



Contact us

- Visit: **eastmidlandsrailway.co.uk**
- Twitter: Tweet a message to **@eastmidrailway**
- Email: **contact@eastmidlandsrailway.co.uk**
- Telephone: **03457 125 678**
- TextDirect: **18001** followed by **03457 125 678**
- Address: Write to **Customer Service Centre,
East Midlands Railway,
Locomotive Way, Pride Park,
Derby, DE24 8PU**



National Rail Enquiries

- Telephone: **03457 48 49 50** for train times,
fares and rail information
- Textphone: **0345 60 50 600**
- TrainTracker: Call **0871 200 49 50** or text a station
name to **84950** for up to the minute
departure and arrival times

E M R

OUR PASSENGER'S CHARTER

Updated January 2023

eastmidlandsrailway.co.uk



Contact us

Website: **eastmidlandsrailway.co.uk**

National Rail Enquiries: **03457 48 49 50**
(for train times and platforms)

Customer Service Centre: **03457 125678**
(for assistance, general enquiries, complaints, to buy tickets or for information and help)

Passenger Assist booking: **08000 11 33 23** (freephone)

App downloads: **East Midlands Railway**

Twitter: **@eastmidrailway**

Instagram: **@eastmidsrailway**

Facebook: **@eastmidlandsrailway**

TrainTracker™: **0871 200 49 50** or text **84950**
(for up-to-the-minute times for today's trains)

Traveline: **0871 200 22 33** or visit **traveline.org.uk**
(for information about local public transport services – buses, coaches, trains and trams)

To use Text Talk, call **18001** followed by any of the numbers above.

Why not download our app for up to date information about train running, to buy tickets and to plan your journey. You can also use the app to claim Delay Repay.

Contents

4	Welcome to EMR
5	How to contact us
6	How to claim Delay Repay
10	Buying your ticket
14	Our network
16	Refunds
17	Season ticket changes and refunds
19	Getting to the station
20	On board the trains
21	Extra help
23	Complaints and feedback
25	Further information

Welcome to EMR

We are passionate about delivering great service.

We provide over 450 train services per day, helping to connect the towns and cities of the East Midlands and South Yorkshire with London, the East Coast and the North West of England. We are investing in new and improved trains, improving our stations and helping to support the regions recovery from the pandemic.

This Charter is our promise to you. It explains how to use EMR services and how to get help or advice if you need it.

This Charter details our commitments to you, your rights and how to get in touch. We will:

- Provide a safe, clean and reliable train service
- Update you on services, changes and disruptions
- Compensate you when things go wrong
- Let you know how we're performing
- Provide lots of ways for you to communicate with us
- Act on feedback you give us.

We look forward to bringing you a significantly improved service and we will provide six-monthly CustomerReports to let you know how our service is progressing.



Will Rogers
Managing Director
East Midlands Railway



How to contact us

We know that when it comes to getting in touch everyone has their own preferences, so we provide lots of different ways to get hold of us. You may prefer face-to-face conversations at stations, to speaking to someone at our Customer Service Centre, or contacting us via our app or via the 'contact us' page on our website. We will make sure that we deal with your matter as quickly and as helpfully as possible.

Our website

eastmidlandsrailway.co.uk offers a range of timetables, journey planning, station and train running information. You can also:

- Download and print bespoke timetables for your journeys;
- Make online timetable enquiries; or
- Access live departure boards and check journey information.

The EMR app

You can download our app by going to the app store for your smartphone and searching for East Midlands Railway. As well as train running and multi-modal information you can claim Delay Repay compensation.



Customer Service Centre: Our UK-based Customer Service Centre advisors are happy to help you with general enquiries about our train service, arranging Passenger Assist if you need help when travelling and taking comments and feedback. The team is available to help 24 hours a day, 7 days a week (except 25 and 26 December).

Email: **contact@eastmidlandsrailway.co.uk**

Call: **03457 125 678**

Textphone: **18001 0345 712 5678**

Post: **Freepost EMR Customer Service Centre**

Twitter: **@eastmidrailway**

Instagram: **@eastmidsrailway**

Help points at stations: **Answered by the Customer Service Centre team**

National Rail Enquiries **0345 48 49 50** (for train times and platforms)

Passenger Assist booking: **08000 11 33 23** (freephone)

How to claim Delay Repay

You can claim compensation for delays of 15 minutes or more to your whole journey, no matter what the reason. The compensation you are entitled to will depend on the fare you paid and how long the delay was:

Length of delay	Single ticket compensation	Return ticket compensation
15 to 29 minutes	25% of ticket cost	12.5% of ticket cost
30 to 59 minutes	50% of ticket cost	25% of ticket cost
60 to 119 minutes	100% of ticket cost	50% of ticket cost
120+ minutes	100% of ticket cost	100% of ticket cost

For Season ticket holders, including Flexi Season tickets, we will use the duration of your Season ticket to work out your refund for a single journey. The calculation is based on the likely number of journeys you would make going to and from your destination in the working week – 10 for weekly Season tickets, 40 for monthly and 464 for annual tickets. This means a single journey is calculated as: 1/10th of a weekly ticket, 1/40th of a monthly ticket and 1/464th of an annual ticket. For a Flexi Season ticket, the above calculations are based on 16 journeys.



