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To holders of GB station licences and passenger SNRPs
listed in the schedule

Dear licence and SNRP holder,

Notice of modifications to station licences and passenger SNRPs

The companies listed in the schedules to this notice have been granted licences and statements of national regulatory provisions (SNRPs) to operate railway assets under section 8 of the Railways Act 1993 (the Act) or regulation 10 and schedule 4 of the Railway (Licensing of Railway Undertakings) Regulations 2005 (the Regulations).

In accordance with section 12(2) of the Act and regulation 13(2) of the Regulations, on 1 December 2011¹, the Office of Rail Regulation (ORR) gave notice of its proposal to modify certain licences and SNRPs.

The notice published by ORR set out the reasons for the modifications and their effect. It required any representations or objections to the modifications to be made on or before 30 January 2012.

ORR has considered the representations or objections which were received during the consultation period and which were not withdrawn.

The licence and SNRP holders listed in the schedules to this notice have consented to the modifications.

The changes and who they affect are set out in the schedule to this notice.

¹ ORR's 1 December 2011 consultation letter can be found at http://www.rail-reg.gov.uk/upload/pdf/passenger_information_consultation_dec2011.pdf



Under section 12(1) of the Act and regulation 13(1) of the Regulations, and with the consent of the licence holder, I therefore modify the licences and SNRPs listed in the schedule to this notice by deleting condition 4 of the licence or SNRP (as appropriate) in its entirety and replacing it with the new condition 4 as set out in the schedule to this notice.

I am placing a copy of this letter on our website and on our public register. We will also update all relevant licences and SNRPs on our website.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Larkinson', is positioned below the 'Yours sincerely' text.

John Larkinson

Schedule: Passenger SNRPs

The statements of national regulatory provisions (SNRPs) and licences subject to this schedule, with date of issue and reference numbers, are:

SNRP holder	Date and number	Railways Act 1993 licence holder	Date and number
Broadway Rail Ltd	20 Sep 06 UK02 2006 0007	Heathrow Express Operating Co Ltd	15 Sept 97 UK03 1997 0001
Golding's Rail Ltd	28 Nov 05 UK02 2005 0015	North Yorkshire Moors Railway Enterprises plc	17 Jan 07 UK03 2007 0002
Hay's Rail Ltd	20 Sep 06 UK02 2006 0006		
OQS Rail Ltd	20 Sep 06 UK02 2006 0010		
Orchard Rail Ltd	20 Sep 06 UK02 2006 0011		
Strutton Rail Ltd	20 Sep 06 UK02 2006 0012		
Westminster Rail Ltd	20 Sep 06 UK02 2006 0013		

Condition 4: Information for passengers

Purpose

- 1 The purpose is to secure the provision of appropriate, accurate and timely information to enable railway passengers and prospective passengers to plan and make their journeys with a reasonable degree of assurance, including when there is disruption.

General duty

- 2 The licence holder shall achieve the purpose to the greatest extent reasonably practicable having regard to all relevant circumstances, including the funding available.

Specific obligations

- 3 The following obligations in this condition are without prejudice to the generality of the general duty in paragraph 2 and compliance with these obligations shall not be regarded as exhausting that general duty. In fulfilling these obligations the licence holder shall at all times comply with the general duty in paragraph 2.

Planning services

- 4 The licence holder shall cooperate, as necessary, with Network Rail and other train operators to enable Network Rail to undertake appropriate planning of train services and to establish or change appropriate timetables, including when there is disruption.
- 5 In particular, the licence holder shall:
 - (a) provide Network Rail with such information about the licence holder's licensed activities as may be reasonably necessary for Network Rail to fulfil its obligations relating to timetabling in its network licence;
 - (b) participate constructively in any timetabling consultation carried out by Network Rail;
 - (c) use reasonable endeavours to resolve promptly any timetabling disputes; and
 - (d) respond expeditiously to any timetabling matter which Network Rail reasonably considers to be urgent.

Code(s) of practice and improvement plan(s)

- 6 The licence holder shall, unless ORR otherwise consents, publish one or more code(s) of practice or other documents setting out the principles and processes by which it will comply with the general duty in paragraph 2.
- 7 Where the licence holder considers, or is directed by ORR, that improvements to its arrangements for the provision of information to railway passengers and prospective passengers are necessary or desirable to enable it better to fulfil the general duty in paragraph 2, it shall develop, publish and deliver a plan, which sets out the improvements it intends to make and the dates by which such improvements will be made.
- 8 The licence holder shall, from time to time and when so directed by ORR, review and, if necessary, revise, following consultation, anything published under paragraph 6 and any plan under paragraph 7 so that they may better fulfil the general duty in paragraph 2.



- 9 ORR shall not make any direction under paragraphs 7 or 8 without first consulting the licence holder.

Provision of information to intermediaries

- 10 The licence holder shall as soon as reasonably practicable:
- (a) provide to the holders of passenger and station licences; and
 - (b) provide to all timetable information providers on request reasonable access to appropriate, accurate and timely information to enable each on request to provide passengers with all relevant information to plan their journeys including, so far as reasonably practicable, the fare or fares and any restrictions applicable.
- 11 In this condition:
- “Network Rail” means Network Rail Infrastructure Limited (a company registered in England and Wales under number 02904587), and its successors and assign