

# Passenger's Charter



DUBLIN  
BELFAST

*Enterprise*

## Contents

## Page

- |  |    |
|--|----|
| 1. Performance                             | 2  |
| 2. Our Trains                              | 3  |
| 3. Our Stations                            | 4  |
| 4. Our Staff                               | 5  |
| 5. Passengers with Particular Needs        | 6  |
| 6. Reserving a Seat                        | 7  |
| 7. Claims for Refund and Discount Vouchers | 8  |
| 8. Putting Things Right                    | 10 |
| 9. European Legislation – Your Rights      | 13 |



## Foreword

Welcome to the Enterprise Passenger's Charter which is our commitment to maintaining the high levels of customer satisfaction demonstrated by the Enterprise since coming into service.

Every member of our staff will do their best to make sure that our service meets and, we hope, goes beyond expectations and the standards in this charter.

Cross Border customers can claim compensation under the terms of the charter, usually paid in travel vouchers, or under the Passenger Rights Regulations of the European Parliament relating to International rail customers, details of which are outlined on Page 13 of this charter.

Our service will be independently monitored, twice every year, and we will publish the results. We know that there will be times when things go wrong. When they do, we will do our best to put things right. Our customers are very important to us and this charter sets out our responsibilities to you if we do not deliver our commitment.



**Catherine Mason**  
Group Chief Executive,  
Translink



**Dick Fearn**  
Group Chief Executive,  
Iarnród Éireann

## Performance

We have set challenging targets for the Enterprise Service and our performance is independently monitored twice a year.

We will publish the results in the form of leaflets which you can get from main stations, free of charge or download from our website.

The standards of Enterprise service which we have set are shown below.

### Reliability

**99.5%** of all trains will run as planned.

### Being on time

**90%** of trains will arrive within **10** minutes of the published time.

When we advertise a change to the timetable, we will measure our performance against the new service times. We will tell you about these changes **four weeks** before the new timetable applies.

We will tell you the reason for a delay or why we have cancelled a service. There may be times when planned essential engineering work means that we have to alter services. We will give you at least **28 days'** notice of possible delays and any diversions caused by this work, and **14 days'** notice of detailed alterations to timings on posters and on our website. In the case of emergency work, we will give as much notice as possible.

## Our trains

We have set the following targets to make sure that your journey is smooth and comfortable.

You can expect Enterprise trains to have efficient heating, ventilation and lighting giving you a comfortable journey in all weathers, whatever the time of day or year.

We will make sure that we maintain the Enterprise trains to the highest levels of cleanliness and hygiene.

We will clean toilets at the end of each journey and on-board cleaners will clean when necessary.

Every Enterprise service should have a café bar carriage, providing a range of light meals and snacks appropriate to the time of day. A trolley service should also operate for all or part of the journey in Enterprise Class. An in-seat catering service is available in 1st Plus. We will let you know if the advertised on-train catering service is not available.

We will use public address and information systems on all Enterprise trains.



## Our stations

### Information

We will display timetable information at the six main stations. We will make public address announcements for each train leaving at the six main stations on the route.

### Buying your ticket

You should not have to wait more than **three minutes** outside our busy periods to buy a ticket. During busy periods, for example, early mornings and late afternoons, you should not have to **wait more than five minutes**. However, please arrive at the station 20 minutes before your train is due to leave if you do not already have a ticket.

### Phone enquiries

We aim to answer **90%** of calls from the public within 60 seconds. The NI Railways' contact centre is open from 7am to 8pm, Monday to Friday and 8am to 6pm Saturday and Sunday. (phone: **+44(0)28 90 66 66 30**). The Iarnród Éireann travel centre is open Monday to Friday 8.30 am to 6pm. (phone: **+353(0)1850 366 222**).

### Toilets

We will make sure that our toilets are frequently cleaned and that all customers have access to them.

### Waiting facilities

We will provide comfortable, covered waiting areas.

## Our staff

We know how important it is that you receive an efficient service from our staff at all times. Our staff are our greatest strength and have the opportunity to make a positive difference to your journey. So, we expect our staff to:

- be professional, polite and helpful;
- consider your safety and comfort;
- be able to deal with any problems immediately;
- wear their appropriate uniform;
- tell you about delays and alterations to services; and
- give you the cheapest ticket for your journey.



## Passengers with particular needs

We welcome passengers with particular needs and we are committed to providing a service which everyone can use.