Getting your money back

Our claim processes are swift and simple. The quickest way to get money back is to claim through our website or app. If you prefer you can pick up a form from our staffed stations and post it to us using the Freepost address on the form.

At the time of the delay, where possible, we will tweet links to the automated Delay Repay service while the station and on-train team will make announcements, hand out forms and advise you of the claims process. We also have leaflets and posters at stations explaining how to make a compensation claim.

We clearly publicise how you can make compensation claims on our website, via a homepage link called 'Delay Repay'. Once you have input all your ticket and travel details, the system will confirm whether you have a payment due and the amount. Once you have submitted your application and the image of your ticket, we will process your payment within 20 working days of receiving it.

Making a claim

It will usually be quicker and easier to apply online or via the app as you will not need to post anything to us. We will need a legible photo of your ticket. You can save your details online or via our mobile app, including bank account details and your preferred payment method. This will help save you time, especially if you are a Season ticket holder.



For postal claims you will need to send us your original ticket (unless it is a Season ticket which is still valid, when we will accept a copy). We ask you to keep your ticket with you after a journey to claim for your delay, so please ask one of our ticket barrier staff to let you through the gates. All claims must be made within 28 days of the delay. You can choose how you want to receive your compensation: by Credit/Debit card, PayPal, BACS, National Rail Vouchers or a Charity donation. There is a link on our website homepage and details of the process of how to claim. We will process and respond to claims within 20 working days. Fraudulent claims will be dealt with by the British Transport Police. Where you have booked with us and registered your details along with how you would like compensation paying, we will aim to provide a one click compensation method, when your booked train service with us is found to be delayed or cancelled.

We will always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by the cancellation or delay to our services. This does not affect your legal rights to make claims under the Consumer Rights Act 2015. 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 claims process does not affect any additional statutory rights you may have.

If you are travelling to an airport, we recommend that you plan your rail journey to arrive at the airport station at least 2 hours before your flight. If your rail journey is disrupted and you are unable to reach the airport station in time, we will assist with onward travel where possible if sufficient time has been allowed.

In the event that a 'do not travel' warning is issued, passengers with a single or return ticket who follow this advice and do not travel are entitled to claim a full refund, even if a do not travel warning is not in place for the return portion of the ticket. Season ticket holders are entitled to claim compensation under the delay repay process.



What counts as a delay?

A delay is the difference between the actual arrival time at your end station compared to the arrival time advertised in our timetable. Compensation will be paid for your complete journey. Where you hold 'split tickets', a claim should be submitted providing images of all tickets held. This includes where the delay or cancellation of one of our trains causes you to miss a connecting train service by another UK train company. Compensation doesn't relate to other modes of transport, unless included in a joint ticket price.

Where an emergency timetable or amended timetable is in place, delays are calculated according to the revised timetable. An emergency or amended timetable may be introduced for a number of reasons such as planned or emergency engineering work, industrial action or severe weather.

If part of your journey was with another train company, we will compensate you if we caused the delay. If we did not, we will pass the application on and ask the other Train Company to contact you. We will always let you know when we have done this (or state if we are not going to do this).

If your train is delayed by an hour or more, and there is catering on board, our staff will offer free non-alcoholic refreshments as long as stocks last.

Getting you to your destination if there are delays

When trains are delayed, we will do our best to get you to your destination by train. However, if this is not possible, we commit to provide you with either an alternative means of travel to the destination shown on your ticket, to a suitable alternative station, or if necessary provide overnight accommodation. Details on how we do this can be viewed in our Passenger Information During Disruption (PIDD) Delivery Plan, which can be viewed on our website [eastmidlandsrailway.co.uk/timetables-updates/service-disruptions](https://www.eastmidlandsrailway.co.uk/timetables-updates/service-disruptions). In these circumstances, if you

decide not to travel until the following day, you will be still able to use your ticket (including Advance tickets) as our staff will be aware of the disruption.

Missed connections due to train service delays

If you miss a connection because your train is running late or is cancelled, our staff will be happy to help you plan your onward journey – in person, via a station Help Point, on the phone or on Twitter. We will make sure that the staff on the onward service know that your ticket is valid.

If you miss a connection onto an EMR service, as a result of disruption on the London Underground, Eurostar or other Train Companies service; please speak to a member of our staff. We will allow travel on the next available train.



When there are planned engineering works

To keep our train service running, Network Rail has to upgrade and maintain tracks, signals, stations and cables. This is known as 'planned engineering works', and often means we cannot run our regular timetable. The knock-on effect is that journey times are often longer, or trains are diverted. Where possible, we will give you the option of remaining on the train or getting on a rail replacement bus; we try hard to keep you on trains whenever we can.

Carriage of large items of luggage, bikes and animals on rail replacement buses cannot be guaranteed.

You will find details of any planned engineering works on our website at least eight weeks before they are due to start. At least seven days before the planned works, we will detail changes and alternative suggestions on our website and our app, as well as on posters at stations.

