

Passenger's Charter

National Express
East Anglia
Valid from April 2009



national express

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This document is also available upon request
in other formats, such as Large Print and
Braille. To order, please contact our
Customer Contact Centre on 0845 600 7245.

1. About National Express East Anglia

London Eastern Railway Limited, trading as National Express East Anglia, is a wholly owned subsidiary of National Express Group plc and was formed to operate train services to and from London Liverpool Street station and across East Anglia.

We're committed to delivering a better service for every passenger using National Express East Anglia. Our purpose is to improve the quality of life through travel and our promise to all our customers is to make travel simpler.

2. Our Commitment to You

We want you to enjoy travelling with us, from the moment you start to plan your travel to the time you finish your journey. We believe that a number of factors go hand in hand to provide you with a pleasant journey experience, and we have set out the standard you should expect for each of these. Our Passenger's Charter sets out our commitments to you so that you can judge us against our promises. We have tried to make our Passenger's Charter clear, easy to read and free of jargon, but it is an official document and we are sorry if some of the language seems a little formal.

Any customer travelling with us should expect and enjoy:

- A safe, clean, punctual and reliable train service
- Safe, clean stations which offer good service
- Convenient ticket purchase
- A fair outcome when things go wrong

This Passenger's Charter sets out:

- Our standards for operating our services
- How we work with others in the industry
- How we measure and then publish our performance
- How we look after you and make amends if things go wrong
- How you can contact us.

We know there is always room for improvement and we welcome your views and the constructive comments that you make. For this reason we will make feedback forms available at all of our staffed stations and through our on-board staff.

You may be asked to take part in one of our Customer Service Surveys, carried out regularly on our trains and on stations. You may also be asked to participate in a satisfaction survey issued by National Express Group. It is crucial for us to understand what is important to you and how you view our services. The management team at National Express East Anglia and National Express Group review these surveys so that we can continually improve the service we offer you.

3. Improving our Service

Certain improvements in our services are pre-defined in the terms of our franchise. On top of this, we make extra enhancements to still further improve the customer's experience when travelling with us. Below is a list of improvements that we have already made since our franchise began, plus improvements you should see in 2009 when travelling with us.

We have:

- invested over £100 million in the service since the franchise began
- replaced our old Intercity trains with refurbished Class 90 locomotives and Mk3 carriages (used on the London to Norwich line)
- refurbished our Class 315 and Class 317/5 trains (used on services between London and Cheshunt, Chingford, Enfield, Hertford East and Shenfield)
- refurbished our Class 317/8 trains (used on Stansted Express services)
- opened our Customer Service Academy in the region, which continues to provide a dedicated training facility for all our employees
- invested over £1 million a year in our stations and car parks
- invested over £4 million in CCTV on trains
- increased service frequency on many routes
- installed 60 new automatic ticket machines on our stations
- introduced our Journeycheck SMS text alert service to customers to let them know about service changes or delays
- completed our refurbishment of Class 321 trains (used on the London to Southend, Chelmsford, Braintree, Colchester, Clacton, Walton, Harwich and Ipswich services)
- completed our refurbishment of Class 317/6 trains (used on the London to Harlow, Bishops Stortford, Audley End and Cambridge services)
- opened a new Revenue Protection Office at Ipswich
- refurbished the subway at Colchester station
- extended station CCTV coverage
- completed improved car park lighting at 11 stations
- achieved 9 Car Park Mark awards at 6 stations
- achieved Secure Station accreditation at 37 stations

Our plans for the future include:

- continuing to refurbish and upgrade toilet facilities at a number of stations across our network
- providing new ticket gates to minimise fare evasion at key locations
- improving car park lighting at Chelmsford and Colchester
- continuing to progress Car Park Mark accreditation
- continuing to install automatic ticket machines on our stations
- creating an additional 150 car park spaces at Manningtree station
- investment of over £0.5 million on other station and disability improvements
- working with Network Rail to deliver a national programme of station improvements at 18 of our stations
- installing lifts at Audley End as part of the Access for All Major Schemes

As part of our programme of continuous improvement of standards at stations and on trains we appreciate your help in identifying problems. If you notice a problem you feel we may not be aware of, please leave the details with any of our employees, or contact us at our Customer Contact Centre on 0845 600 7245. You can also contact us by email at nxea.customerrelations@nationalexpress.com, or write to us at National Express East Anglia (see Useful Contacts page).