If you need help when travelling on the Enterprise Service, please phone Iarnród Éireann **+353(0)1703 2358** or NI Railways **+44(0)28 9066 6630** at least 24 hours before you travel.

The Enterprise trains have wide automatic doors, both inside and out and ramps are available to help you get on and off the train. One carriage in each train has a space set aside for a passenger using a wheelchair who does not want to transfer into a seat. There are seats nearby for other passengers accompanying them. Please ask staff for assistance before boarding the train.

We provide changing facilities for parents travelling with babies or young children.

We also provide an accessible toilet.

You can get access guides on rail stations from all main rail stations. We can provide the information in other formats if you ask.

## Reserving a seat

You can reserve a seat in 1st Plus at no extra cost. Please phone NI Railways on **+44(0)28 9066 6630** or Iarnród Éireann on **+353(0)1850 366222** to reserve your seat. You can also purchase tickets and reserve 1st Plus seats online at [www.irishrail.ie](http://www.irishrail.ie). You should be in your seat at least 5 minutes before the departure time shown. If we cannot give you your reservation, we will refund the fare of your single journey in travel vouchers if no other 1st Plus seat is available for you.



## Claims for refund and discount vouchers

If your service is delayed or cancelled for any reason within our control, you may be entitled to a refund or a discount voucher. We will try to let you know the cause of the problem at the time. We will treat each claim individually.

### Refunds

If the train you planned to catch is delayed or cancelled and you decide not to travel, we will give you a full cash refund if you return your ticket immediately to where you bought it. If you decide not to return it right away, but still want to claim a refund, you can get application forms at main stations.



If you decide, for some other reason, not to use a ticket you have bought, you can apply for a refund through any of our main stations. In these cases, we will normally charge an administration fee.

**You must make all refund claims within 28 days of the end date of your ticket.**

As well as returning your ticket to us, we may ask you to send us more evidence to support your claim for a refund.

## Tickets sold at other places

If you did not buy your ticket from us, you should return it to the place you bought it from and they will arrange any refund.

## Discount vouchers

If your service is more than 30 minutes late in arriving at your destination, we will normally offer you discount vouchers for the values shown below. The value of the discount is based on the length of the delay and the fare you have paid for your single journey.

Length of Delay	Discount value voucher
30 minutes and over	25%
60 minutes and over	50%
90 minutes and over	100%

*EU regulations for international journeys, also state you are entitled to compensation in the form of cash at lesser rates as outlined on Page 13.*

To apply for a discount, you will need to fill in a claim form which you can get from our main stations. You should attach your ticket to the completed form as proof of travel. If you have a season ticket, you should attach a photocopy of your ticket.

We cannot accept claims for delays which are outside our control, for example, those caused by:

- security alerts;
- extreme weather conditions;
- vandalism; or
- actions by someone else.

## Putting things right

We welcome any comments and suggestions which you may have on improving our service. You may contact us in person, by phone, in writing or by email.

If you are not happy about any part of our service, we would like to know about it. The person you have been dealing with can usually sort out complaints quickly. However, if you prefer or are still not satisfied, you can contact either:

If you purchased your ticket from Translink:

### **Cross Border Manager – Rail Services**

NI Railways

Central Station,

Belfast,

BT1 3PB.

Phone: +44(0)28 9089 9400

Email: [feedback@translink.co.uk](mailto:feedback@translink.co.uk)

**OR**

If you purchased your ticket from Iarnród Éireann:

### **Customer Relations Manager**

Iarnród Éireann

Connolly Station,

Dublin 1.

Phone: +353(0)703 2601

E-mail: [info@irishrail.ie](mailto:info@irishrail.ie)

It is helpful if you include as much detail as possible, such as:

- the time and date of travel;
- where you were leaving from and going to; and
- a phone number in case we need more information

It is also helpful if you send your ticket.

We want to be able to sort out your problems as quickly as possible. We can often do this by talking things through with you. Because of this, we will not normally reply in writing to a complaint you have made in person or over the phone.

If you complain in writing and we cannot give you an immediate response, we will acknowledge your letter within **3** working days of receiving it. We aim to provide a full response to **90%** of complaints within another **10** working days and respond to **all** complaints within **15** working days of receiving them.



