



Remember:
**Buy a ticket before you
travel otherwise you may
have to pay a Penalty Fare
(minimum £20)**



Do you have any questions?

For further information about Penalty Fares
on Greater Anglia services please
contact our Customer Service team:

Greater**Anglia**

Telephone: **0845 600 7245***

Email: **contactcentre@greateranglia.co.uk**

*All calls charged at national rate, calls may be recorded

Penalty Fares information



This leaflet gives you advice about how
and where to buy your ticket and contains a
map showing the Penalty Fare areas for the
following train operating company

Greater**Anglia**

February 2012

This leaflet is intended as a guide and should not be regarded as
a complete or authoritative statement of the law or regulations.
Other train operators may have their own Penalty Fares scheme,
this leaflet only covers the stations served by Greater Anglia.

An explanation of Penalty Fares

The need to protect revenue

Each year the UK rail network carries over one billion passengers and earns over £5 billion from the sale of tickets. Even if only a small percentage of these passengers travel without paying, the rail network will lose a considerable amount of money. Reducing the number of people who travel without a ticket is not only in the interests of us, the operator, but also in the interest of our fare-paying passengers.

Few of us want to pay more for our tickets because some people avoid paying, and the loss of income due to people travelling without tickets reduces the money available to invest in a better rail service.

What are Penalty Fares?

A Penalty Fare scheme works on the same principle as a 'pay and display' car park, where motorists may have to pay a penalty if they do not buy a ticket when they park. Where Penalty Fares apply, a passenger must buy a ticket or Permit to Travel before starting their journey.

If a passenger gets on a train without a ticket or Permit to Travel at a station where ticket facilities are available, they may be liable to pay a Penalty Fare. The penalty is the greater of £20 or twice the full single fare from the station where the passenger got on the train to the next station at which the train stops. If the passenger wants to travel beyond the next station they must also pay the relevant fare from that station to their final destination.

Where the facility to do so has been provided, **you must purchase a ticket or Permit to Travel before you travel.**

If you cannot produce a valid ticket or Permit to Travel for inspection when required, you may have to pay a Penalty Fare (minimum £20).

Buying your ticket

On the internet

You can buy a wide range of tickets, from our website greateranglia.co.uk. Tickets can be sent by first class post or special delivery or you can collect them from selected self service ticket machines at our stations. There may be a postal charge.

Self-service ticket machines

Self-service ticket machines are available at many of our stations. These offer a quick and easy way of buying or collecting a wide range of tickets. Tickets can be purchased with a credit card, debit card or cash without having to visit the ticket office.

At the station

Each staffed station displays a poster showing the opening hours of the ticket office and other useful information. All Greater Anglia ticket offices offer a wide range of National Rail tickets. We will always sell you the ticket that most suits your needs, regardless of whether or not you are travelling on our trains.

Reservations

You don't need a reservation to travel on our trains. However, if you are planning to travel on the services of another train operator who offers seat reservations, we can arrange these for you when you buy your ticket.

Queuing

Please allow sufficient time to buy your ticket, particularly if your requirements are complicated. If you wish to renew a Season Ticket or make a reservation on another train operator's services it may be better to avoid the busy morning and evening rush hours. This will help our staff to give you the best possible service.

Permit to Travel

At all our unstaffed stations we provide a Permit to Travel machine. A Permit to Travel is not a ticket but gives you authority to start your journey. It is valid for two hours, during which time you should exchange it for a full ticket at the first opportunity.

If you are travelling from a station where there is no permanent ticket office or the ticket office is closed and there is no self-service ticket machine you should purchase a Permit to Travel from the Permit to Travel machine. 'Permit to Travel' machines are normally located near the ticketing issuing facilities, at station entrances or on platforms. Charts showing a limited range of fares are normally located nearby. Insert the maximum amount of coins that you have to the value of your journey. A guide for purchasing a permit and a list of the most popular fares is located on each machine.

Your ticket

Railcards and discounted tickets

Remember to keep your Railcard or other discount card with you at all times. Discounts are only available if the discount card can be produced when purchasing tickets. Discounted tickets are only valid when presented with a valid discount card. If you cannot produce your discount card and any relevant photocard for inspection at the time of travel, you may have to pay a Penalty Fare.

