

ScotRail Passenger Charter June 2023



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Introduction

This charter sets out our commitment to provide the safe and high-quality service that you have the right to expect. It contains details about how to plan your journey, buy tickets and arrange extra help if you need it. We have information on our refund process and with our 'Delay Repay' scheme, we explain how to make a claim if you are delayed. We have made it easier than ever before for you to get in touch with us, whether for help or to give us comments. At the end of this booklet there are details of all the ways that you can contact us.

Our promise to you

Running a reliable, punctual railway for the people of Scotland is important to us, but the way we travel is changing. The safety of our customers and colleagues is always our number one priority. .

We commit to:

- provide a friendly and professional service, as well as safe, clean, and reliable trains that run on time
- make it easy for you to do business with us, from buying your tickets to sharing your feedback
- listen to you and treat you fairly when things go wrong.

Planning your journey

We are committed to providing you with clear and concise information about your travel plans and your journey.

Our website

Our website at www.scotrail.co.uk provides detailed information and tools to help you plan your journey. Specifically, you can do the following:

- Find details about train services, facilities at specific stations and the opening times of ticket offices
- Download timetables and check any changes to train times
- Buy tickets and load them straight to your mobile using mTickets, collect them using your smartcard, arrange to collect them from a station, or have them sent to you by post.
- Check train performance at terminal stations, and live performance on routes
- Find details of special offers and events

Our app

Our free ScotRail app is available to download for iPhones and android phones. You can securely buy tickets for travel anywhere in Britain, buy tickets up to 10 minutes before departure on certain routes, and see live travel updates and information about services.

Social media

You can reach our Social Media team between **7am and Midnight every day**



We're here to help, wherever you are.

From our team

You can speak to station or on-train staff, or use one of our help points, for information about trains, tickets and planning your journey or to get general advice. Details of staffing and opening times of ticket offices are available on our website and at stations.

Timetables

Timetables can be viewed, downloaded, and printed from www.scotrail.co.uk/plan-your-journey/timetables. For up-to-date service information, check the ScotRail website, app or use our station Help Points.

For customers who require information on services offered by other transport providers - such as bus, tram, and ferry links - our online journey planner may not have the most up-to-date information.

Please check with Traveline Scotland at www.travelinescotland.com, or on **0871 200 22 33**.

Customer Relations

You can contact our Customer Relations team for general enquiries, or to get help and advice. You can contact them via telephone, email or by using our online contact form.

Opening hours are 7am–10pm Monday to Sunday. Opening hours on public holidays may vary.

Email: customer.relations@scotrail.co.uk

Phone: 0344 811 0141

National Rail Enquiries

National Rail Enquiries provide information about train times, fares and ticket types, access and help in planning your journey, as well as finding live train information.

Website: www.nationalrail.co.uk

Phone: 03457 48 49 50

Their phone line is available 24 hours a day, seven days a week, and calls are charged at local rates. Calls may be monitored.

You can also call TrainTracker on **0871 200 49 50** or text **34950** for current train times.

Traveline Scotland

Traveline Scotland is the one-stop shop for all your public transport journeys, and provides impartial and up to date information on all public transport across Scotland

Website: www.travelinescotland.com

Phone: 0871 200 22 33

(Calls cost 12p per minute, lines are open 24 hours per day)

We work in partnership with other transport operators to make your journey as simple as possible. This includes making combined tickets available for some journeys. These allow you to buy travel for rail and other methods of transport all in one ticket. For more details of how we work with other transport operators, including ticket options, go to www.scotrail.co.uk/travelconnections

Buying your ticket

You must buy and carry a valid ticket, or hold another authority to travel, for the journey you are making. It is your responsibility to check that you have the right ticket for the right train. This includes checking any time restrictions which may apply to your ticket.

Guide to peak train times

There are peak-time restrictions on ScotRail trains. This is a general guide, and you should check the time restrictions for your journey before you leave as these can vary. Please make sure that you leave plenty of time to catch your train when buying or collecting a ticket from a station.