If you are not satisfied with this reply, you can ask the General Manager, Rail services, NI Railways, Central Station, Belfast BT1 3PB or the General Manager, Intercity and Commuter Network, Iarnród Éireann, Connolly Station, Dublin 1, to review your complaint. A response will be given within the timescales shown above.

You may also contact us through our websites at [www.translink.co.uk/feedback](http://www.translink.co.uk/feedback), [www.irishrail.ie](http://www.irishrail.ie) or at the following e-mail addresses.

- [feedback@translink.co.uk](mailto:feedback@translink.co.uk)
- [info@irishrail.ie](mailto:info@irishrail.ie)

We will respond to e-mail complaints within the same timescales as written complaints

We will investigate all complaints thoroughly and fairly. In all cases we will give you a full explanation and an apology if we have made a mistake.

Your comments are vital in helping us to put things right.

The Enterprise Passenger's Charter sets out our commitment to you to achieve high standards of service. It does not create any new legal relationship with you and it does not affect your legal rights or responsibilities.

You can get copies of the charter in large print, Braille and on audio tape from the Marketing Department by phoning **+353(0)1 850 366 222** or **+44(0)28 9089 9400**.

You can also download the charter from our websites at: **[www.irishrail.ie](http://www.irishrail.ie)**  
or at: **[www.translink.co.uk](http://www.translink.co.uk)**

## **European Legislation – Your Rights**

When making a cross-border journey by rail, your rights are outlined under this Enterprise Charter.

In addition, the introduction of Passenger Rights Regulations for international rail travel, Regulation (EC) No. 1371/2007 of the European Parliament, also outlines specific rights for international rail customers; amongst these are the following rights:

### **Information**

We will make every reasonable effort to inform you of fares, train services and special offers. We will make special efforts to keep you informed of any delays which may occur.

### **Sales channels**

Tickets are available from staffed stations, from ticket machines (Irish Rail only), via the internet and also from travel agents.

### **If your train arrives late at your destination**

After 60 minutes delay, you may be entitled to compensation of 25% of the fare you paid for the one-way journey, after 120 minutes 50% of the fare you paid for the one-way journey, in each case provided the cause of the delay was within the control of the railway. We will pay compensation only if it is at least the equivalent of £3 or €4.

### **Cancellation of your train, delay before you started your journey or during it**

If your train is cancelled or 60 minutes or more late, then we offer you the choice between the following options:

- you may abandon your journey before starting it and receive a full refund of your fare;
- you may discontinue a journey you have already started and receive a refund for the part of the journey

not made;

- if the journey you began has become pointless, you may return immediately to the starting point of your journey by train and receive a full refund of the fare.

### **Missing the last connection of the day**

If you are not able to reach your final rail destination the same day because you missed a connection, you may be entitled to compensation for the reasonable costs of hotel accommodation and of notifying relatives or other persons expecting you. This only applies if the cause of the delay was within the control of the railway.

### **Assistance**

If a delay is expected to be more than 60 minutes, we will take all reasonable and proportionate action to make the delay more tolerable, for example, by giving out refreshments free of charge (subject to availability).

### **Assistance for persons with restricted mobility**

We will assist you in the station and boarding the train. You should provide at least 48 hours notice of your intended journey to us on **+353(0)1 703 2358** or **+44(0)28 9066 6630**. We will also arrange for you to be assisted en route and at your destination station. In the event of severe delay, we will give special attention to your needs.

### **Liability for personal injury**

Provided the event which caused the death or injury was within the control of the railway, you are entitled to compensation. An advance payment up to the equivalent of €21,000 may be paid; any advance payment will be taken into account in the final settlement.

### **Claims**

As a rule, claims should be made to the railway ticket office which issued your ticket; otherwise they may be made to our central customer services department.

You may also hand in your claim to any of the railways shown on your ticket. Special rules apply to personal injury, however.

### **Sources**

Your rights are based on the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV), Regulation (EC) No. 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations, the General Conditions of Carriage CIV/PRR and our Special Conditions of Carriage.

Full details are available on [www.translink.co.uk](http://www.translink.co.uk) or [www.irishrail.ie](http://www.irishrail.ie)





## **Ticket & Seat Reservations**

**Iarnród Éireann**

+353(0)1850 366 222

**NI Railways**

+44(0)28 9066 6630

**[www.irishrail.ie](http://www.irishrail.ie) [www.translink.co.uk](http://www.translink.co.uk)**

 ***Iarnród Éireann***

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