Season ticket holders

If you have forgotten your season ticket and you notice before travelling, you should purchase another ticket or Permit to Travel before starting your journey. You can usually claim a full refund. Please note, however, only two such refunds are allowed in any 12 month period. You can get a claim form from ticket offices. However an administration fee may be charged.

If you discover that you have forgotten your Season Ticket or photocard after you have started your journey you may be issued with a Penalty Fare which you may appeal. You will need to provide a good quality photocopy of both your Season Ticket and photocard to the address shown on the Penalty Fare notice. Please note, you are only allowed two such appeals in any 12 month period on these grounds.

Ticket extensions

If you wish to travel to a station beyond the validity of your ticket, you should buy an extra ticket before starting your journey. You may have to pay a Penalty Fare if you do not buy a Permit to Travel or extra ticket before joining the train, where the facility to do so had been provided.

Please note that Pay As You Go cannot be used to pay for a journey extension on National Rail services and a separate ticket is required if you wish to travel beyond the validity shown on your ticket. London Underground can usually only issue ticket extensions for National Rail operators' services within the Travelcard area, so if you are planning to travel outside of zones 1-6 on a Greater Anglia service you are advised to buy a ticket from a National Rail retail outlet.

Upgrading your ticket

If you wish to upgrade a Standard Class ticket to First Class, you should pay the additional fare before travelling. This also applies to Season Ticket holders who wish to upgrade. If you fail to do so, you may have to pay a Penalty Fare.

Oyster Pay as You Go

Where Pay as You Go is valid on Greater Anglia services you must touch in and touch out to ensure you are charged the correct fare for your journey. If you fail to touch in then your Pay as You Go is not valid and you may be liable to pay a Penalty Fare.

Frequently asked questions

If I do not buy a ticket before travelling, is it an automatic Penalty Fare?

You are responsible for ensuring that you purchase before travelling, a ticket or Permit to Travel that is valid for your entire journey, otherwise you may have to pay a Penalty Fare. Greater Anglia is responsible for ensuring that the facility to purchase a ticket or Permit to Travel is available.

Can I pay at my destination if I am in a rush?

If you board a train without a valid ticket or Permit to Travel, then you may have to pay a Penalty Fare. If it is shown that your intention was to avoid your fare, then you are breaking the criminal law and you may be liable to prosecution.

What methods of payment can I use to pay a Penalty Fare?

You can use cash, Visa, MasterCard, Electron, Maestro or Delta.

What if I am unable to pay the full amount of the Penalty Fare on the spot?

If you do not have the full amount, then you will be allowed to make a part payment of at least the full Single fare; you then have 21 days to pay the remaining amount of the Penalty Fare. This can be done using the online facility on the Independent Revenue Collection and Support (IRCAS) website or telephone payments centre. Details of how to do this are on the Penalty Fare notice.

Is there a right of appeal against a Penalty Fare?

If you wish to appeal against a Penalty Fare you must do this in writing within 21 days of the issue date and send it to the appeals address on the Penalty Fare notice. The appeals body adheres to an agreed Code of Practice (approved by the Department for Transport) in the assessment of all appeals. The Independent Appeals Service will consider all the facts presented to them on appeal and notify the appellant of the outcome.

What if I want to buy a Season Ticket and the ticket office is closed, or the machine doesn't sell the ticket I want?

Self-service ticket machines sell most Weekly Season and Travelcard Season Tickets for journeys on Greater Anglia services. Monthly Season Ticket holders can renew their ticket provided their details are recorded in our database. If the required destination station is not listed on the ticket machine, then please purchase a Single ticket to your interchange station or use the Permit to Travel machine (where provided). The cost of this ticket or Permit to Travel will be deducted from the cost of the ticket you require.

What if I pay too much for my Permit to Travel?

When exchanging your Permit to Travel for a ticket, it is treated just like cash. Change will be given at the time.

What if I haven't got any change to buy a Permit?