Region	Peak times
Within Strathclyde	Those due to depart before 9am Monday to Friday
Central belt	Those due to depart before 9.15am Monday to Friday Any service departing from Glasgow Queen Street or Central, or Edinburgh Waverley (including Haymarket), between 4.43pm and 6.10pm Monday to Friday (Exception: Passengers can use off peak tickets on the 5.56pm service from Edinburgh to Glasgow Central via Shotts)
Longer distance	Those due to depart before 9.16am Monday to Friday (Exception: off peak tickets may be used on the 7.01am Stranraer to Ayr)

The National Rail Conditions of Travel set out the legal agreement we enter into with you when you buy a ticket from us or another provider. You can get a copy of the conditions from our Customer Relations team or from the website at www.nationalrail.co.uk/NRCoT.

When getting a train from a station that sells tickets, you must buy your ticket before you get on the train. If you don't, you will need to pay the full fare. This means you won't receive any discounts, such as Railcard discounts, or be able to take advantage of off-peak fares. This may mean you end up paying more than necessary.

When getting a train from a station which does not have any facilities for selling tickets, or where these facilities are not currently available (for example, the ticket office is closed or the ticket machine is broken), buy your ticket at the first opportunity, from either our on-train staff or at the end of your journey. You will then be able to take advantage of any Railcard discounts or off-peak ticket discounts.

If a disability prevents you from buying a ticket before you get on the train, our staff will still sell you the most appropriate ticket and allow Railcard discounts where appropriate.

Ticket types

We offer a wide range of tickets, including Anytime, Off-Peak, Super Off-Peak, Advance and Season Tickets.

Please see our website, visit staffed stations or call our Customer Relations team for details of tickets and advice about choosing which best suits your needs.

Where to buy your ticket

Online

Via www.scotrail.co.uk We recommend that customers buy their tickets online before travel. A wide range of tickets is available, including discounted tickets.

mTickets are the faster way to buy and use train tickets, straight from your mobile, so there is no need to queue.

Advance, Single and Return tickets can all be bought as mTickets through our app and are available to download instantly. Once you've bought your mTicket, activate it with a tap, turning the image from grey to orange, then scan it at the ticket gates to board.

You can buy tickets and load them onto your smartcard before you travel, using our customer app or a platform validator. You can also buy tickets online for collection from a ticket machine (see below). If the station you are travelling from doesn't have a ticket machine, you can collect your tickets from any booking office.

From ticket machines

Our ticket machines sell a range of tickets for popular destinations and accept most credit cards and debit cards, with some machines accepting cash. When using a ticket machine, please make sure the ticket you choose is valid for the journey you are making. Buying your ticket may take longer during peak times, so please leave plenty of time before your train departs to allow for this.

Over the phone

You can buy your ticket over the phone by calling our Telesales Team. They are open 9am-5pm Monday – Friday and can be contacted on **0344 811 0141**

Using our app

You can buy almost any ticket through our app and load it straight to your mobile using mTickets, download it onto your smartcard, or arrange to collect it from one of our ticket machines.

At stations

You can buy a range of tickets from ticket offices at staffed stations. We will accept most credit cards and debit cards, National Rail vouchers and rail warrants. Our ticket offices are accepting cash payments but please pay by credit or debit card, or contactless payment, wherever possible. Opening hours are advertised at staffed stations and on our website. We ask you to arrive at a ticket office at least 15 minutes before your departure at peak times and at least 10 minutes before your departure in the off-peak period.

From travel agents

Some rail-approved travel agents also sell National Rail tickets.

Smartcards

Smartcards are one of the safest ways to buy a ticket as there is less physical contact. Our most popular products are available for buying and loading to your smartcard, which is a convenient, lasting and secure way of holding tickets. You can order smartcards free of charge on our website. You can buy tickets for your smartcard online, from our ticket offices, from self-service ticket machines and on Scotrail trains where appropriate. You can load tickets bought online onto your smartcard using our app, at ticket gates, platform validators and self-service ticket machines. For more details, go to www.scotrail.co.uk/smart-tickets/smartcard.