There are times when we have unplanned engineering works which can be disruptive. We will try to keep you updated when this happens and provide as much information as we can. We strongly advise you to check your journey just before you travel.

Buying your ticket

If you want to travel with us, you need a valid ticket before boarding the train. Where there are no ticket machines at the station, or they are not in working order, you can pay on the train.

We will always try to sell you the most appropriate ticket for your journey. We suggest you always check that you have the right ticket for your journey, and make sure you are aware of any time restrictions that apply to it.

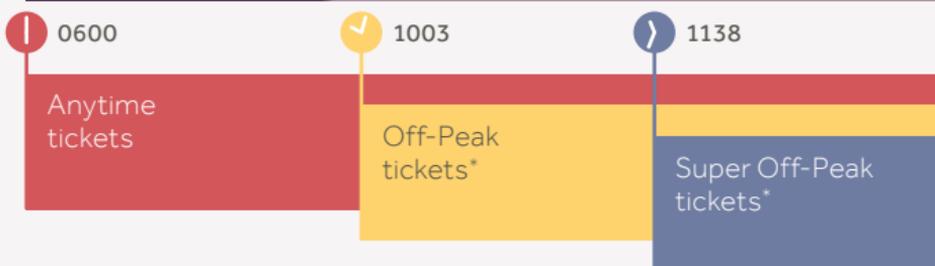
Our offer includes Anytime, Advance, Off-Peak, Super Off-Peak, Rovers, Rangers, Season tickets and Flexi Season ticket, which allow 8 days of travel within 28 days. Please see our website eastmidlandsrailway.co.uk or app, ask station teams or call us on **03457 125 678** if you want help choosing the right ticket.

There are a number of ways to buy tickets

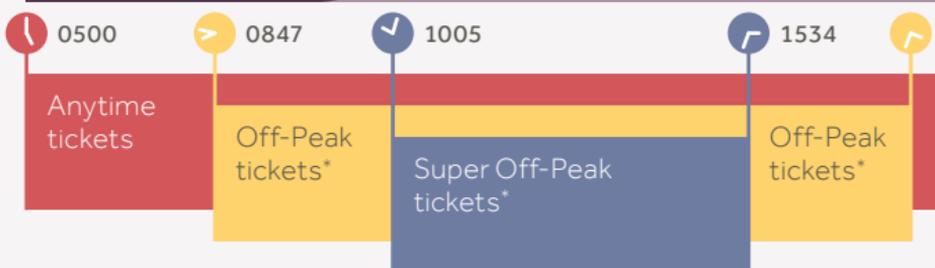


- **On our website:** you can buy a ticket for any National Rail journey. and we will not charge a booking or credit card fee.

Arriving into London



Going out of London



Fridays: Off-Peak tickets – your outward ticket from London is

*Travel out on the date shown on your ticket.



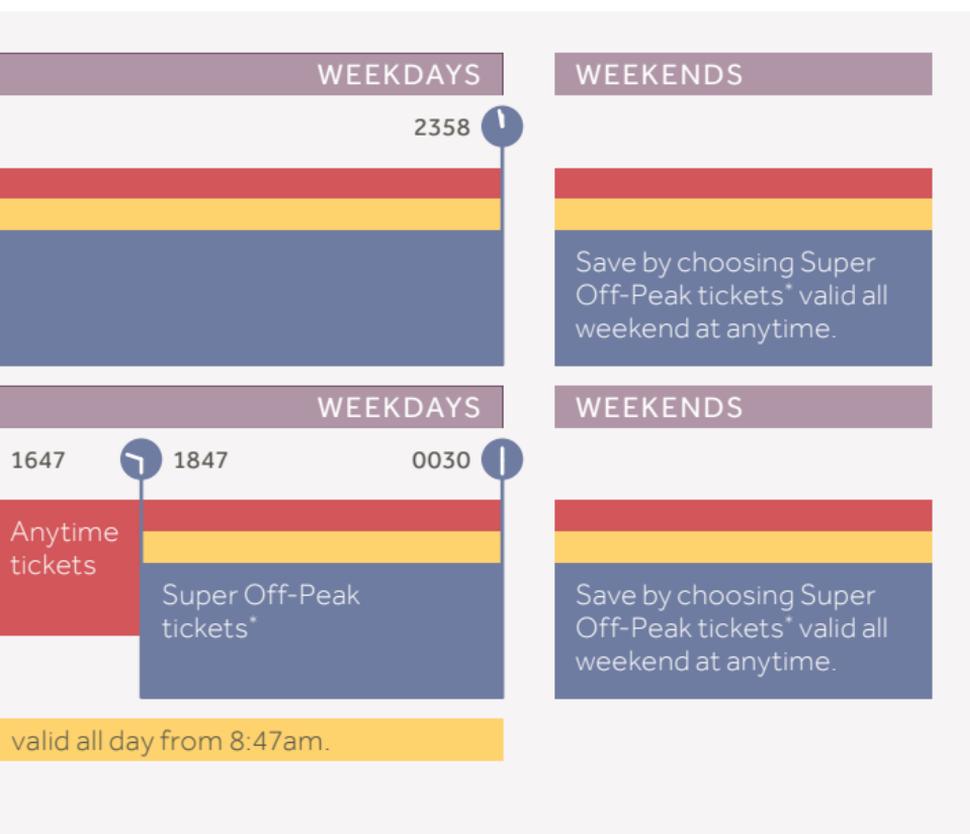
- **Mobile phone:** you can buy tickets using your smartphone, either through a mobile version of our website or through the app.



