

LOCAL OFFICE

Great Western Business Direct, The Business Centre, Temple Meads, Bristol BS1
6QF TEL: 0345 660228

Terms and Conditions

Thank you for buying a Season Ticket. We appreciate your commitment and in return, we have given you a substantial discount off the normal cost of travelling.

This information is to help you get the most out of your Season Ticket. It does not modify or replace, in any way, the National Conditions of Carriage relating to Season Tickets. Copies of the Conditions of Carriage are available at all Great Western stations.

1. **Validity**

- a) Your Season Ticket is valid for unlimited travel between the stations and / or zones shown on it. There are no restrictions on which trains you can use it. You can also use it at any intermediate station on the route. Your ticket validity expires at midnight on the expiry date shown on it.
- b) Standard Season Tickets are only valid for travel in Standard accommodation. If you travel in First Class accommodation with a Standard Season, the full First Class fare for the journey is payable.
- c) Your photocard must be shown each time you are asked to show your Season Ticket.

2. **Lost or Stolen Tickets**

- a) If your Season Ticket is lost or stolen during its validity, we will replace it at a charge of £10. You must immediately report the loss to the office where it was issued. If you are unfortunate enough to lose your ticket for a second time during its validity, you will need to buy a new Season Ticket at the normal price – except in exceptional circumstances outlined in the Conditions of Carriage. **In any event, no more than two duplicate Season Tickets will be issued to the same customer within any 12 month period. Please note - refunds are NOT given on duplicate Season Tickets.**

3. **Refunds**

- a) If you cease travelling and no longer need your Season Ticket, hand it in at the office where it was issued. Any refund will be calculated from the date it was handed in and will be the difference between the price you paid and the cost of journeys made up to that date less an administrative charge. Refunds are NOT made pro rata. Note that there must be at least 7 days remaining on your Season Ticket for any refund to be considered. Note also that, due to the extra discount on annual Season Tickets, they have no refund value after 10 months use.
- b) In case of illness, the refund can be backdated on production of a medical certificate for the period prior to the ticket's surrender provided that you have not resumed travelling using the same Season Ticket.
- c) On days when you are unable to use your Season Ticket as a result of no service being provided (excluding Christmas Day and Boxing Day) eg adverse weather, operational incidents, industrial disputes, a cash refund for the equivalent number of days will be paid.
- d) Refunds are NOT given
 - i) for periods of non-use eg holidays or illness (except as in b) above), or
 - ii) if you forget to take your Season Ticket on your regular journey, you will need to pay the full fare. However, if you keep the extra ticket you bought and take it to the office where your Season Ticket was issued (within 28 days), the extra fare paid will be refunded. If this happens twice within 12 months, the same procedure applies, but an administrative charge will be deducted. On a third or subsequent occasion within the same 12 months, no refund will be made.

4. **Compensation**

- a) The targets set for Great Western performance are that 90% of trains should arrive at their destination within 10 minutes of the advertised time (Punctuality) and that 99.2% of all trains should run (Reliability). Performance figures for each company or service group are published every 4 weeks. The average figures over the previous 12 months are also published every 4 weeks and are displayed at every Great Western station.
- b) If, on average over the previous 12 months, either Punctuality has been more than 2% below target or Reliability has been more than 1% below target, we will give you a discount of 5%. If both Punctuality and Reliability were below these thresholds we will give a discount of 10%. To claim a discount which is applied to your next Season Ticket, your new ticket must be:
 - i) for a journey on a route where a discount applies,
 - ii) for the same point to point journey,
 - iii) for the same period or shorter period of not less than one month,
 - iv) issued to start no later than 4 weeks after the expiry date of your existing ticket.Note that if your ticket was purchased from a London Transport Station, you will not be eligible for this discount scheme.
- c) If your journey is made using trains from two or more different companies (eg Great Western and Thames) for the purposes of determining whether any discount is payable, one of these companies is considered to be the company. In general, this is assessed by counting the number of through trains available between the two stations shown on your Season Ticket (for Zones 1 to 6, Paddington is used). Any discount is based on the company providing the greatest number of through trains.
- d) Where a change of train has to be made en route, whichever part of the journey is longest (in mileage) is used to determine which performance figures are applied. There may be some journeys where the ruling company is not clear, in which case, please check with the station where your Season Ticket was issued (this also applies to part 4.c).

IT IS IMPORTANT TO NOTE THAT NO OTHER COMPENSATION CLAIMS ASSOCIATED WITH TRAIN PERFORMANCE WILL BE CONSIDERED.