Our Price Promise

If you buy a ticket from our stations or website, and then find the same ticket (or combination of tickets) cheaper with other retailers, we will refund you the difference. For full details and terms and conditions, go to www.scotrail.co.uk/our-price-promise

At our stations and on our trains

Seat reservations

You can reserve a seat on many of our trains, particularly on longer routes. All we ask is that you keep priority seats free for customers who have reduced mobility. Seat reservations are free with a valid ticket and can be arranged on most of our services up to two hours before the train is due to depart from its first station. For early morning services, you need to arrange seat reservations before 6pm the day before you travel.

Catering

Our on-train hospitality service has returned to services on the West Highland, Far North and Inter City lines (not including Queen St-Edinburgh). Our planned coverage of services is updated each week at [On-train catering available in Scotland | ScotRail](#)

Luggage

You can carry up to three pieces of personal luggage free of charge. That's two large items (a suitcase or rucksack, for example) plus one item of hand luggage. Please store luggage in the designated area on the train.

Pets

Domestic pets (for example, dogs and cats and small animals such as tortoises) are welcome on the train. You can bring up to two with you, but they must be on a lead or in a pet carrier.

If there is a replacement bus service operating (for example, due to planned engineering work), the driver decides whether to accept pets. Please check before you travel.

Firearms

Travelling with firearms is not allowed on our services. Find out more about our carriage of firearms policy on our website: [Carriage of firearms | ScotRail](#)

Cycles

We allow scooters, bikes, and e-bikes (electric bikes) on our services.

Since Thursday 1 June 2023, there has been a temporary ban on carrying unregulated lithium-ion powered e-scooters, e-unicycles, e-skateboards and e-hoverboards in all stations we manage and on all of our services. This ban will be reviewed by June 2024, or maybe earlier if further information comes to light in relation to the risk.

For further information please see our website: [Bikes on trains | ScotRail](#)

Safety & security

We have CCTV at many of our stations, and we work closely with the British Transport Police (BTP) to protect you. For extra protection, our staff may wear personal body cameras. BTP offer a text service for passengers to use for issues that do not need an immediate emergency response. The text number is 61016 and the service is monitored at all times. We offer a range of resources, advice and information to help you to stay safe when you travel with us. Safety notices are displayed throughout our trains, and we encourage you to read these each time you travel.

- Take care on stations and trains. Give yourself plenty of time for your journey, don't run – especially on stairs and escalators – and use handrails where provided
- Be particularly careful in wet or cold weather as platforms can be slippery in these conditions.

- Don't leave luggage where people can trip over it and be aware that unattended luggage will cause a security scare, which can cause delays
- Please don't cycle, skateboard, hoverboard or rollerblade in stations or on railway property.

Staff Abuse

We will not tolerate abuse towards our staff. Any person being abusive or threatening may be removed from the train or station and charged with a criminal offence.

Smoking

Smoking and vaping are not allowed on any of our trains or at stations, including open platforms.

Alcohol

We want everyone who travels with us to be able to do so in a safe and friendly environment. Since November 2020, alcohol has not been allowed in our stations and on our trains, and people who appear to be drunk will not be allowed to travel. This decision is supported by the Scottish Government.

Lost property

For enquiries about property left at our stations or on trains, visit our website and follow the instructions: www.scotrail.co.uk/lost-property

We cannot currently send items to you in the post or return them in any other way. Network Rail look after anything handed in on services that end at Glasgow Central or Edinburgh Waverley. To report any lost property at these stations, please go to www.lostproperty.org

Car parking

Parking is for rail passengers only. We will provide accessible parking bays for customers who have a Blue Badge. We will regularly review the number of bays and monitor their use. Although we aim to offer our customers parking spaces, drop-off spaces (20-minute maximum stay), accessible parking bays, electric-vehicle bays and taxi bays, we cannot guarantee spaces will always be available. Where appropriate, there may be a fee. The conditions of use will be clearly displayed.