4. Our Standards

Our station standards

We aim to provide a safe and welcoming environment at all our stations. CCTV is installed at many of our stations and in car parks. Security is reviewed in conjunction with the British Transport Police.

Every station will have at least one information display showing the name of its manager as well as useful telephone contact numbers, ticket office opening hours, and information on how to buy a ticket outside these hours. We will also show details of other transport services, such as buses and taxis. The location of the nearest public telephone will be shown, as well as the telephone number for National Rail Enquiries (08457 48 49 50). Details of local ticket sales outlets, arrangements for purchasing tickets by telephone or on the internet, directional information, timetables and information about how to obtain copies of our guidance for customers with impaired mobility or other disabilities will all be displayed.

Our target is to ensure that you need not wait to buy a ticket for longer than five minutes during peak times or three minutes at other times. Peak times are shown on the station information poster, which is displayed at each station. Please ensure that you arrive at the station with sufficient time to purchase a ticket.

All stations with staff will have daily inspections to check the cleanliness and general condition of public areas, including car parks. Action will be taken wherever necessary to clean up any public areas that do not meet our standards. Stations without staff will also be monitored at least once a week to ensure that good standards are maintained.

We work closely with the other National Rail train companies so that your journey is as easy and efficient as possible. If you travel on services provided by other train companies who call at our stations, and you wish to have a copy of their Passenger's Charter, please ask at the ticket office or contact our Customer Contact Centre (see Useful Contacts page).

Our train standards

We continually strive to improve the punctuality and reliability of our train services, working with the Department for Transport and Network Rail. We operate around 43,000 trains every month and all our services are monitored for punctuality and reliability every day, including Sundays and Bank Holidays.

Punctuality is measured as the percentage of our trains that have arrived at their final destination within 5 minutes of the advertised time, with the exception of the Intercity service between Norwich and London where punctuality is measured as the percentage of trains that arrive within 10 minutes of the advertised arrival time. When a specially advertised revised timetable is in operation, at times of engineering work for example, we are measured against the revised times.

Reliability is measured as the percentage of our advertised train services that operate.

You will find our current performance measurements on our website.

Our employees

We want you to feel welcome when travelling with us. We realise that our employees are vital in providing a welcoming atmosphere, and have the opportunity to make a very positive difference to your journey. At all times you should expect our employees to be smartly dressed, to wear a company name badge, and be ready to respond to you in a friendly and professional manner. All our employees have customer service training so that they can confidently manage a range of situations and circumstances, to ensure your journey with us is as enjoyable as possible.

5. Planning your Journey

Timetables and Fares Information

We will give you impartial advice and sell you the most appropriate ticket for your needs for journeys across the National Rail network, whether you are travelling with us or with other train companies. You can obtain train times and fares information in a number of different ways:

- from our website at www.nationalexpresseastanglia.com
- by telephone through our Customer Contact Centre on 0845 600 7245
- from National Rail Enquiries on 08457 48 49 50 (or www.nationalrail.co.uk)
- from one of our ticket offices.

We operate over a large geographical area and publish a number of free timetables which can be obtained from stations across our network or printed out from our website. When we change our timetable you can collect the new edition from our stations at least 28 days before the date of the change.

We can provide the timetable in alternative formats (such as large print) upon request to our Customer Contact Centre (email nxea.customerrelations@nationalexpress.com or phone 0845 600 7245). At our stations we display information on all scheduled services operating from that station.

We run about 1,600 trains every weekday and because of this it is not always possible to hold trains for late-running connections. However, we will do our best to keep any disruption to your journey to a minimum and to hold, or replace by bus or taxi, any 'last-train' connection.

Engineering Work

Our trains run on a network which includes some of the most intensively-used commuter railways in the country, which requires a rolling programme of maintenance and renewal of the infrastructure. This constant maintenance and renewal of the railway infrastructure is carried out by Network Rail. The work is planned to cause the minimum of disruption to our train services and your journey, but at times major work means that we may have to change our timetables and sometimes substitute trains with buses or coaches. The majority of this work is planned well in advance and we try to keep disruption to your journey to a minimum. We show an advance summary of the planned engineering works in our timetables and on our website.

