

Frequently asked questions

What happens if I do not have a valid ticket?

If you are unable to produce a valid ticket or other authority to travel when required to do so, you will be liable to pay a Penalty Fare of £20 or twice the appropriate single fare (whichever is the greater).

If I am caught without a ticket do I have to pay the full £20 immediately?

No. If you do not wish to pay immediately your name and address will be taken and a bill will be given to you so payment can be made within 21 days following the day after the penalty fare is issued.

What if I do not pay the penalty fare within the time allowed?

If the penalty fare is not paid in full within 21 days following the day after the penalty fare is issued you may become liable to legal proceedings which can result in a fine or a court summons.

What if the station has no ticket office?

If you board at a station that has no ticket office, there will be either a self service ticket machine or a permit to travel machine in order for you to purchase a ticket. If you have been issued a permit to travel you will need to exchange this for a ticket at the earliest opportunity. This may be the staff on the train or at your interchange/destination station.

What if the ticket office is closed and the self service ticket machine/permit to travel machine is out of order?

You can board the train and pay the correct fare for your trip.

Suppose the ticket office is closed and I want to pay?

If there is a self service ticket machine please use this to purchase your tickets. However, if there is a permit to travel machine, obtain a permit to travel and we will refund the cash paid when you purchase your ticket.

What if I arrive late at the station?

You are still liable to a penalty fare if you board a train without a valid ticket for your journey. At busy stations ticket machines or extra staff are provided and West Midlands Trains operate frequent services on most routes.

What if there's a long queue at the Ticket Office?

This is the reason for not purchasing a ticket most frequently used by those with no intention of paying. It makes it impossible for us to distinguish a genuine from a dishonest case and a Penalty Fare will normally be issued. West Midlands Trains monitor queuing times at all of its stations in order to minimise waiting. Revenue Protection staff will call a central control office to verify that was no opportunity to purchase a ticket.

Terms and Conditions

1. You must be able to produce a valid ticket or other authority when required to do so, to your destination (and any other document necessary to make it valid e.g: railcard). The ticket must be for the class of travel you wish to use.
2. If you have failed to produce a valid ticket for the entire journey you are making (or have made), you are liable to pay a Penalty Fare, being either £20 or twice the standard fare to the next station stop (whichever is greater).
3. Unless you leave the train at the next station stop, any travel beyond that must be paid for at the standard rate.
4. Passengers do not have to pay all of the Penalty Fare immediately. A collector may require the passenger to make a minimum payment that is equal to the normal fare payable for the journey which the passenger is making.
5. If you do not wish to pay immediately, your name and address will be taken and a bill will be given to you so payment can be made within 21 days. Failure to do so (including giving false or out of date details) is a criminal offence.
6. If you join the train without the means to pay for your fare you may be liable to prosecution.
7. If you wish to dispute your liability to pay a Penalty Fare, you must give a written statement explaining your failure to produce a valid ticket or authority for your journey, together with any other relevant information. This must be sent to the address stated on the Penalty Fares notice to arrive within 21 days from the issue date. Failure to pay the full amount owing within 21 days following the day after the penalty fare is issued may result in legal proceedings being brought against you.

This leaflet is only intended as a guide and should not be regarded as a complete or authoritative statement of the regulations. Information in this leaflet was correct at the time of going to press. (April 2018)

The Railways (Penalty Fares) Regulations 2018.



Operated by West Midlands Trains

Train times & fares

National Rail Enquiries

08457 48 49 50

www.nationalrail.co.uk

calls charged at local rate & may be recorded for monitoring purposes

Online information & ticket sales

londonnorthwesternrailway.co.uk

westmidlandsrailway.co.uk

Customer Relations

London Northwestern Railway

0333 311 0006

londonnorthwesternrailway.co.uk/contact-us

West Midlands Railway

0333 311 0039

westmidlandsrailway.co.uk/contact-us

WARNING HAVE YOU PAID?



You must have a valid ticket for your journey otherwise you will have to pay a Penalty Fare of at least £20.



Operated by West Midlands Trains



Department
for Transport

West Midlands Trains operates rail services under the brand names of London Northwestern Railway and West Midlands Railway.

In common with most train operating companies, they operate a penalty fares system on their services. This means that anyone who does not have a valid ticket for their journey will be liable to pay the penalty fare.

This leaflet explains how the penalty fare system works on West Midlands Trains services - and how every passenger can buy their tickets before they travel.

What is a penalty fare?

A penalty fare is an on-the-spot fare issued to anyone who does not have a valid ticket for their journey when they have had opportunity to purchase one. The penalty fare is currently £20 or twice the full priced single fare to the next station stop, whichever is greater.

Where can I buy my ticket?