Where CCTV is fitted, we will monitor it and make sure it is working. We will try to remove litter and graffiti, fix any damage to the car park, and make sure all equipment (for example, barriers, gates, ticket machines and so on) is in good working order. Car park signs will give our customers clear information on the main points of our terms and conditions. Full terms and conditions are on our website at [Carparking | ScotRail](#)

Assisted Travel

We welcome disabled customers and those who need extra help using our services. If you need help with your journey, you have two options – ‘Turn Up and Go’ or book in advance. For more information on these options, please read our ‘Making Rail Accessible: Helping older and disabled passengers’ policy.

The ‘Making Rail Accessible’ document sets out the help we offer and is available to download from our website (you can make the print larger by increasing the font). It will also be available from staffed stations, and by contacting our Customer Relations team, as soon as it has been printed.

To arrange assistance in advance please use one of the contact options below:

Freephone: 0800 0461634

Textphone: 18001 08000461634 (for deaf and hearing loss customers)

Online Assisted Travel booking form

Freephone: 0800 0461634

Face to face at staffed stations

For full details visit www.scotrail.co.uk/accessible-travel

Disruption

Planned engineering works

Sometimes engineering work needs to be carried out to make the railway better. We work with Network Rail to keep disruptions caused by engineering work to a minimum, but sometimes train journeys are longer or diverted during planned engineering work. And some services may be replaced by buses or other suitable services.

The best way to keep up to date with changes to train times is through our website, which has details of planned work at least eight weeks in advance. We also have posters at stations at least seven days before planned work, and more detailed summaries are available from staffed stations 14 days in advance. If there is a replacement bus service, space will be limited compared with the train, especially if you are carrying large items of luggage and prams. You cannot take cycles (except folding cycles) on replacement bus services. The driver decides whether to accept pets.

Unplanned engineering works and disruption

Sometimes emergency work means that we have to introduce a temporary timetable or make short-term alterations to services. Live train information is updated on our website, on customer information screens and at staffed stations. We also send JourneyCheck alerts to your smartphone if you are registered for this service. There are full details on our website. You can also get information about disruptions from X (@ScotRail) or by using our app for real-time information about journeys and disruptions. You can also get useful information from National Rail Enquiries.

During a disruption we always aim to give you clear information as quickly as possible so that you can make alternative travel arrangements.

Our Alternative Transport Policy is on our website and our staff and teams on the help points can give you updates and advice on alternative journeys. If the train you're on is delayed during your journey, we'll get you to the station you're going to if we can. We will do this by replacement bus, or taxi if we need to. If we can't get you to your station, we'll take you back to the station that will work best for you.

If we can't do either of those things, we'll find you somewhere to stay for the night, so you can continue your journey the next day. We will aim to make the arrangements for you at our cost. If you make these arrangements yourself, we will pay your reasonable and proportionate costs for:

- alternative travel; or
- a hotel, if this is a reasonable alternative to completing your journey.

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

In some circumstances you may be entitled to a refund. See our section on 'Refunds for journeys not made' for more information.

Compensation

Delayed trains

If a journey you have a valid ticket for is delayed by 30 minutes or more, you can claim compensation. If you have a Season Ticket, we will refund you a percentage of the cost of a single ticket for that journey. For example, we calculate the refund by assuming that 10 one-way journeys (five return journeys) are made during the week. We then use the calculation shown in the table below.

Length of delay	Refund
30 minutes to 59 minutes	50% of the cost of your one-way ticket or 25% of the cost of your return ticket
60 minutes to 1 hour 59 minutes	100% of the cost of your one-way ticket or 50% of the cost of your return ticket
120 minutes or more, for either or both the outward or return journey	100% of the cost of the one-way or return ticket

In line with the Consumer Rights Act, we will pay the refund by the same method you used to pay for your ticket. You can claim through the ScotRail website www.scotrail.co.uk/delay-repay

During periods of severe disruption, we will do our best to tell you about the claim process. When you make a claim, we will need a photograph of your ticket. For smartcards we need your 16-digit smartcard number. You must make your claim within 28 days of the delay. If we introduce a temporary timetable, claims for compensation will be based on that timetable. We will not normally accept a claim if we provide a replacement bus service or say you can use our 'ticket acceptance' scheme (where you can use your rail ticket to travel on other local services such as buses or trams). This procedure does not affect the rights you

would have under the Consumer Rights Act 2015, unless the law allows this. For information about your rights, including under the Consumer Rights Act 2015, see the website at www.gov.uk/consumer-protection-rights.