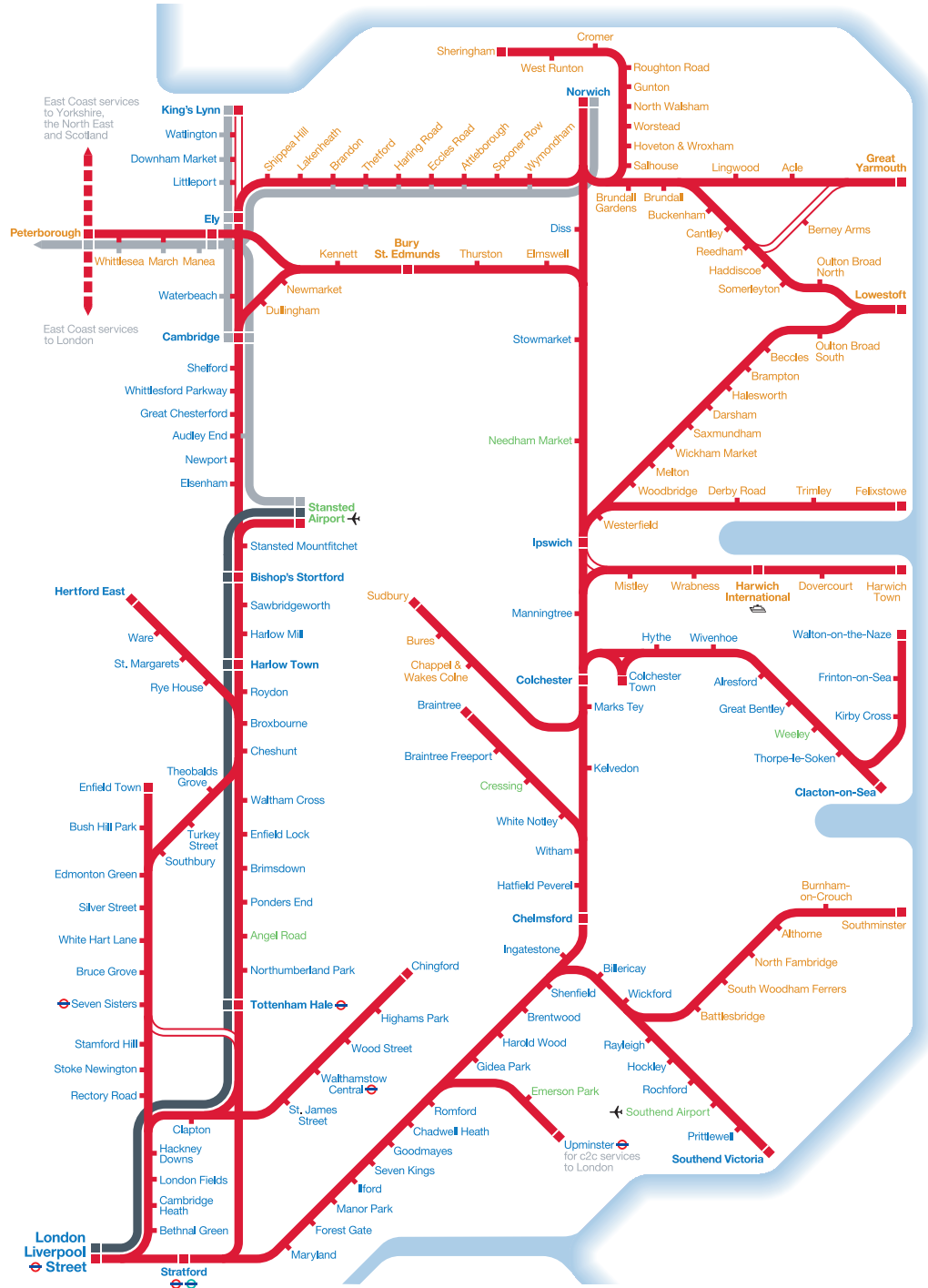
Just like a passenger must pay on boarding a bus, you are responsible for ensuring that you are carrying sufficient funds to purchase a Permit to Travel or ticket before travelling, otherwise you may have to pay a Penalty Fare.

What happens if I refuse to pay the Penalty Fare?

You will receive a reminder letter advising you of the outstanding sums owed to us. If you travel on the railway with intent to avoid payment of the fare then you may be prosecuted under criminal law. The current maximum penalty upon conviction is £1000 fine and/or three months imprisonment.

Why are my name and address details required if I am paying in full?

You are required by law to provide your full name and address, even if you pay the Penalty Fare in full at the time of issue.



Penalty Fares stations

Penalty Fares station

Non-Penalty Fares station

Pay train station

Greater Anglia route

Greater Anglia limited route

East Coast route

Stansted Express route

Other operators route

London Underground interchange

Docklands Light Railway interchange

Airport interchange

Ferry service interchange