticket retailers must also make these clear before completing your ticket purchase. If you have an Advance ticket, this is valid only on the date and train(s) shown. If you travel on an alternative service to that which you have booked with an Advance ticket you will be required to purchase a new ticket, unless disruption to services has resulted in the need to travel on a different train, and the ticket has been authorised by ourselves or another train operator's staff.

We comply with the National Rail Conditions of Travel. You can download a copy of these online from [nationalrail.co.uk](http://nationalrail.co.uk).

## TICKET INSPECTIONS

You are required to hold a valid travel ticket for the journey that you make. Tickets should be retained for inspection when requested by our On-Board Team, along with any Railcard that you have used to obtain a discounted ticket. Tickets may also be required to exit stations via automatic ticket gates or to show Revenue Protection team members undertaking a ticket check; therefore, please ensure you retain them until you have completed your journey and have left the station. You will also need to retain your tickets should you be delayed and need to claim compensation for your journey.

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

## SEAT RESERVATIONS

Subject to availability, you can book a seat on any of our trains if you have a valid ticket. A seat reservation is provided automatically with all Advance tickets, valid only for the date and time of train shown on the reservation. Where you purchase an Advance ticket for your journey within 45 minutes of the train's departure from its origin station, you may be given a 'counted place' (a seat on the train) and not a specifically identified seat. You should therefore use any available seat which can be identified by a green light in the display above the seat.

Other tickets can be used on any train on which they are valid, but we may not provide a seat reservation unless you

specifically request one. Children up to 5 can travel for free if accompanied by a ticket holder, but are expected to sit on the accompanying ticket holder's lap. Seat reservations cannot be made for them unless a separate ticket is purchased at the same time as the accompanying ticket holder.

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

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

If reserved seats are unavailable on a Hull Trains service as a result of a train being fully booked, you will be advised of this during the booking process by the ticket vendor.

## SEAT RESERVATION COMPENSATION

If you have reserved a seat or counted place, but we do not provide your reserved seat and there is no alternative seat on the train in the class of travel which you have booked, we will compensate you should you have to stand for more than 30 minutes from the time you board the train. We will refund 50% of the relevant single ticket or relevant part of the return ticket for your journey in these circumstances.

For First Class ticket-holders, if no seats are available in First Class but you are able to occupy a seat in Standard Class, we will offer a partial refund, typically equal to the difference between the First Class fare and the equivalent Standard Class fare for the portion of your journey being made with Hull Trains. If a First Class customer cannot sit in either First or Standard Class we will refund 50% of the relevant single or relevant part of the return ticket for your journey. Please note that claims must be made within 28 days of the affected journey to our Customer Services Team.

We will not compensate you if no seats are available to reserve on board the train. Similarly, if you join a Hull Trains service with

a valid flexible ticket (i.e. not an 'Advance' ticket) without having made a seat reservation we will not provide compensation.

## CYCLES

Cycles are welcome on board our trains; however as space is limited, reservations (which are free of charge), are mandatory, as we are unable to guarantee that we can convey your cycle without one. This is due to a limited number of spaces on board our trains. We recommend that cycle reservations are made at least 24 hours prior to your journey and at the same time as you purchase your ticket. These can be made at any staffed station ticket office, via our Twitter (currently known as X) Team or by contacting our Customer Services Team using our website. Unfortunately, we cannot accommodate tandem cycles as we do not have enough space for them on board. To access the cycle storage spaces on our trains, please see a member of our team before you board.

If you have a fold-up bike, you don't need to reserve a space, and you can travel at any time. Just pack your bike up before boarding the train and store it in the luggage racks.

## E-SCOOTERS

E-scooters are not permitted to be carried on any of our trains.

## 4. OUR TRAINS

We will do our very best to ensure that our trains are clean, well presented and comfortable with a full range of facilities available. Our trains are cleaned inside several times every day, both during their journey and at terminus stations.