Where planned engineering work is to be carried out on lines used by our trains we will display posters at the affected stations to inform you of the changes to our train times, and give details of any increased journey times or replacement road services. These posters will be displayed at least 7 days in advance of the timetable change. A summary of alterations to services due to engineering work will be available 14 days beforehand from station staff, and from 12 weeks beforehand from National Rail Enquiries on 08457 48 49 50. This information is also available at www.nationalrail.co.uk, where timetable information is updated to take account of the engineering work.

If emergency engineering work is needed, we may not be able to give very much notice, but we will display the information on our website and on station information screens as soon as possible. We will try to keep disruption to your journey to a minimum, but please bear with us when this happens.

Please note that where buses or coaches are replacing trains, bulky items such as cycles cannot be accommodated.

Emergency Timetables

During times of emergency (such as severe weather conditions) we may have to amend our timetables to take this into account. We will let you know as soon as possible if we need to put an emergency timetable into operation and will publish details on our website.

6. Buying Your Ticket

National Rail Conditions of Carriage

The National Rail Conditions of Carriage sets out the legal contract that you have with us when you purchase a ticket and travel with any National Rail train company. If you wish to have a copy of the National Rail Conditions of Carriage it is available free of charge at all our staffed stations or from our Customer Contact Centre. The National Rail Conditions of Carriage is also available on our website.

Types of ticket

There are a number of different ticket types and journey price options to fit different travel times and patterns. There will, from time to time, be special promotional fares on offer. For some longer distance journeys buying your ticket in advance and being flexible about which trains you travel on can substantially reduce the fare.

Because there are a large number of different options, you can get information and purchase the ticket in a number of different ways:-

- On the internet, from our website at www.nationalexpresseastanglia.com
- Over the phone
- From a station
- From a newsagent or travel agent
- On the train

Details of each of these methods are set out below.

Buying your ticket on the internet

You can buy any ticket for travel by rail on our website at www.nationalexpresseastanglia.com, where you can select the ticket that best suits your needs. Purchasing a ticket on our website is instant and you can arrange for tickets to be posted to you. Please note that a booking fee may apply. Your ticket will be sent to you by First Class post - please allow 5 working days from the date of ordering for delivery. Alternatively you can arrange to collect the tickets from some of our stations on the day of travel. Our website shows the stations at which this facility is available.

Buying your ticket over the phone

You can buy any ticket for rail travel by telephoning our Customer Contact Centre on 0845 600 7245. During the booking process we will help you select the ticket that best suits your needs. Please note that a booking fee may apply. Your ticket will be sent to you by First Class post - please allow 5 working days from the date of ordering for delivery.

If you are starting your journey from one of our stations you can book your ticket by phone up to the evening before you travel and elect to collect your tickets at participating stations (please check our website for details).

Alternatively you can collect your pre-paid tickets on departure from the retail machines at the following stations:-

Audley End	Cambridge Heath	Enfield Lock	Ipswich
Billericay	Chelmsford	Forest Gate	Liverpool Street
Bishops Stortford	Cheshunt	Hackney Downs	London Fields
Braintree	Chingford	Harlow Town	Lowestoft
Brentwood	Clacton	Hatfield Peverel	Manningtree
Broxbourne	Colchester	Hertford East	Manor Park
Bruce Grove	Colchester Town	Highams Park	Marks Tey
Bury St Edmunds	Diss	Hockley	Northumberland Park
Bush Hill Park	Edmonton Green	Ilford	Norwich
Cambridge	Ely	Ingatestone	Rayleigh

Rochford	Southend Victoria	Stratford	Whittlesford
Romford	St. James Street	Thorpe-le-Soken	Wickford
Sawbridgeworth	Stansted Airport	Tottenham Hale	Witham
Seven Kings	Stansted	Waltham Cross	Wivenhoe
Shelford	Mountfitchet	Walthamstow Central	
Shenfield	Stoke Newington	Ware	
Southbury	Stowmarket	White Hart Lane	

You can also purchase or renew season tickets for travel on our services or elsewhere on the National Rail network by telephone, using a credit or debit card. Your ticket will be sent to you by First Class post, but please allow 5 working days from the date of ordering (a cheque may be used for payment, but please allow 3 weeks from the date of ordering). Please note that a booking fee may apply, please ask the ticket provider.

