

Buying your ticket

At the ticket office

When the ticket office is open, you can pay for your ticket either with cash, cheque (supported by a cheque guarantee card) or credit/chargecard (MasterCard, Visa, American Express, Maestro or Delta) with chip and PIN (where accepted). Some stations also accept Solo or Electron cards.

From the self-service ticket machines

These are available for use at all c2c stations. They accept 5p, 10p, 20p, 50p, £1 and £2 coins, as well as £5, £10 notes – some will accept £20 notes and credit cards. A variety of tickets can be purchased including Weekly Season Tickets for use in conjunction with Railcards (you must have the relevant Railcard/Photocard with you at all times).

Online

Tickets can be bought in advance online via www.c2c-online.co.uk.

By telephone

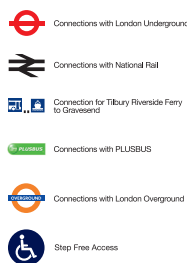
Tickets can be bought in advance by calling telesales on 08457 44 44 22.

This leaflet is intended only as a guide and should not be regarded as complete or definitive statement of the law and regulations. Information in this leaflet was correct at the time of publication.

→ Route Journey Planner



Key to symbols:



WARNING

Have you paid?



You must have a valid ticket for your journey otherwise you may have to pay a **PENALTY FARE** of at least **£20**.

c2c

 **National Rail**
Britain's train companies working together

Penalty Fares

It is an offense to board a train for the purpose of travel without a valid ticket, and also to try and avoid paying a fare. These offenses may lead to prosecution by a Magistrates Court.

c2c, along with many other train operating companies, operates a Penalty Fares system on its services. This means that anyone who does not have a valid ticket for their journey may be liable to pay the Penalty Fare. The Penalty Fares system on c2c, in certain situations, may allow matters to be dealt with in a less serious manner, rather than a prosecution by a Magistrates Court.

This leaflet explains how the Penalty Fare system works on c2c by answering frequently asked questions. It also explains how every passenger can buy their tickets before they travel.

Frequently asked questions

Why is a Penalty Fare scheme necessary?

Penalty Fares are in place to encourage passengers to purchase the correct ticket before travelling. Even if only a small percentage of passengers travel without paying, substantial sums of money are put at risk. Reducing the number of passengers who do not pay is not only in the interest of the train operators, but also fare-paying passengers.

Can I buy my ticket at the destination if I am in a rush?

No. If you board a train without a valid ticket you may be charged a Penalty Fare.

What if the ticket office is closed or the station does not have a ticket office and the automatic self-service ticket machine is out of order?

In this instance a process is in place where staff are notified and will advise on an appropriate form of action.

If I don't have a ticket, will I automatically have to pay a Penalty Fare?

You are responsible for buying a ticket that is valid for your journey before travelling; otherwise you may be charged a Penalty Fare. If the ticket office is closed you should purchase a ticket from the self-service ticket machine.

Is there a right of appeal against a Penalty Fare?

Yes. You have 21 days to appeal against the Penalty Fare charged by writing to the Independent Penalty Fare Appeal Service (IPFAS). The address for this service is printed at the bottom of the Penalty Fare notice.

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

You can use cash, cheque (supported by a cheque guarantee card) or credit/chargecard (MasterCard, Visa, American Express, Maestro or Delta) with chip and PIN (where accepted). However, we do not accept Solo or Electron cards.

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

You do not have to pay all of the Penalty Fare immediately. Authorized Collectors may require a passenger to make the minimum payment that is equal to the normal fare payable for the journey which you are making. You are required by law to provide your full name and correct address; you may then be given 21 days to pay the remaining amount of the Penalty Fare.

Who can charge a Penalty Fare?

Any member of staff who has been trained as an Authorized Collector and is carrying an Authorized Collector's ID badge can charge Penalty Fares.

How much is the Penalty Fare?

If you board a train without a ticket valid for your entire journey, you may be liable to pay a Penalty Fare of £20 or twice the appropriate single fare (whichever is greater) to the next stop. You may also have to pay the appropriate full single fare to complete your journey as necessary.

If I pay a Penalty Fare on a train, does it cover the remainder of my journey from the next stop?

No. The Penalty Fare only covers from the station where you got on the train to the next station at which the train stops after you have been charged a Penalty Fare. If you want to travel beyond the next station, you must also pay the relevant fare from that station to your final destination.

What if I want to buy a season ticket and the ticket office is closed?

Provided that you have a Photocard you can purchase a Weekly Season Ticket from the automatic self-service ticket machines. However, if you wish to buy a Monthly Season Ticket or longer, you should purchase a single ticket for your destination and then buy your season ticket at your destination. The cost of your single ticket will be deducted from the cost of your season ticket.

What happens if I travel beyond my normal destination?

It is your responsibility to purchase any additional tickets that you require to make your original ticket valid for your entire journey before travelling; otherwise you may be liable to pay a Penalty Fare. This includes stations within the same pricing zone.

What should I do if I have forgotten my season ticket and/or Photocard?

You should purchase a daily ticket to cover your journey before travelling. You may subsequently apply for a refund on this daily ticket at the ticket office where you purchased your season ticket. Only two such refund applications will be considered in a 12-month period and an admin fee may be charged.

What if I discover that I have forgotten my season ticket and/or Photocard once I have boarded the train?

You must be in possession of a valid season ticket prior to boarding the train and therefore may be liable for a Penalty Fare.

What if I have purchased a discounted ticket with a Railcard, but cannot produce the Railcard on the actual journey?

You may be liable to pay the Penalty Fare, as the discounted ticket is only valid on production of the Railcard.

If there is a queue at the ticket office can I still board the train without a valid ticket?

No. It is your responsibility to allow yourself enough time to purchase a ticket before travelling. Automatic self-service ticket machines are provided at all c2c stations as an additional method of purchase and tickets can also be bought in advance of travel from ticket offices, the telesales office on 08457 44 44 22 or via the c2c website at www.c2c-online.co.uk.