Our dedicated and professional On-Board Team will do everything that they can to assist you during your journey. They will always be available and will conduct frequent checks throughout the train to ensure your safety, security and comfort.

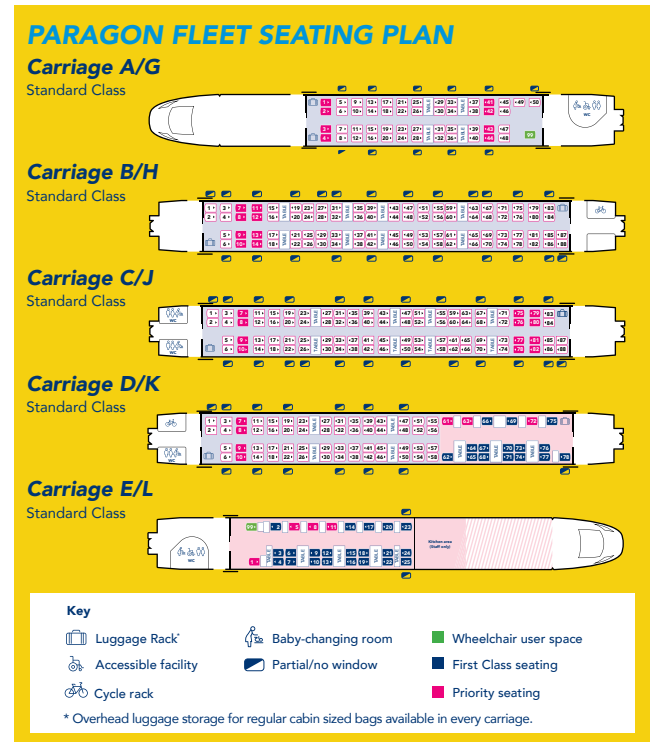
Our trains are usually formed of five carriages, which are labelled A to E with the following designations:

- **Carriage A** is Standard Class with a wheelchair user space and an accessible toilet;
- **Carriage B** is Standard Class;
- **Carriage C** is Standard Class;
- **Carriage D** is part First and part Standard Class;
- **Carriage E** is First Class with a wheelchair user space and an accessible toilet.

On certain services we may operate a ten carriage train to increase capacity for passengers. These trains will be advertised on our website and via our Social Media channels and are labelled G to L (there are no carriages F or I) with the following designations:

- **Carriage G** is Standard Class with a wheelchair user space and an accessible toilet;
- **Carriage H** is Standard Class;
- **Carriage J** is Standard Class;
- **Carriage K** is part First and part Standard Class;
- **Carriage L** is First Class with a wheelchair user space and an accessible toilet.

The diagram shows the layout of our trains, including the location of priority seating, luggage racks, cycle storage, wheelchair user spaces, the accessible toilets and baby-changing facilities. Priority seating is clearly labelled with information stickers adjacent to and above the seat, and is designed to be easily accessible for people who need it, i.e. expectant mothers, older and disabled people and someone who is carrying an infant.



## CATERING

Complimentary refreshments are provided to our First Class customers and are appropriate to the time of day that you travel. There are a number of options for you, but these are subject to availability. Standard Class passengers can enjoy an at seat trolley service, serving light refreshments and food.

## FIRST CLASS

We offer First Class accommodation on all of our trains, situated in Carriages D and E on five carriage trains and also in Carriages K and L on 10 carriage trains.

## WI-FI

We offer free onboard Wi-Fi for all our customers. For more information on how the service works please visit [hulltrains.co.uk](https://www.hulltrains.co.uk).

Should you experience any problems with this facility, please speak to a member of the On-Board Team or contact the Wi-Fi Support Team on **0845 193 6783**. Whilst we strive to make this service available on all our trains, we do not provide compensation for any problems associated with the provision of this complimentary facility.