- **From a ticket machine:** our Ticket Vending Machines sell a range of tickets for immediate use. We also sell GroupSave tickets on the machines and accept most credit or debit cards. You can check what kind of machines are available at your station by visiting our website. If the ticket machine is not working or unable to issue the ticket you need, seek the senior conductor on board your train to assist you.



- **From station ticket offices:** where you can buy the full range of tickets, including Railcards and book assisted travel. Station ticket offices accept most credit or debit cards, cash, National Rail vouchers and rail warrants. Opening hours, including times of peak demand, are advertised at stations, on our website and on the National Rail Enquiries website.





- **By telephone:** You can buy tickets including group travel (for groups of 10 or more) and Railcards by calling **03457 125 678**. We accept most major credit and debit cards. Tickets are available to collect from ticket collection machines at stations or can be sent by post, please allow five working days for postal delivery.



- **On pay trains:** we operate pay train services on most non-London routes (excluding the Robin Hood line), where tickets have to be bought from the senior conductor on board the train if ticket machines are not available. Details of the routes are on our website.



- **From other websites or travel agents:** If you buy your ticket online through a third-party you might get the option to have the ticket sent straight to your smartphone as an M-ticket – and as long as it is valid for the journey you are taking, we will accept these too.

Remember to arrive at the station in plenty of time to buy a ticket if you have not already bought one in advance. Our aim is to make sure you do not have to queue for more than five minutes at peak times or three minutes at any other time.

Timetable Information

You can get information about all GB trains from National Rail Enquiries and can print your own timetable for services that you use. Just call them on **03457 48 49 50** or go to **nationalrail.co.uk/print-at-home-timetables.aspx**

If you would like a timetable to be printed and posted to your home address, you can email or call National Rail Enquiries Customer Relations at **Customer.Relations@Nationalrail.co.uk** or **0800 022 3720**.

The EMR Price Promise

We have introduced an EMR Price Promise to our customers. The Price Promise scheme commits to helping you access the best value tickets through all EMR retail channels. This means that if you find the same Season, Anytime or Off-Peak ticket cheaper elsewhere, then we will refund the difference. If you have already booked your ticket through one of our channels and then found the ticket cheaper somewhere else, then you may be eligible for a refund for the difference in price. Details can be found on our website eastmidlandsrailway.co.uk or by speaking to our ticket office staff. Our Price Promise is not applicable to split tickets.