Refunds for journeys not made

If you have bought a ticket but didn't use it, you may be entitled to a refund. You must request a refund within 28 days of the date you were going to travel. Please check our refunds page on our website for full details.

When trains are disrupted or retimed at short notice

Our timetable can change at short notice. If this affects you, we will allow you to use your train ticket on an earlier or later service. We will confirm these arrangements with you at the time. If your train is delayed or cancelled before you start your journey, you may decide not to travel. In these cases, or where we issue 'do not travel' advice, we will allow you to use your train ticket on a later service, or on a later date, after the disruption has cleared. The same applies if your train is delayed, cancelled or we issue 'do not travel' advice part way through your journey, and we cannot get you to your destination or another agreed location within a reasonable time. In this case, you may decide to return to the station you began your journey from. If travelling on a later service, or on a later date, is not convenient, we will give you a full refund for the unused part of your ticket. If you decide to travel after a 'do not travel' message has been issued, you will be travelling at your own risk. Please follow the instructions on our dedicated refunds web page. Season Ticket holders and customers with Advance tickets will also be entitled to partial and full refunds under these circumstances.

Season Tickets

If you no longer need your Season Ticket, please follow the instructions on our dedicated refunds web page. The refund is based on the difference between the cost of the Season Ticket you originally bought and the cost for the period up to the date you return the ticket to us. Season Tickets offer significant savings

for people who regularly travel every day, and if there is only a small period left on the ticket, you will receive only a small refund, or perhaps nothing at all. For example, an annual Season Ticket gives you 52 weeks' travel for the price of 40 weeks' travel, so there is no refund value after 40 weeks. Please use the National Rail Enquiries Season Ticket refund calculator to estimate the refund amount you are entitled to before submitting a claim. You can also change the journey or class on your Season Ticket, as long as the original ticket was valid for one month or more and has at least seven days' travel left on it. If there is a difference in price between the two tickets, you will need to pay the difference, or we will refund you the difference if it is cheaper. This will depend on how many days are left on the ticket you are exchanging. If you have a Season Ticket and cannot travel for more than four weeks due to illness, you can apply for a discretionary partial refund of the unused period of the ticket. We may ask you for supporting evidence, such as a medical certificate, before we decide whether or not to provide a refund.

Service quality and performance targets

Service quality standards

Service quality standards are a major part of our efforts to improve passengers' travel experience. Transport Scotland have a dedicated team of inspectors who check our trains and stations every day to make sure we deliver our service quality performance targets.

Punctuality and reliability

The public performance measure (PPM) is used across Britain to show how reliable train services are for customers. A PPM success means a train must arrive within five minutes of its scheduled time, having stopped at all scheduled stations.

PPM failures happen for a variety of reasons in any given period, including train faults, infrastructure issues, weather-related incidents and staff shortages.

Sometimes PPM failures are not counted towards the published figure, such as when there has been extreme adverse weather causing widespread disruption.

On 1 April 2022, the way our PPM is calculated changed, with two instances no longer being included in the published PPM figure. These are:

- A service being held back to allow customers to make a connection.
- Changes to the way the railway operates during severe weather, meaning that trains can be delayed by having to go slower in certain circumstances such as a very heavy rainfall. These changes have come about from lessons learned from the tragic accident at Carmont.

The first of these instances is no longer included as it is a 'fail' introduced to deliver a better service for customers. The second will make sure our performance is portrayed more accurately, given the general approach across the country in the face of adverse weather.

These exclusions have now been added to the Grant Agreement, which sets out the basis on which we are contracted to run passenger rail services.