## LOST PROPERTY

If you lose anything on one of our services and it is found by or handed to a member of our team, it will be returned to Hull Paragon Station, which is operated by TransPennine Express. All items are then recorded on the MissingX website [www.missingx.com/en](https://www.missingx.com/en) where you can claim your item or register it as lost. You must select 'TransPennine Express' as the company with the lost property, as they operate Hull Paragon Station and will store lost property left on Hull Trains services. Alternatively, contact TransPennine Express on **0345 600 1671** or see more information on their website [www.tpexpress.co.uk](https://www.tpexpress.co.uk). Or you can speak to a member of TransPennine Express staff at the Hull Station Customer Services kiosk. They will store any items that are deemed as 'non-perishable' for a reasonable length of time (at least 28 days) and will make every effort to trace the owner. They do not charge for holding lost property, however they will ask you to cover any postage or courier costs if you do not collect the item from them.

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

## LUGGAGE

Our trains have a limited amount of space to store your luggage, as detailed in the seating plan. Additional space can be found between some seat backs and there are overhead luggage racks for smaller items of luggage. We ask passengers not to carry more than three items of luggage – a maximum of one large item (measuring no more than 30 x 70 x 90cms), a small carry-on bag and one piece that must be small enough to fit on your lap or under your seat if required. Our On-Board Team will do what is reasonably practicable to assist you. Luggage carried that exceeds these limits is carried at our discretion and may be refused. A charge of £30 per item will be levied for conveying additional items of luggage, or for excessively large or bulky items.

We have also partnered with <https://www.carrymyluggage.com> who provide door-to-door luggage delivery services throughout Great Britain. Their service, which is chargeable, can help make your travel easier, moving larger or heavy luggage items so you don't have to worry about carrying these around with you. Hull Trains passengers receive a 10% discount when they click the link above or may also use promo code HT101 if they use the [carrymyluggage.com](https://www.carrymyluggage.com) booking page directly.

## SMOKING

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

## SECURITY

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

## CLEANING

We will do our very best to ensure that our trains are clean, well presented and comfortable with a full range of facilities available. Our trains are cleaned inside several times every day, both during their journey and at terminus stations.

In particular, we target our cleaning on key customer touchpoints on trains such as handrails, door buttons, arm rests, tables, taps, toilets and sink surfaces. Our On-Board Cleaners are tasked with specific areas to focus on to maintain a hygienic travel environment.



## 5. AT STATIONS

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

Station	Operator	Tel No.	Website
<b>Beverley</b>	Northern	0800 200 6060	<a href="http://northernrailway.co.uk">northernrailway.co.uk</a>
<b>Cottingham</b>	Northern	0800 200 6060	<a href="http://northernrailway.co.uk">northernrailway.co.uk</a>
<b>Hull</b>	TransPennine Express	0345 600 1671	<a href="http://tpexpress.co.uk">tpexpress.co.uk</a>
<b>Brough</b>	TransPennine Express	0345 600 1671	<a href="http://tpexpress.co.uk">tpexpress.co.uk</a>
<b>Howden</b>	Northern	0800 200 6060	<a href="http://northernrailway.co.uk">northernrailway.co.uk</a>
<b>Selby</b>	TransPennine Express	0345 600 1671	<a href="http://tpexpress.co.uk">tpexpress.co.uk</a>
<b>Doncaster</b>	London North Eastern Railway	03457 225 333	<a href="http://lner.co.uk">lner.co.uk</a>
<b>Retford</b>	London North Eastern Railway	03457 225 333	<a href="http://lner.co.uk">lner.co.uk</a>
<b>Grantham</b>	London North Eastern Railway	03457 225 333	<a href="http://lner.co.uk">lner.co.uk</a>
<b>Stevenage</b>	Great Northern	0345 026 4700	<a href="http://greatnorthernrail.com">greatnorthernrail.com</a>
<b>London King's Cross</b>	Network Rail	03457 114 141	<a href="http://networkrail.co.uk">networkrail.co.uk</a>