Buying your ticket from a station

You can buy tickets at our staffed stations, either at the ticket office or from self service ticket machines. Some unstaffed stations have self service ticket machines.

Ticket offices opening hours are clearly displayed at each station, and can be seen on the station page of our website. Our station poster will also give information on how to buy a ticket outside those hours. Our aim is to ensure that customers are served within 5 minutes at ticket offices at peak times and 3 minutes at other times. Peak times are shown on the station information poster, which is displayed at each station.

National Express East Anglia ticket offices accept payment in cash, by cheque (supported by a valid cheque card), most credit/debit cards, or National Rail Travel Vouchers.

Our self service ticket machines sell a range of tickets to most popular destinations. These machines accept credit/debit card payment as well as cash. We are gradually updating our self service ticket machines, giving a wider range of ticket purchase options at a number of our stations.

Please ensure that you arrive at the station in plenty of time to buy your ticket.

Buying your ticket from newsagents and travel agents

Some travel agents also sell National Rail tickets. In the London area selected newsagents sell Travelcards and Oyster Cards for travel in London. Details of these options can be obtained from Transport for London (www.tfl.gov.uk). All London Underground stations also sell these tickets.

Buying your ticket on the train

National Express East Anglia operates a Penalty Fares scheme that covers all its routes except :-

- Ipswich-Felixstowe
- Ipswich-Harwich
- Stowmarket-Cambridge
- Ipswich-Lowestoft
- Norwich-Sheringham
- Norwich-Lowestoft
- Norwich-Great Yarmouth
- Ely-Norwich
- Sudbury-Marks Tey
- Manningtree-Harwich
- Wickford-Southminster

Also Penalty Fares do not apply to passengers boarding trains at Cressing, Emerson Park, Needham Market, Stansted Airport and Weeley stations.

Stations at which Penalty Fares apply are identified by posters at each station entrance.

Journeys outside the Penalty Fares area

For journeys where Penalty Fares do not apply, you may purchase your ticket on the train. However, if you get on a train without a valid ticket at a station where the ticket office is open, or where a self-service ticket machine is available and in working order, you will not be entitled to any special fares or discounts. You will have to buy the full single or full return fare for your journey. You will not be able to use a railcard in these circumstances, with the exception of a Disabled Persons Railcard which will be valid.

Journeys within the Penalty Fares area

At stations where Penalty Fares apply, if the ticket office is closed you must use the self-service ticket machine or 'Permit to Travel' machine. You must always have a valid ticket or a 'Permit to Travel' for your journey before you board a train at a Penalty Fare station. Where a 'Permit to Travel' machine is provided it will be switched on when the ticket office is closed. To obtain your 'Permit to Travel', insert coins up to the value of your fare. You must exchange your 'Permit to Travel' for a valid ticket at the first opportunity, and pay any difference in fare between the permit held and actual cost for the journey, either from on-train staff or at a ticket office. The exchange should be made within two hours of buying a 'Permit to Travel'.

If you cannot present a valid ticket or 'Permit to Travel' for your journey when requested, you will be liable to pay a Penalty Fare currently £20, or twice the appropriate full Single fare to the next station at which the train stops, whichever is the greater. You will then be required to leave the train at that stop or, if you wish to remain on the train, purchase a full Single fare ticket to your destination.

These Penalty Fares are charged in order to deter the small minority of people who seek to avoid paying their fare. Fare evasion is theft and is unfair both to the train company and to fare-paying customers. Where we discover fare evasion that amounts to deliberate fraud, we will bring criminal proceedings. We are determined to stamp out fraudulent travel on National Express East Anglia to ensure your safety and security, and to ensure funding for some of our investment schemes.

Seat Reservations

Currently, all of our long distance Advance Purchase Tickets include seat reservations on specific trains, and are valid only on these trains. You can also make seat reservations when buying most other types of ticket for travel between London and Norwich/Lowestoft/Peterborough (please check at time of booking). If you are travelling with a season ticket, you may book a seat in advance for a small reservation fee.

