

## Northern Penalty Fare Scheme

Dear School,

We are contacting you to make you aware of the Penalty Fare Scheme which will be launching in your area in May 2018.

### Where will the Penalty Fare scheme be in operation?

The routes which will see penalty fares introduced are as follows:

- York to Manchester Victoria via Hebden Bridge
- Leeds to York via Harrogate
- Leeds to Sheffield via Moorthorpe
- Leeds to Bradford Forster Square
- Leeds / Bradford Forster Square to Ilkley
- Leeds / Bradford Forster Square to Skipton

### What is a Penalty Fare?

Penalty Fares are currently used by many other train operators. The system, which has been in operation for more than 20 years, works to a national set of rules which include signs and warning notices at stations. There is also a clear appeals process which has been tried and tested by the industry.

From 14 May 2018, customers travelling without a ticket on a Northern train on a number of select routes, could face a Penalty Fare of £20.

The penalty is the greater of £20 or twice the full single from the station where they got on the train to the next station at which the train stops. If the passenger wants to travel beyond the next station they must also pay the relevant fare from that station to their final destination.

### Examples of when a penalty fare may be charged:

If you:

- travel without a valid ticket
- are unable to produce an appropriate Railcard for a discount ticket
- are aged 16 or over, travelling on a child rate ticket
- travel beyond the destination on your ticket

## **How will Penalty Fares be issued?**

Everyone who travels by train should have a valid ticket or pass. Or must be able to demonstrate they have made every effort to buy a ticket before they boarded the train. If they are unable to do either of these then, from 14 May 2018 our authorised collectors will be on hand at stations along the routes to either issue £20 fines or ask customers to pay double the cost of a single ticket to their destination, whichever is higher

## **Why are Penalty Fares being introduced?**

The Penalty Fares are a natural extension of the Buy Before You Board Campaign Northern launched in 2016 and follow a successful trial on the Airedale and Wharfedale lines earlier this year. Sadly there is still a minority who attempt to travel without buying a ticket. Their actions reduce the overall income of the rail industry and, as a result, reduces the money available to invest in further improvements to the railway.

## **How can tickets be purchased?**

A valid ticket for travel must be purchased before boarding the train. This can be done by using the ticket office at a staffed station, a Ticket Vending Machine, through the Northern website and Northern mobile app.

Northern have invested in new state-of-the-art ticket machines across our network to help customers purchase tickets. These machines will soon offer a full range of fares – including discounts. Please note the ticket machines will only accept card payments.

For those customers who board an unstaffed station and want to pay by cash so are unable to use the ticket machine, the machines will issue Promise to Pay notices which can be exchanged (along with a cash payment) for a ticket when on board the train or at the next available ticket office.

## **How will Northern communicate the introduction of Penalty Fares?**

Posters explaining penalty fares will be displayed at all stations on the new routes and leaflets will be handed out to provide further detail about the scheme.

For more information please see the Northern website [northernrailway.co.uk/penalty-fares](http://northernrailway.co.uk/penalty-fares)

If you have any questions please contact Danielle Duffey as below.

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