## 6. EXTRA HELP WITH YOUR JOURNEY & PASSENGER ASSIST

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

Dedicated wheelchair user spaces and priority seating are available in both First and Standard Class and can be reserved by contacting our Passenger Assist Team on 0800 316 1323. We recommend booking Passenger Assist anytime up to 2hrs prior to the time of travel. Please note that whilst this refers to assistance in general, we may not always be able to guarantee the availability of the wheelchair user space in cases where a train may have left its origin station where reservations are uploaded and displayed before a booking for a wheelchair user space has been made. Wheelchair user spaces are limited so we expect passengers to move prams and luggage to enable wheelchair/scooter users to be accommodated.

If you haven't booked Passenger Assist before coming to the station, you can still use the Turn Up And Go service offered at the station. The station team will be able to assist you on or off the train and provide you with the help you need. Please bear in mind that this service is dependent on the availability of the station staff as they might need to finish some of their duties before being able to assist you.

Full details of our 'Making Rail Accessible' policy, which provides details of our commitments to making our services accessible, can be obtained by calling the Passenger Assist Team, from our website <https://www.hulltrains.co.uk/support-and-contact/assisted-travel> or at staffed stations at which we call.

## 7. PLANNED ENGINEERING WORK & SERVICE DISRUPTION

### PLANNED ENGINEERING WORK

From time to time, essential maintenance work needs to be undertaken by Network Rail (who manages the infrastructure on the railway), to maintain and improve railway tracks, signals and structures. Engineering work often takes place at weekends and on bank holidays, but occasionally it can take place on weekdays too. We work with Network Rail to plan such disruption carefully in order to minimise the impact on your journey as much as possible.

When such work takes place, and this affects the operation of our trains, we will publish the details of this work in advance on our website (usually 12 weeks in advance or as soon as possible if notice is later than this). A summary of the changes to our train services will also be available from National Rail Enquiries on **03457 48 49 50** or at **[nationalrail.co.uk](http://nationalrail.co.uk)**.

Occasionally, it may be necessary to divert our services via a longer alternative route or use alternative transport, i.e. buses, coaches or taxis instead of trains on some sections of your journey where there is no option of running a through train service. When this is the case we will ensure that information is provided at the stations and online in advance. Please note that where replacement buses are used, there may be tighter luggage restrictions in place. There may not be space for cycles, prams and pushchairs that do not fold or heavy luggage and some animals may also not be conveyed.

### EXCEPTIONS

We do not accept claims for compensation for variations to our normal timetable when we have published a revised timetable or offered alternative routes due to planned engineering work, unless the replacement services themselves run late according to the revised timings or are cancelled. If unforeseen circumstances mean that we have to introduce an emergency timetable then compensation arrangements will be based upon that timetable.

### CARING FOR YOU WHEN OUR TRAINS ARE DELAYED OR DISRUPTED

Occasionally, despite our best efforts, there may be disruption to your journey. Should this take place, we will always try our very best to ensure that the impact of the delay is kept to a minimum.

We've signed up to Customer Information Pledges, which are our commitment to providing you the best possible experience, details of which can be found on our website at **[www.hulltrains.co.uk/support-and-contact/customer-information-pledges](http://www.hulltrains.co.uk/support-and-contact/customer-information-pledges)**.

Our Control Team provides information to all of the stations that we serve, and we work with other train companies to do what we can to ensure that information reaches you.

As soon as our On-Board Team knows what is happening, and what the impact is likely to be, they will let you know. They will also be able to provide information regarding the best options for you to complete your journey.

Train running information and travel bulletins can be obtained from the following:

- our website at **<https://www.journeycheck.com/hulltrains/>**
- the National Rail website at **[nationalrail.co.uk](http://nationalrail.co.uk)**
- by calling National Rail Enquiries on **03457 48 49 50**
- on X (formerly known as Twitter) **@Hull\_Trains**

If your journey with us is delayed and you are no longer able to make your planned connection, we will help in re-planning your journey to minimise the delay. In some cases, this may need to involve alternative transport to enable you to reach your destination.