If you pay for a seat reservation which is not provided on your train, but other seats on the train are available or you have to stand for all or part of your journey, we will issue Rail Travel Vouchers to the value of the reservation fee. These vouchers can be exchanged towards any future train journeys or seat reservations. Separate arrangements apply to members of the 'Season Direct' scheme and these are published within the terms and conditions applicable to this product.

Because of the high frequency of the service or type of train on our routes we do not offer seat reservations on all trains. On routes where seat reservations are not available it is not possible to guarantee seats for all passengers. We do however plan our services to maximise seat availability at peak times on our busy routes.

Group Travel

If you are travelling in a group of 10 or more people we ask that you contact our Group Travel team on 0845 600 7245 (0830 – 1700 weekdays).

Not only will our staff be able to direct you to trains with sufficient seats for you, but you may qualify for a discount on your tickets as well.

7. How we look after you if you need assistance

We welcome customers with restricted mobility or other needs. We want travelling with us to be easy and enjoyable and can arrange assistance to help you throughout your journey.

We have a Disabled People's Protection Policy detailing the services that disabled customers can expect when travelling with us. This can be viewed on our website, and is available from our staffed stations or from our Customer Contact Centre, which can provide the Policy in other formats (such as large print) on request.

Our commitment to customers who require assistance includes a telephone helpline on 08000 28 28 78, (8am – 8pm Mon-Sat, 10am – 8pm Sun) which ensures that, where possible, customers are met and assisted throughout their journey, not just on our services but on the wider rail network too. The helpline will also advise passengers on the access arrangements at our stations. In order to provide the best possible service we would appreciate 24 hours notice, but if this is not possible, please contact us and we will do our best to help.

There are a number of ways to contact us so we can help you plan your journey:

- By telephone on 08000 28 28 78 (these calls are free of charge)
- By text phone on 0845 606 7245
- By email at nxea.assistedtravel@nationalexpress.com
- In person at any of our ticket offices

8. How we take care of you when things go wrong

We aim to run all of our trains on time, but realise that from time to time things go wrong.

If services are disrupted, we will supply as much information about the delay as possible to passengers at stations and on trains. If services are severely disrupted, we will update our recorded Travel Information Hotline (on 020 7247 5488 - available 24 hours) and, where possible, issue information through National Rail Enquiries, travel bulletins on local radio and television (including CEEFAX) and via messages at stations and on trains.

In addition, we have introduced JourneyCheck SMS text alerts to help improve our information to you when things go wrong. JourneyCheck is a new service for regular travellers to receive an email or text to your mobile phone - as preferred - when we know that delays are likely to affect the train service you normally travel on. To take advantage of this service all you need to do is register on our website and tell us what route and what times you normally travel and provide us with your contact email address or mobile telephone number. A charge may apply in the future.

You can access current train running information through www.nationalexpresseastanglia.com or www.nationalrail.co.uk. Our recorded Travel Information Hotline on 020 7247 5488 gives details on how our trains are running and is updated with disruption messages to help you plan your immediate journey.

If the delay occurs after your train has started its journey, we will do our best to get you to your destination station by train, or to arrange alternative transport. If this is not possible, we will get you back to an appropriate station or may, depending on the circumstances, provide you with a hotel room and allow you to travel the next day at no extra charge. If the train you planned to catch is delayed or is cancelled, and as a result you decide not to travel, a full refund will be issued.

If you miss a connection because our train is running late or is cancelled, we will help you re-plan your journey to keep the inconvenience to a minimum. If you miss a connection because of problems with our train, we will arrange alternative transport to get you to your final destination if:

- the next connecting train is more than 60 minutes later than the one you should have caught, and
- it will get you there quicker than waiting for the next train.

If you are on a train that has a café bar or catering trolley when a delay of 60 minutes occurs, we will offer you complimentary non-alcoholic drinks, while stocks last.

We will keep you updated about the delay to your journey, whether you are at a station or on one of our trains. We will endeavour to help you with information for your onward journey and pass on information to people meeting you at your destination.