Station ticket office

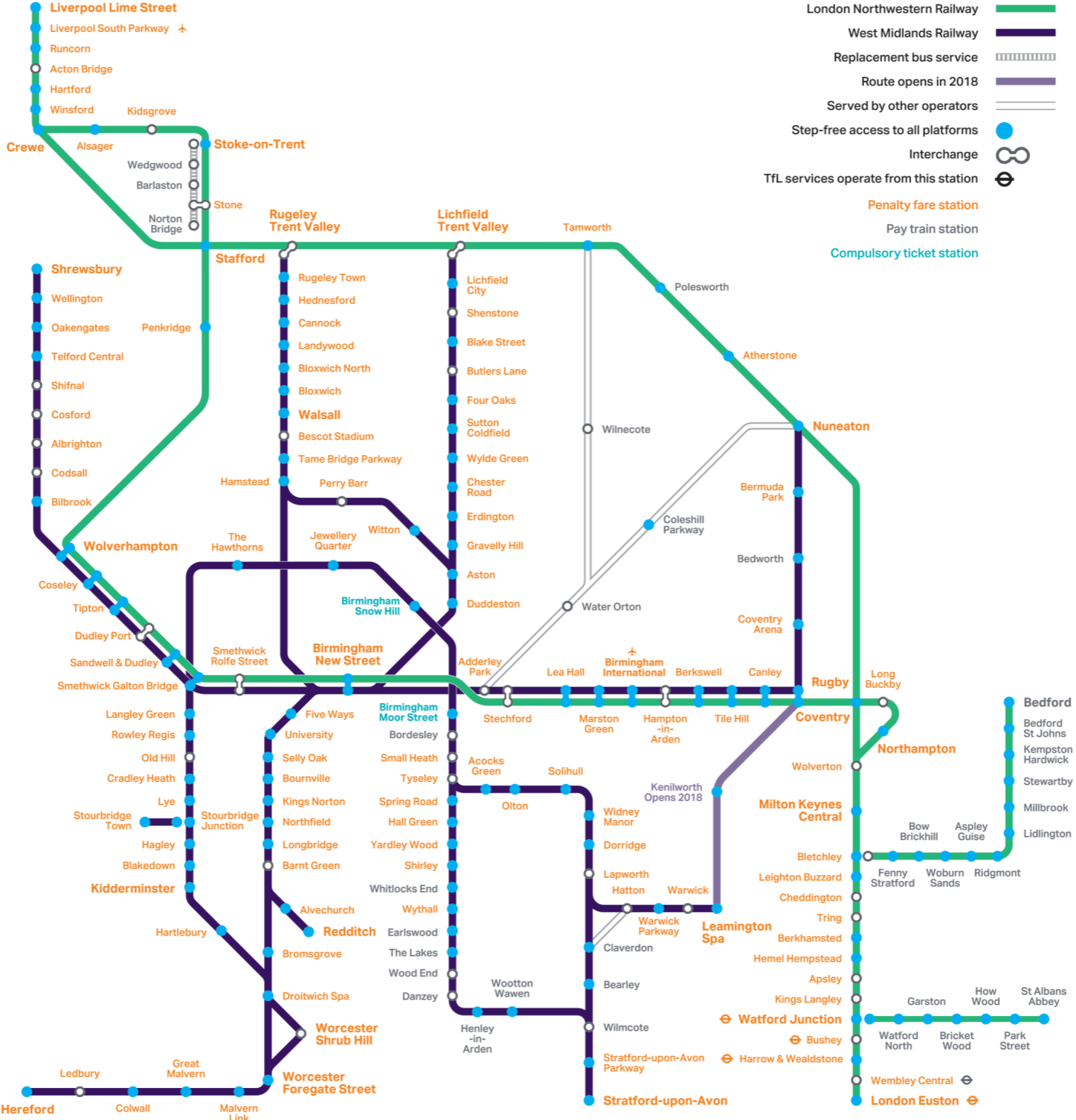
You should always buy your ticket from the ticket office before you travel. At most staffed stations the ticket office is open five minutes before the scheduled departure of the first train and up until five minutes after the scheduled arrival of the last train. You can pay for your ticket by cash, Mastercard, Visa, American Express or Maestro.

Self service ticket machines

At some stations, there are self service ticket machines which sell standard singles, returns and cheap day returns. You may also purchase tickets using a Railcard. You can pay for your ticket with a debit/credit card or cash.

Permit to travel machines

At stations where a self service ticket machine is not available we provide a permit to travel machine. This should be used to purchase a ticket if the ticket office is closed, or where there is no ticket office at the station. You should insert the maximum number of coins you have, up to the value of your ticket. The permit must be exchanged for a valid ticket as soon as possible and within two hours.



Buying your ticket in advance

Season tickets in the West Midlands area

Depending on which line you are travelling on, season tickets offer discounts on day tickets and can be bought in advance at the station or online at either www.londonnorthwesternrailway.co.uk or at www.westmidlandsrailway.co.uk for journeys within the West Midlands area.

Tickets can be purchased on any day of the week for any period of validity. You can make even bigger savings by paying for your network season ticket by Direct Debit. Pick up a leaflet from your nearest staffed station or call 0333 311 0039 or 0333 311 0006.

Credit card sales by telephone

For longer distance journeys you can now purchase your tickets in advance over the telephone. This applies to all day tickets where the fare exceeds £5. Please allow five working days for postal delivery to your home address. You can contact the Trainline for more details on 0870 609 60 60.



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