Where a delay or cancellation of a Hull Trains service means that you have missed the last connection of the day or that you will not reach your destination at a reasonable time, we will either arrange for transport back to where you started your journey (and then allow you to travel the next day) or to your destination. If this is not possible we will provide overnight accommodation so that you can travel the next day.

If we do not make those arrangements for you, and you make them yourself, then we will pay your reasonable and proportionate costs for:

- Alternative travel
- A hotel where this is a reasonable step for you to take as an alternative to completing your journey

You may still choose to make more expensive arrangements at your own cost.



If you decide not to travel as a result of a delay or cancellation of your service, and if we sold you the ticket, we will give you a full refund; otherwise, you should seek a refund from your ticket retailer (unless this is the return portion of your ticket, in which case we will refund this).

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

## 8. PERFORMANCE

We aim to operate a reliable and punctual service for you by working closely with Network Rail and the other rail companies to deliver our advertised timetable.

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

Full details of our performance can be obtained by contacting the Customer Services Team and are published on our website in the 'Support and Contact' section at <https://www.hulltrains.co.uk/support-and-contact/how-are-we-performing>.

## 9. REFUNDS

We know that sometimes you won't be able to travel, so this section is designed to clarify when and how you can get a refund on your ticket. Advance tickets are non-refundable, except in cases of disruption as detailed in the service disruption section. If you have purchased an Advance ticket and your train is cancelled or delayed by more than 60 minutes, alternative arrangements will be made for you to travel on another train if you still wish to travel. In such circumstances, a seat cannot be guaranteed. If you prefer you can claim a full refund without an administration fee.

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

An administration fee of £10 per ticket (for Advance tickets) or per transaction (for all other tickets), may be applied and you must submit your ticket for refund within 28 days of the expiry date of ticket.

If you bought your ticket(s) from us on board our trains, please post your ticket(s) along with a covering letter to us at the Freepost refunds address below.

If you bought your ticket(s) through our website, app, or if you have not printed your ticket(s) out, the quickest and fastest way to get a refund application is online (for tickets to be printed at the station or m-tickets purchased through the app).

Our ticket refund site can be found at  
**[refunds.hulltrains.co.uk](https://refunds.hulltrains.co.uk)**

For any printed tickets, the unused ticket(s) and seat reservation(s), along with your booking reference and refund form will need to be returned to:

### **FREEPOST Hull Trains Refunds**

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

## SERVICE DISRUPTION

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



## 10. DELAY REPAY COMPENSATION

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

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

### FOR JOURNEY DELAYS\* OF BETWEEN:

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

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

The table below shows how to calculate the amount of Delay Repay Compensation you're entitled to. To do so, divide the cost of your Season Ticket type over the number underneath the respective delay minute times:

Season Ticket Type	30 to 59 Minutes	Above 60 Minutes
<b>Weekly</b>	20	10
<b>Monthly</b>	80	40
<b>Quarterly</b>	240	120
<b>Annual</b>	928	464

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

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

The easiest and quickest way to claim for compensation is through our website at <https://delayrepay.hulltrains.co.uk/>. Our online claims system allows you to create an account so that your details are retained to make the process for claiming easier should you need to claim again in future.

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

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

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

If you have a Season Ticket valid for travel on our trains, please include a copy of the ticket with your application and a copy of your photo ID card. Season Ticket holders should claim compensation in respect of each individual journey on which they are delayed and include the details of the specific train on which they were travelling.

Passengers with a combination of tickets for one journey will be compensated for their full journey if one of their tickets involves travel with us on a delayed service.

