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# *Our revenue protection policy*

## Tickets, please!

Most people understand that if you want to travel, you need to buy a ticket - but fare evasion still costs the rail industry an estimated £200 million a year.

With the help of your feedback we're doing everything we can to stop people cheating fares. One of the key ways we're doing this is by bringing criminal proceedings whenever we believe fare evasion amounts to deliberate fraud.

## What you need to do

To travel on our trains you need to buy a ticket that's valid for the date and time of your journey before you board. It's your responsibility to buy and collect your ticket beforehand, and to carry it with you at all times so it can be inspected or used in an automatic ticket barrier. It's no good hoping you can buy one from the Train Manager or telling them 'it's definitely in your bag somewhere'.

So if you want a smooth journey, you need to keep your ticket safe. After all it's not just a ticket, it's your receipt, and the only thing that gives you the right to travel.

## It's all there in black and white

When you purchase a ticket and travel with LNER, you're agreeing to a legal contract with us that's set out in The National Rail Conditions of Travel. It's what makes sure everything is fair for passengers and train companies across the country. You can pick up a free copy from all our stations or from our Customer Services team. You can also download them from [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

If travelling in breach of your ticket's terms and conditions - i.e. if you're trying to travel with a ticket that isn't valid for the service you're travelling on - then you'll be asked to purchase a new one or pay an excess fare.

## When it's OK to travel without a ticket

It's an offence to board a train without a ticket. The only exceptions to this are:

- If the ticket office is closed
- If a self-service ticket machine that accepts cash isn't working
- If you're unable to access our ticket retail facilities as a result of a disability
- If you're entitled to concessionary fares without a Railcard, such as permanent wheelchair users

In these circumstances you can buy any ticket available on the train, on the day of travel, including any Railcard discounts that apply.

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### Travelling without a valid ticket



If you travel without a ticket, where none of the exceptions above apply, you will need to purchase a ticket at the full Standard or First Class single rate. You won't be able to use a Railcard discount.

If you have a ticket, but it's not valid for the journey, you will be requested to either pay an excess fare or purchase a new one (depending on the kind of ticket).

Below are examples of the kind of situations where you may be asked to pay an excess fare or purchase a new ticket.

- You have an Advance ticket, but get on an alternative service to the one shown on your reservation coupon (or you don't have the corresponding seat reservation needed to validate your ticket)
- You're traveling on a peak service with an Off-Peak or Super Off-Peak ticket
- You have a ticket purchased with a Railcard discount but don't have the valid Railcard with you (or you haven't met the conditions of the Railcard)
- You are in First Class accommodation but only have a Standard ticket
- You're aged 16 years or older, but have a Child rate ticket
- You've travelled beyond the destination of your ticket
- Your ticket is only valid with an alternative Train Operator

If you can't pay the fare on the spot, an authorised member of staff (Train Manager, Revenue Protection staff, Station Platform staff) will issue you with an Unpaid Fare Notice (UFN).