Passenger information when rail replacement services are in use

Annex A: Customer Information Pledges

The Customer Information Pledges are the approved code of practice adopted by train operators under their passenger information licence condition. Pledges that are appropriate to this work on rail replacement services are listed below. We refer to pledges throughout the document by including their reference in square brackets, e.g. [D1].

To help you plan your journey we will:

D1: publish the changes in our journey planners as soon as possible, we aim to do this no later than 12 weeks in advance for planned works

D3: widely communicate details of upcoming changes to train times, so you know to re-check before you travel.

D5: let you know if you need to travel on a different mode of transport when you would normally expect it to be a train, when planning your journey

D6: run trains and road transport that is accessible for everyone. If this isn't possible, we will tell you and offer to arrange an alternative if you get in touch with us

D7: ensure replacement buses display their destination and depart from an identified departure point which is clearly shown

Our team members will:

E1: be happy to help and be visible so you know where to find them

When you are at a station we will:

F5: provide details about onward travel options

When you are on a train we will:

G2: let you know when we are approaching the next station, to give you time to get ready to leave

G3: let you know the destination of the train and the stations it will call at

We will clearly explain things to you by:

J3: making sure our information is clear (easy to understand and jargon free), consistent (you'll get the same information whatever channel you use), correct (we'll give you factual information) and concise (we'll keep things simple). Passengers should not have to look at multiple sources of information to get the information that they need

In the future we hope to:

M4: let you know the departure point of any replacement bus when you're planning the journey, so you know where to go

M5: show you where replacement road transport is in real time to reassure you

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