### EXCLUSIONS

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

## CONSUMER RIGHTS ACT

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

For more information on the Consumer Rights Act and how it applies to the railway industry please see the FAQ produced by National Rail, which also contains a link to the National Rail Conditions of Travel: [http://www.nationalrail.co.uk/CRA\\_Customer\\_FAQs\\_2018.pdf](http://www.nationalrail.co.uk/CRA_Customer_FAQs_2018.pdf)

## FLIGHTS AND INTERNATIONAL CONNECTIONS

When travelling for flights or other international connections, e.g. Eurostar, we strongly recommend planning your journey to allow 2.5 hours from scheduled arrival at the airport/ international station to the latest check-in time.

## 11. CONTACT US

We want to deliver the very highest standard of customer service, therefore, we greatly value your comments and suggestions which help us to shape the future of Hull Trains. If you have any comments, suggestions, or complaints or you would like to provide praise for the service that you have received we would like to hear from you.

**We can be contacted in a number of ways:**

### CUSTOMER SERVICES:

**Webform:** <https://www.hulltrains.co.uk/support-and-contact/send-feedback>

**Post:** FREEPOST Hull Trains Customer Services

**Phone:** 0345 071 0222 (Monday-Friday 08:00 - 22:00, 7 days a week except Christmas Day and Boxing Day)

**Passenger Assist: 0800 316 1323** (08:00 - 22:00, seven days a week, except Christmas Day and Boxing Day when we are closed.)

**Websales: 0345 071 0222** (08:00 - 22:00, seven days a week, except Christmas Day and Boxing Day, when we are closed.)

For websales enquiries you can also contact us on our webform at <https://www.railhelp.co.uk/hulltrains>.

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

## 12. COMPLAINTS

We aim to provide a travel experience that you can enjoy. If you feel that this has not been the case, we would like to hear from you. The feedback that you provide is taken extremely seriously so sometimes we need a little more time to investigate matters fully. We will provide an explanation as to the reasons behind any failing that we identify once we have investigated. We aim to achieve this within 20 working days, and we will keep you informed of progress if it takes longer than this to investigate. Our Complaints Handling Procedure can be found at [hulltrains.co.uk](http://hulltrains.co.uk).

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

## 13. RAIL OMBUDSMAN & CONSUMER WATCHDOGS

We aim to provide a resolution that is fair, and that addresses your comment or complaint. If you are unhappy with our response, please let us know and give us the opportunity to try to resolve your complaint. If you are unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman.

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

## YOU CAN APPEAL TO THE RAIL OMBUDSMAN IF:

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

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



## RAIL OMBUDSMAN



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

## TRANSPORT FOCUS



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

## LONDON TRAVELWATCH



**Website:** londontravelwatch.org.uk  
**E-mail:** Enquiries@londontravelwatch.org.uk  
**Tel:** 020 3176 2999  
**X/Twitter:** @lontravelwatch  
**Post:** London TravelWatch  
Freepost RTEH-XAGE-BYKZ  
PO Box 5594, Southend On Sea SS1 9PZ

## 14. RAIL PASSENGERS' RIGHTS & OBLIGATIONS REGULATION

You also have rights under the Rail Passengers' Rights and Obligations Regulation (EC No 1371/2007) (PRO), as it applies in UK law. The PRO incorporates the 'Uniform Rules concerning the Contract for International Carriage of Passengers and Luggage by Rail' (commonly known as "CIV"). For an overview of these rights please visit the European Commission's information website about passenger rights:

**[https://ec.europa.eu/transport/sites/transport/files/themes/passengers/rail/doc/summary-of-rail-passenger-rights\\_en.pdf](https://ec.europa.eu/transport/sites/transport/files/themes/passengers/rail/doc/summary-of-rail-passenger-rights_en.pdf)**

The Office of Rail and Road (**[www.orr.gov.uk](http://www.orr.gov.uk)**) is the National Enforcement Body for the PRO.

# OUR ROUTE



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