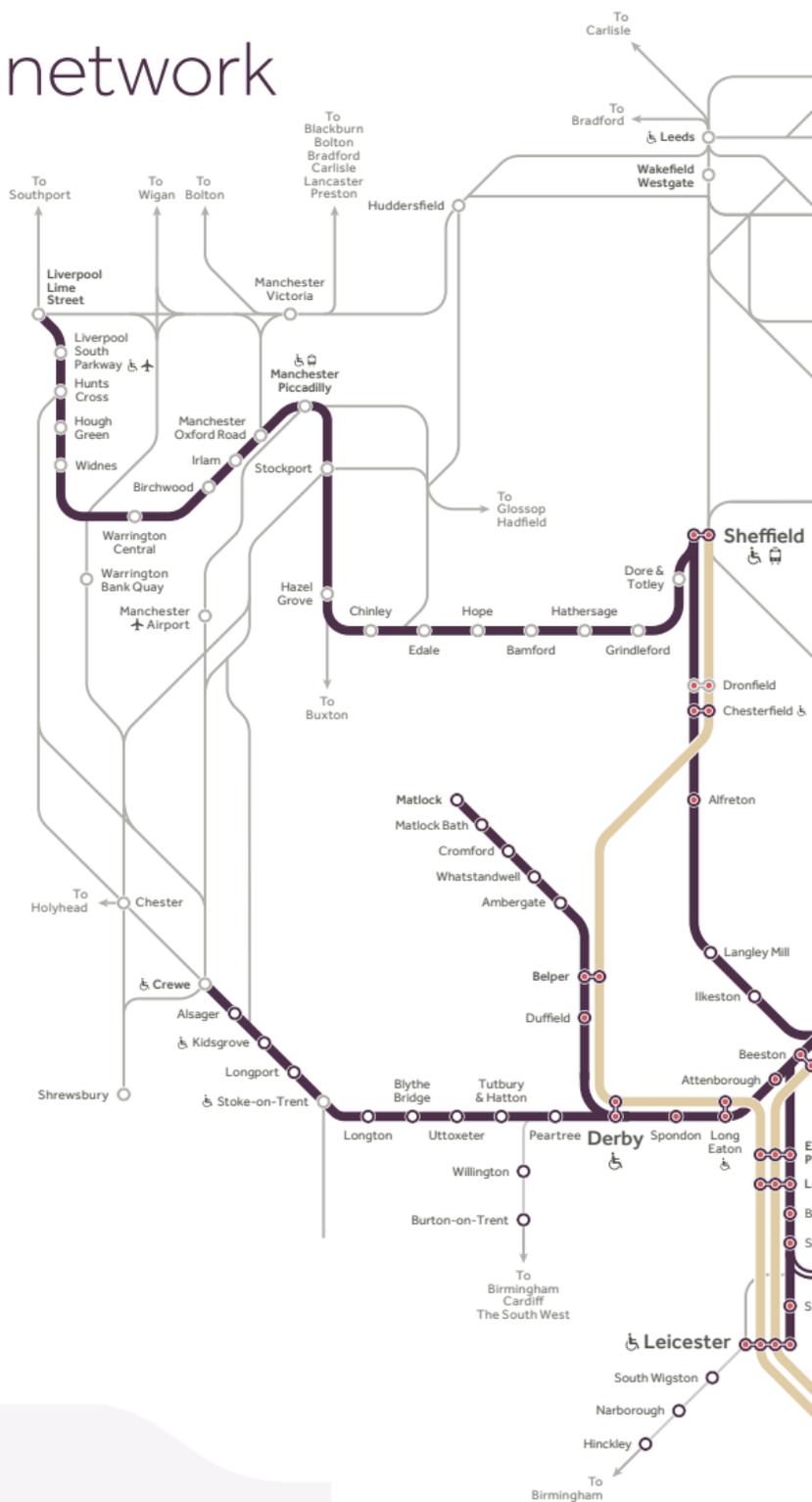
Penalty Fares Scheme

Some people try to avoid paying for their journey and this is unfair to everyone else who pays. To tackle fare evasion we operate a Penalty Fare Scheme over much of the network including all intercity routes (shown on our map). If you travel from a Penalty Fare station and cannot produce a valid ticket for your entire journey it could result in a Penalty Fare of £100 plus the price of an undiscounted single fare, appropriate for your intended journey, based on the time that you began your journey. The Penalty Fare will be reduced to £50, plus the price of an appropriate undiscounted single fare if it is paid within 21 days. In this instance, you will not be eligible for any special fares or discounts, with the exception of the Disabled Persons Railcard. If you have a disability that prevents you from buying a ticket before you get on board, our team will still sell you the most appropriate ticket, including a Railcard discount if applicable.



Full details are on our website eastmidlandsrailway.co.uk and notices are displayed at all Penalty Fare stations, making the rules clear.