The changes also mean that our PPM figure will differ from that reported by the Office for Rail and Road (ORR) and Network Rail.

You can see our PPM figures on our website [Performance & Reliability | Public Performance Monitoring | ScotRail](#)

Having your say

We want you to be satisfied with every part of our service. If you have received or seen an exceptional service from a member of our staff, we would love to hear from you. If you have any comments, suggestions or complaints about any of our services, we welcome your feedback. You can send us your comments online at www.scotrail.co.uk, through X @ScotRail, or by contacting our Customer Relations team. Full contact details are in the Contact us section on page 13.

We aim to respond to complaints within 10 working days. If your complaint is about another train operator, we will send it to them and tell you this within ten working days. We will always try to deal with comments in a fair and reasonable way, taking account of the National Rail Conditions of Travel and this Passenger Charter. Please give us the opportunity to try to settle your complaint.

If you're unhappy with our response, you can appeal to the Rail Ombudsman. The Rail Ombudsman is there to help settle disputes between us and our customers. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, we have to act on what they say.

You can appeal to the Rail Ombudsman if:

- you're unhappy with our final response to your complaint, which will be given in a letter or email (sometimes called a 'deadlock letter')
- we haven't settled your complaint within 40 working days of receiving it
- no more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into (for example, if your complaint is about industry policy, the way one of our services has been designed, or something that happened before the Rail Ombudsman service was established). If that's the case, they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you, such as Transport Focus.

They will independently review your complaint and, where appropriate, follow things up on your behalf. Full contact details are in the Further contact details section below.

The Platform - Online customer panel

We are inviting you to have your say through our online customer panel. We see this as an important way of listening to your views about how we perform across Scotland. This could be about how we have delivered services during a period of disruption or gathering views about possible new services or station facilities. For more details, visit www.scotrail.co.uk/the-platform

Contact us



You can contact us in a number of ways.

Customer Relations

We are available **7am–10pm each day**. Opening hours on public holidays may vary.

Email: customer.relations@scotrail.co.uk

Phone: 0344 811 0141

Online

Website: www.scotrail.co.uk

X @ScotRail

Facebook: Facebook.com/ScotRail

Assisted travel

Phone: 0800 046 1634

Textphone: 18001 0800 046 1634

(Free of charge, from 7am–10pm Monday to Sunday.)

Lost property

Website: www.scotrail.co.uk/lost-property

Further information

National Rail Enquiries

National Rail Enquiries provide information about train times, fares and ticket types, general advice and help in planning your journey, as well as up-to-date information about running trains. The phone line is open 24 hours a day, seven days a week. Calls may be monitored.

Website: www.nationalrail.co.uk

Phone: 03457 48 49 50 Or call Train Tracker on 0871 200 49 50
or text 84950 for current train times.

Traveline Scotland

Traveline Scotland is the one-stop shop for all your public transport journeys, and provides impartial and up-to-date information on all public transport across Scotland.

Website: www.travelinescotland.com

Phone: 0871 200 22 33

(Calls cost 12p per minute, lines are open 24 hours per day)

If you're unhappy with our response, you can appeal to the Rail Ombudsman.

Website: (including online chat): www.railombudsman.org

Phone: 0330 094 0362

Textphone: 0330 094 0363

Email: info@railombudsman.org

X: @RailOmbudsman

Write to: FREEPOST – RAIL OMBUDSMAN

The Contact Centre team are available Monday to Friday, 09:00 – 17:00

ScotRail website

Website: www.scotrail.co.uk

National Rail Enquiries

Phone: 03457 48 49 50 Please note calls to this number may be recorded

Customer Relations

Email: customer.relations@scotrail.co.uk

Phone: 0344 811 0141

Assisted Travel

Phone: 0800 0461634

Textphone 18001 08000461634 (for deaf and hearing loss customers)

Social media

X: [X.com/ScotRail](https://twitter.com/ScotRail)

Facebook: facebook.com/ScotRail

Transport Focus

Transport Focus are the independent watchdog for transport users.

Phone: 0300 123 2350

