

# Buying your ticket

## At the ticket office

When the ticket office is open, you can pay for your ticket either with cash or credit/debit card. Chip and pin and contactless payment are available. Company cheques and warrants are also accepted.

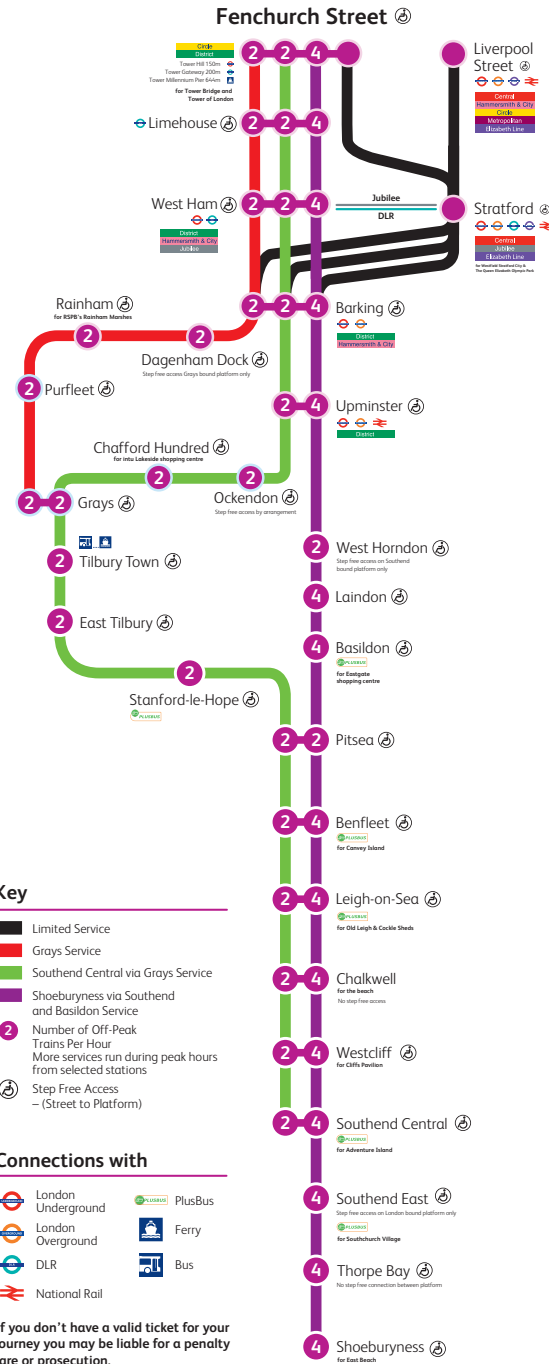
## From the self-service ticket machines

These are available for use at all c2c managed stations. They accept cash and card, although some machines are card only. Our machines accept 5p, 10p, 20p, 50p, £1 and £2 coins, as well as £5, £10 and £20 notes. A variety of tickets can be purchased including season tickets for your journey. (You must have the relevant Railcard/Photocard with you at all times).

## Online

Tickets can be bought in advance online via the c2c Train Travel app or the c2c website at [www.c2c-online.co.uk](http://www.c2c-online.co.uk)

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



# WARNING Have you paid?



**Please buy your ticket before you travel, otherwise you may have to pay a Penalty Fare of at least £100**

A Penalty Fare is £100 plus the price of the full single fare applicable for your intended journey. However, if it is paid within 21 days, the Penalty Fare is reduced to £50 plus the price of the single fare applicable

# 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 at a Magistrates Court.**

**c2c, along with many other train operating companies, operates a Penalty Fares scheme 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 scheme on c2c, in certain situations, may allow matters to be dealt with in a less serious manner, rather than prosecution at 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 (from the date following the date of issue) against the Penalty Fare charged by contacting the Independent Penalty Fare Appeal Service (IPFAS). This can be done online by visiting [www.appealservice.co.uk](http://www.appealservice.co.uk), or in writing to Appeals Service (AS), Regus, Building 1000 Lakeside, Western Road, Portsmouth, PO6 3EZ.

From 6 April 2018 the process in appealing a Penalty Fare has been updated:

At the First Stage, customers can appeal a penalty fare through our appeals providers. If you are not satisfied with the decision made at the first stage this can be escalated to a 2nd stage.

A Second Stage appeal will be conducted as a review of the case, but will consider any additional information. If you are not satisfied with the decision made at the second stage this can be escalated to a third stage.

A Third Stage appeal will be conducted by an independent panel and will review both previous cases and will also conduct a "sense check" for fairness.

If a person submits an appeal, then the 21 days to pay the lesser amount of the Penalty Fare is paused

### What happens if I win an appeal?

If you are successful with an appeal, you are still liable to pay the full single fare applicable for your journey.

If you have already paid part of your Penalty Fare and the amount paid exceeds the amount of the full single fare for your journey, then the difference will be refunded in 10 working days.

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

You can use cash or credit/debit card to pay for a Penalty Fare.

### 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 £100, plus the price of the appropriate single fare for your intended journey. However, if it is paid within 21 days, the Penalty Fare is reduced to £50 plus the price of the single fare.

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

The Penalty Fare will provide authority to travel to your intended destination on that train. If you need to change trains during your journey, you will have to purchase an additional ticket before boarding the next train

### 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 season ticket from the automatic self-service ticket machines. However, if you cannot purchase a season ticket from the machine 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. 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, or via the c2c website at [www.c2c-online.co.uk](http://www.c2c-online.co.uk).