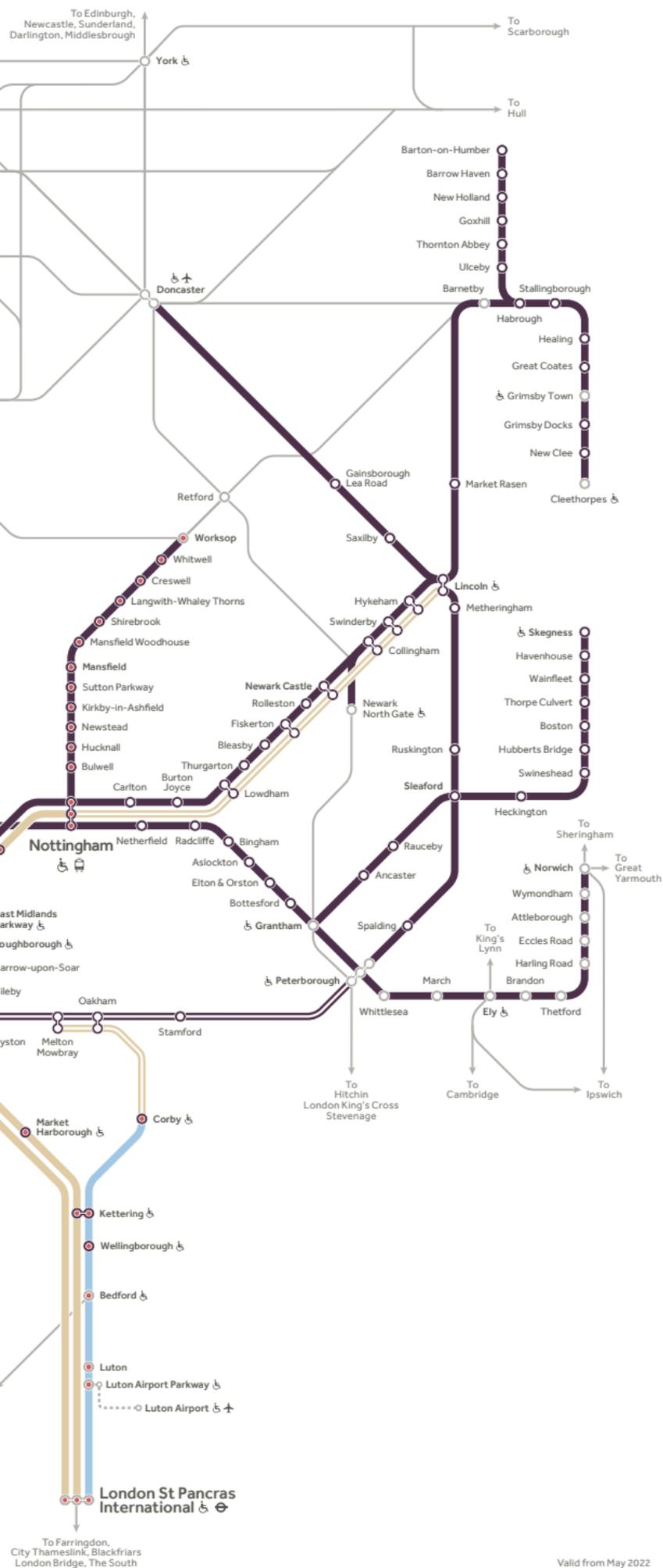
Our network



Key

- EMR Intercity
- EMR Regional
- EMR Connect
- Limited EMR Intercity services on this route
- Limited EMR Regional services on this route
- Other operator routes
- EMR penalty fare station
- EMR managed station
- Other operator penalty fare station
- Other operator managed station
- Fully accessible station with full time staff assistance
- Airport
- Tram

East Midlands Railway Ltd. Issued 05/2022



Valid from May 2022

Refunds

If your train is delayed or cancelled before you start your journey, or if your reservation isn't honoured you may decide not to travel. If so, we will give you a full refund for all unused tickets. If your train is delayed or cancelled part way through your journey and you decide to terminate your journey and return to your original station, we will also give you a full refund.

If you decide not to travel for your own reasons, you can get a refund in most cases. For full ticket and refund conditions, check details on our website. Claims for refunds need to be made within 28 days of your ticket expiring. A £10 administration fee per ticket may be charged.

Please note that Advance tickets are non-refundable, except in cases where trains have been cancelled or delayed.

If you simply want to make your journey on a different day or at a different time, you can get most tickets amended at any of our staffed stations before the date of travel (on payment of the administration fee and any difference in fare). Please check the terms and conditions relating to your fare though.

Applying for your refund

We recommend you apply to the retail point where you bought your ticket.

- **EMR ticket office or ticket machine:** return your ticket to any EMR ticket office
- **Our website or app:** if you bought your ticket online via our website or app, please follow the refund instructions provided in the confirmation email that was sent to you when you purchased the ticket
- **Telephone booking team:** post your ticket to our Customer Service Centre (Freepost EMR CUSTOMER SERVICE CENTRE) with a covering letter outlining your journey. We recommend you get a proof of postage, just in case
- **Other train operating companies:** if you bought your ticket from another train operating company or an independent retailer, please contact the people who sold you the ticket
- **Smartcards:** if you are using a smartcard, you have the same rights as holders of paper tickets. To apply for refunds or compensation, log in to your registered online account and follow the instructions.

Season ticket changes and refunds

Full details of what your rights are and how we will handle Season ticket refunds and changes are included in the National Rail Conditions of Travel. These can be found on our website.

We have also included a summary of the key facts for you below:

If you forget your Season ticket: if you leave your Season ticket at home or work, you will need to buy a new ticket for the journey you wish to take. On two occasions within a twelve-month period we will refund the cost of these extra tickets, although we will charge the administration fee on the second occasion. You can apply for the refund at the ticket office where you bought your Season ticket (remembering to bring your Season ticket, Photocard, and the additional tickets bought).

If you lose your Season ticket: if you lose a monthly or annual Season ticket, go to the ticket office where you bought the original and our staff will issue you with a duplicate ticket. We are here to ensure your Season ticket is not used fraudulently by someone should it go missing. Please be patient if you have requested a duplicate ticket more than once as we may need to ask you a few questions when requesting another one. We may charge an administration fee of £10 in circumstances where tickets are frequently lost or stolen.

If you decide to cancel your Season ticket: if you have a Season ticket and you decide you no longer need it, you may be able to get a refund if sufficient validity on it remains:

Weekly: at least 3 days remaining

Monthly: at least 7 days remaining

Annual: no refund value after 10 months and 12 days.

Simply return it to the ticket office you bought it from, or to our Customer Service Centre team.

Any refund is based on the cost of the Season ticket and its remaining value when you hand it back. Season tickets offer significant savings and you may find that if you are towards the end of the ticket's life, you will only receive a small refund or nothing at all. For example, an Annual Season ticket gives you 52 weeks of travel for the price of 40 – so it has no refund value after the 40th week. A £10 fee may apply to Season ticket refunds.

If illness prevents you from using your Season ticket: if you are unable to travel for more than four weeks due to illness, you may apply for a partial refund of the unused portion of your Season ticket. This is at our discretion and we may ask you for a medical certificate.

Changing your Season ticket journey: if you move house or change jobs but still need a Season ticket, it is usually better to amend your ticket than request a refund as we can offer a pro rata refund with no administration fee in certain circumstances. Simply ask at the ticket office, or if you bought your ticket online, log into your account and follow the instructions.