9. Compensation and refunds

Claiming compensation for a delayed journey

If your journey with us is delayed between 30 and 59 minutes, you may claim compensation under our 'Delay Repay' scheme irrespective of what caused the delay. We will pay you compensation to the value of at least 50% of the cost of a single ticket, or 50% of the cost of either the outward or return portion of a return ticket. In the case of season tickets, the compensation will be calculated using the proportional daily cost of the price of the ticket.

If your journey is delayed by 60 minutes or more, we will double the amount you receive.

Compensation will normally be paid in National Rail Travel Vouchers, which can be used as payment for (or part payment towards) any future rail journey or seat reservation. Season Direct customers will be compensated through their Season Direct account.

To make a claim 'Delay Repay' forms are available from all staffed stations, and ticket offices. During major disruption we will make these claim forms widely available where possible. You can also print a 'Delay Repay' form from our website.

If your claim relates to a season ticket valid for one month or more and purchased from National Express East Anglia, we will have a record of your purchase and you will not need to provide proof of purchase. If your claim relates to a season ticket **NOT** purchased from National Express East Anglia, you will need to provide a photocopy of your season ticket.

If your claim relates to any other ticket you must enclose the ticket with the claim form. If for any reason you cannot produce the ticket you can write to our Customer Relations Team explaining the circumstances.

In all cases you must make your claim within 28 days of the date of the delay in order for us to process the claim. The full contact details are shown in 'useful contacts' at the back of this booklet.

We do not normally accept claims for a refund if trains are delayed or cancelled and you were advised of the delay before you purchased your ticket. However, we always treat each claim on its merit and will never automatically rule out compensation.

Refunds

If the train you planned to catch is delayed or is cancelled, and as a result you decide not to travel, a full refund will be issued at any National Express East Anglia ticket office (or any other National Rail ticket office), provided you return the ticket as soon as you reasonably can, but no more than 28 days later. We do not charge an administration fee in these circumstances.

Even if the train service is running normally and you decide not to travel, you can apply for a refund. Refunds are available on most tickets purchased but not used. Tickets can be returned within 28 days to any National Express East Anglia ticket office (or any other National Rail ticket office), except for tickets purchased from travel agents which must be returned to the travel agent. We may charge an administration fee, currently £10, for refunds.

Please note that certain discounted tickets are sold on a "no change, no refund" basis – if this is the case, we will make it clear that refunds are not available when we sell you those tickets.

If you have a season ticket that is no longer required, please return it immediately to the ticket office where you bought it (or to our Customer Contact Centre). The amount refunded is based on the difference between the cost of the season ticket you originally purchased and the cost of a season ticket for the period up to the date you surrendered the ticket to us.

Season tickets offer significant savings for the regular daily traveller and you will find that if there is only a small proportion of the validity remaining, 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 – it therefore has no refund value after 40 weeks validity.

Please remember that if you hold a season ticket and are unable to travel for more than 4 weeks due to illness, you may apply for a discretionary partial refund of the unused portion. This will be granted at our discretion and we may ask you for supporting documentation, such as a medical certificate.

10. Additional Information

Wherever you are travelling on the National Express East Anglia network we expect you to find a safe and clean environment to travel in. There are a number of services we offer to help make your journey enjoyable when travelling on our trains.

Bicycles

We welcome passengers with bicycles on services where they can be safely accommodated. However, we are unable to accommodate bicycles at our busiest times – please see table below. You can view the complete information about taking bicycles on our trains on our website.

There are no restrictions at weekends and Bank Holidays. On these days, however, it is important to check if any engineering works are scheduled, as unfortunately we cannot take cycles on replacement bus services. There are no restrictions on folding bikes.

Cycle reservations are required on some of our services (as shown below) and are free of charge. You can obtain more detailed information or make a reservation by phoning our Customer Contact Centre on 0845 600 7245, or enquiring at a staffed station.