Flexi Season ticket refunds: if you have not used all the passes on your Flexi Season ticket, you can claim a refund on any unused ticket. A refund is calculated from the difference between the price you paid for the Flexi Season and the cost of an Anytime return ticket for each day you have used, minus an administration fee of no more than £10. If you only have one or two journeys left on your Flexi Season you may find that no refund is available.

Industrial Action: if you are not able to travel due to Industrial Action, a dedicated webpage containing refund information will be added to eastmidlandsrailway.co.uk during these times of disruption.

Getting to the station



By car: most of our stations have car parks and many have been awarded 'Park Mark – Safer Parking' status. This is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. At those where we charge, you can pay online or at the station (or by phone at a number of locations). You can also pay for your parking at the ticket office where phone payment is not available. Visit our website for the latest prices.



By bus or tram: many of the towns and cities we serve have excellent bus connections from surrounding areas. Nottingham and Sheffield also have trams. To plan your journey, visit [traveline.org.uk](https://www.traveline.org.uk) or call Traveline on **0871 200 22 33**. For transport in London visit [tfl.gov.uk](https://www.tfl.gov.uk) or call **0343 222 1234**.

You can buy a PLUSBUS ticket which, for a small extra charge, adds unlimited bus travel, within a defined area, to your train ticket at the start, finish or both ends of your journey at a number of towns and cities across our network. Visit the PLUSBUS information pages on our website for a list of participating locations. Please note, PLUSBUS tickets cannot be bought on the bus.



By bike: we have Cycle Hubs at Sheffield, Leicester, Nottingham, Loughborough and Lincoln which are safe, secure and sheltered cycle storage areas with integrated changing facilities. We provide secure cycle storage facilities at most of our stations.

We will be adding even more over the next few years – our parent company is Dutch after all! Up to-date details for each station are available on our website.

On board the trains



Bikes

We can carry a maximum of two bikes on our trains at any one time, free of charge although they need to be kept clear of any designated wheelchair spaces – it's a legal requirement.

We cannot carry tandems and three-wheeled vehicles at any time. Power-assisted cycles without traditional cycle-style pedals, or with oversized dimensions cannot be carried.

Folding bikes can be carried on all of our trains, free of charge, as long as they can be stored safely in the luggage racks. Electric assist pedal cycles may be carried on trains provided that they are similar in size to a traditional cycle. E-scooters are not permitted on any of our trains because of the specific fire hazard that these vehicles represent due to the volatile nature of the batteries that they use

- On reservable trains (Sheffield/Nottingham – London and Liverpool – Norwich), space for bikes must be booked in advance. For more information, please visit our website eastmidlandsrailway.co.uk
- On non-reservable trains (other regional routes) space is available on a first-come, first-served basis subject to availability. We can carry a maximum of two bikes on these trains, at any one time, free of charge.

Seat reservations

We operate a 'walk-on' service, which means that you can join any train if you have a valid ticket for that service. As a result we cannot guarantee you a seat, unless you have made a reservation, especially during peak periods or disruption. Seat reservations are available on most of our Intercity services and can be made up to 23:59 the night before travel by calling **03457 125 678**. Advance tickets have compulsory reservations meaning that they can only be used on the specific trains shown on the reservation card or ticket.

If your reserved seat is unavailable, our on-board staff will help you find another seat. If you have reserved a seat and had to stand for all or part of your journey, we will offer you compensation for at least 25% of the cost of that part of the journey. Please ask a member of on-train staff to endorse your ticket and send it, with your reservation, to our Customer Service Centre.

Catering

Most Intercity services (to and from London) and Liverpool – Norwich services provide either an at-seat catering trolley service or a café-bar service. In First Class, our customer hosts provide complimentary food and drinks. The type of service varies depending on the route and the time of day. If the advertised catering service is unavailable, we will do our best to let you know before you join the train.

Extra help



Passenger Assist

If you need some extra help on your journey our Passenger Assist team are on hand to help you plan and book your journey. Before you make your way to the station to travel, call the Passenger Assist team so that they can help you with your specific needs.

If your preferred station is not accessible to you, we will provide alternative transport (such as a taxi) to or from the nearest – or most convenient – station with suitable access.

The more notice we have about your specific needs for your journey the better, so try and get in touch at least 2 hours before you want to travel on EMR services. They will arrange for someone to help you on and off the train, carry luggage or just be there with a helping hand. If you do not book, we will always try our best to help, but cannot guarantee that assistance will be immediately available.

Our Passenger Assist app, will provide another convenient way of arranging some extra help.

Copies of our Accessible Travel Policy are available on the website eastmidlandsrailway.co.uk or call our Customer Service Centre **03457 125 678**.

Help and assistance at trains and stations

All of our staff are trained to recognise customers who need additional help and to understand your particular needs. Staff should always be polite, helpful, in uniform and wearing a name badge.

Our website: eastmidlandsrailway.co.uk has information about facilities at stations (including ticket offices, hearing loops, waiting rooms, seating, shelter, refreshments, car parking, ticket

machines and toilets) and staff available at each of our stations.

Some of our smaller stations are unstaffed while others are staffed only for part of the day. If there aren't any staff available, you can speak to somebody to assist you 24 hours a day by contacting our Customer Service Centre on **03457 125 678**. This means you can get help when you are on the move.

We also have Help Points at all our stations answered by our Customer Service Centre team.

Every train has a conductor on board, and all Intercity trains and Liverpool – Norwich services have catering staff present too. On board, we have spaces for wheelchair users and their companions as well as 'Priority Seating Areas'.



Expectant mothers

If you are an expectant mother and there are no seats available for you in Standard Class, please contact a member of staff on the train who will try to assist you to find a seat or find accommodation in First Class if this is available.

Expectant mothers holding monthly or longer Season Tickets on our London route can apply for a Mums-to-Be pass, which will allow travel in First Class (free of charge) if a seat in Standard Class is not available. Please contact our Customer Service Centre **03457 125 678** for further information on how to obtain the pass.

Complaints and feedback

We love to get your feedback. Your views help us improve our services and facilities, so we want to hear from you with ideas and feedback. You can send comments and feedback via our website, via Twitter, or by getting in touch with our Customer Service Centre team by telephone, online or in writing.

However, we're also offering new ways for you to tell us how we are doing.

We have an Online Community, representing different types of customers from across the whole network. Customers can apply to join the community, which will regularly invite feedback on important initiatives and how we can continue to improve our service. To complement this, we will run quarterly face-to-face customer panels for the Intercity route and for Regional routes. This will give us greater insights into the issues specifically affecting our customers in these areas.

If you are happy



We really welcome feedback when you experience great customer service. It's always nice to hear when things have gone right, when one of our team has given great customer service or when someone has made a difference to your day. Look out for signs at stations inviting you to tell us how we are doing or contact us via Twitter, our app or Customer Service Centre. Or better still, tell them yourself!

If you are unhappy



If things haven't gone according to plan and you think we can improve, let us know, and we'll try and put things right. You can talk to a member of our stations or on-board team who will try and resolve things there and then. You can also get in touch with our Customer Service Centre team using the contact details on the back page of this document.

We take your comments and complaints seriously and will always give you an explanation and tell you how we plan to improve. You can find full details of our Complaints Handling Procedure on our website. We log and review all comments, concerns and suggestions and report key issues to our Executive Board. Their job is to ensure we take improvement seriously and drive customer commitment right through the organisation, to make sure we are always improving our services for you.

If your complaint involves another train operating company,

we will pass your comments on and confirm to you which train operating company is dealing with your case. The other company will then contact you directly.

If you are still not satisfied and you do not feel your comment or concern has been properly addressed, let us know.

Your data and your privacy

When you buy a ticket from EMR, or are travelling with us, we will collect personal data about you. We may require additional details from you for some services, such as your age for age restricted tickets. Sometimes we obtain details from third parties, for example if our Group structure changes or for legitimate business reasons. We will only use the information you provide as permitted by the Data Protection Law (DPL), and we will only share or disclose your information in accordance with the DPL and will obtain your consent where we are required to do so. We will only use third parties to process information where we are satisfied that they comply with these standards and can keep your data secure. Full details are provided in our Privacy Policy, which can be found on our website.

Further information



Rail Ombudsman

If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve on-going disputes between us and our passengers. 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, then 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 contained in a letter or email (sometimes called a 'deadlock letter'); or
- we haven't 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 won't be able to look into, for example if it's 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's the case, then 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 further, such as Transport Focus or London TravelWatch – the independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

The Rail Ombudsman Contact Centre team are available Monday to Friday 09:00 – 17:00 (excluding bank holidays).

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

Telephone: **0330 094 0362**

Textphone: **0330 094 0363**

Email: **info@railombudsman.org**

Twitter: **@RailOmbudsman**

Post: **Freepost RAIL OMBUDSMAN**

National Rail Conditions of Travel

The National Rail Conditions of Travel establish the legal agreement that we enter into with you when you buy a ticket from us or another provider. You can request a copy from our Customer Service Centre team, at staffed stations or on our website.



Contact us

Website: **eastmidlandsrailway.co.uk**

National Rail Enquiries: **03457 48 49 50**
(for train times and platforms)

Customer Service Centre: **03457 125678**
(for assistance, general enquiries, complaints, to buy tickets or for information and help)

Passenger Assist booking: **08000 11 33 23** (freephone)

App downloads: **East Midlands Railway**

Twitter: **@eastmidrailway**

Instagram: **@eastmidsrailway**

Facebook: **@eastmidlandsrailway**

TrainTracker™: **0871 200 49 50** or text **84950**
(for up-to-the-minute times for today's trains)

Traveline: **0871 200 22 33** or visit **traveline.org.uk**
(for information about local public transport services – buses, coaches, trains and trams)

To use Text Talk, call **18001** followed by any of the numbers above.

Why not download our app for up to date information about train running, to buy tickets and to plan your journey. You can also use the app to claim Delay Repay.