Service	Reservations	Spaces	Restrictions apply (Mon-Fri)
London Liverpool Street – Norwich Intercity services	Compulsory	6	0745-0945 and 1630-1830 on services to/from London Liverpool Street and Stratford.
London Liverpool Street – Southend Victoria, Colchester and Ipswich	Not required	n/a	
London Liverpool Street – Chingford, Enfield, Hertford, Cambridge, Kings Lynn	Not required	n/a	0745-0945 and 1630-1830 on services south of Broxbourne to/from London Liverpool Street or Stratford.
Local services in Norfolk, Suffolk and Cambridgeshire	Recommended	4	0745-0845 on services into Cambridge from Audley End and Ely.
Stansted Express (London Liverpool Street – Stansted Airport)	Only folding bicycles are carried.	0	

Catering

A number of our trains have catering facilities on board. There is an at-seat trolley service available on most of our Stansted Express trains. The majority of our Intercity services between London and Norwich carry either a café bar or an at-seat trolley, providing hot and cold drinks, sandwiches and light snacks.

If we are unable to provide the advertised catering service, we will try our best to let you know before you board the train so you can make alternative arrangements.

Lost Property

If you lose an item on one of our stations or trains, we will do our best to recover the item for you. You can report a lost item to any of our staffed stations, or by telephone to our Customer Contact Centre on 0845 600 7245 or by email to nxea.lostproperty@nationalexpress.com. We may make a charge for returning your property.

Safety

Safety notices are displayed throughout our trains and we encourage you to familiarise yourself with these instructions each time you travel.

Smoking

Please note that smoking is not permitted on any of our trains or at stations, including the open platforms.

11. Useful Contacts

How to contact us

We hope you will have enjoyed your journey with us and we look forward to seeing you again. If you have noticed any exceptional service offered by one of our employees we would be delighted to pass on your thanks to the person concerned.

We want to hear your comments and suggestions so we can keep improving your train service. Our comment forms are available from all our staffed stations. Completed comment forms can be handed in at any National Express East Anglia station or sent to our Customer Relations team. We will always try to address your comments and concerns in a fair and reasonable way.

You can also contact us by phone, email, web, fax and letter.

Address: National Express East Anglia,
Customer Relations,
Norwich Station,
Station Approach,
Norwich NR1 1EF

Telephone: 0845 600 7245 (0800-2000hrs Monday to Saturday; 1000-2000hrs Sundays)

Fax: 01603 214516

Email: nxea.customerrelations@nationalexpress.com

Web: www.nationalexpresseastanglia.com

We aim to answer 90% of all contacts within 6 working days, and all complaints within 15 working days. If we cannot give you the full answer within this time we will send you an acknowledgement and let you know when you should expect to hear further.

No matter how you contact us, all of your comments and suggestions will be recorded and used to shape the future of National Express East Anglia.

If your comments involve another train company we will pass them on and let you know what we have done. The other company will then reply to you direct.

How to contact the independent consumer watchdogs

We will always try to address your comments and concerns in a fair and reasonable way in accordance with the National Rail Conditions of Carriage and our Passenger's Charter.

Passenger Focus and London TravelWatch are the independent consumer watchdogs, established by Parliament to protect and champion passengers' interests. They work with train companies, Network Rail, Government and others to get the best deal for rail passengers. If, once you have heard from us, you are not happy with our response you may contact Passenger Focus or London TravelWatch. They will consider your case and, where they believe it is appropriate, follow things up with us on your behalf.



You can contact Passenger Focus about any issue, **except** those that are wholly to do with the following routes: Stansted Airport to London; Hertford East, Enfield Town, Cheshunt and Chingford to London; Harold Wood to London and Romford to Upminster.

Passenger Focus can be contacted by:

Telephone: 08453 022 022 (0800 to 2000hrs Mondays to Fridays, 0800 to 1600hrs at weekends)

email: info@passengerfocus.org.uk

Web: www.passengerfocus.org.uk

Fax: 0845 850 1392

Letter: Passenger Focus, FREEPOST (RRRE-ETTC-LEET), PO BOX 4257,
Manchester M60 3AR



You can contact London TravelWatch about any issue that is wholly to do with the following routes: Stansted Airport to London; Hertford East, Enfield Town, Cheshunt and Chingford to London; Harold Wood to London and Romford to Upminster.

London TravelWatch can be contacted by:

Telephone: 020 7505 9000 (0900 to 1700hrs Mondays to Fridays)

email: enquiries@londontravelwatch.org.uk

Web: www.londontravelwatch.org.uk

Fax: 020 7505 9003

Letter: London TravelWatch, 6 Middle Street, London EC1A 7JA