



**Remember:**

**Buy a ticket before you  
travel otherwise you may  
have to pay a Penalty Fare.**



**Do you have any questions?**

For further information about Penalty Fares  
on East Midlands Railway services please  
contact our Customer Service team:



Telephone: **03457 125 678**  
Visit: **[eastmidlandsrailway.co.uk](https://www.eastmidlandsrailway.co.uk)**

This leaflet is intended as a guide and should not be regarded as  
a complete or authoritative statement of the law or regulations.  
Other train operators may have their own Penalty Fares scheme,  
this leaflet only covers the stations served by East Midlands Railway.

# Penalty Fares information



This leaflet gives you advice about how  
and where to buy your ticket and contains  
a map showing the Penalty Fare areas for  
the following train operating company



23 January 2023

## What should I do if I have forgotten my Season Ticket and/or photo card?

You should buy a ticket to cover your journey before boarding your train. You can apply for a refund on this ticket at any Ticket Office or through Customer Relations.

If you have boarded the train before realising you haven't got your Season Ticket and/or photo card, you need to approach the on train staff as soon as possible. You will be sold a ticket for your journey for which you will be able to claim a refund on production of your season ticket. If you have no means of payment you will be issued with an Unpaid Fares Notice which you can appeal against upon production of your season ticket.

## What if I have purchased a discounted ticket with a Railcard but cannot produce the Railcard when asked to do so?

You may be liable to pay a Penalty Fare as a discounted ticket is only valid on production of the Railcard.

## What happens if I travel beyond my destination?

It is your responsibility to buy any additional tickets you require to make your original ticket valid for your entire journey before you travel, if you do not you may be liable to a Penalty Fare.

# Our Penalty Fare scheme

East Midlands Railway operates its Penalty Fare Scheme under the provisions of the Railways (Penalty Fares) Regulations 2018 as amended in 2022.

A Penalty Fare may be charged if you:

- Travel without a valid ticket
- Are unable to produce the appropriate Railcard
- Travel in First Class accommodation with a Standard ticket
- Are 16 or over travelling on a child rate ticket
- Travel beyond the destination of your ticket

To avoid a Penalty Fare, we encourage you to purchase your travel tickets before embarking on your journey. In response to feedback, you can be assured that we are making every effort to eliminate fare evasion throughout our services. Fare evasion costs the rail industry £200 million a year, so it is important to have an effective Penalty Fare scheme in place.

There are many ways to purchase travel tickets. You can buy them online in advance at **[eastmidlandsrailway.co.uk](http://eastmidlandsrailway.co.uk)**, at the station Ticket Office, from a Ticket Vending Machine or with a Smartcard – this way you can avoid paying any Penalty Fare charges.

If you are travelling from a Penalty Fare station on an East Midlands Railway Service and you are unable to produce a valid ticket, you may be liable to pay a Penalty Fare. A Penalty Fare is £100 plus the price of the full single fare applicable for your journey. However, if it is paid within 21 days, the Penalty Fare is reduced to £50 plus the price of the single fare applicable.

## Who can charge a Penalty Fare?

Only members of our Revenue Protection Team, who are Authorised Collectors, can issue a Penalty Fare. They carry with them an Authorised Collectors identification badge, which you can ask to see.

You can use cash and all major debit/credit cards (with the exception of Solo and Electron). You can pay the full amount immediately or if you are unable to pay there and then, you have 21 days in which to do so. Full details of how to make payment can be found on the reverse of the Penalty Fares Notice.

## What do I do if I'm issued with a Penalty Fares Notice?

You have 21 days starting the day after the date of issue to pay or appeal the notice via the address that is shown on your notice. A Penalty Fare is £100 plus the price of the full single fare applicable for your intended journey. However, if it is paid within 21 days, the Penalty Fare is reduced to £50 plus the price of the single fare applicable.

Appeals are dealt with independently of East Midlands Railway and all appeals will be considered on a case by case basis. Please send appeals directly to Penalty Services Ltd online or at the postal address shown on the reverse of the notice within 21 days of the date of issue. Appeals will not be heard over the telephone and late appeals will only be considered in exceptional circumstances.

If you fail to pay or appeal within the 21 days, further action may be taken, resulting in additional costs being applied.

If payment is not made, East Midlands Railway reserves the right to recoup losses to the company through the Magistrates' Courts under the Regulations of Railways Act 1889 or Railway Byelaws.

Please ensure that you quote your reference number on all correspondence.

## If I am issued a Penalty Fare charge, do I need to pay immediately?

When issued with a Penalty Fare you have the option to pay a member of our Revenue Protection Team immediately or you have 21 days to make the full payment.

You will be provided with a receipt for payments received.

If you do not make the payment immediately, a member of the Revenue Protection Team will ask you for your name and address. Failure to provide your address, or giving a false name and address, is a criminal offence and may lead to prosecution.

If you cannot produce a valid ticket for inspection when required, you may have to pay a Penalty Fare.

## What should I do if I have a problem buying my ticket before boarding the train?

It is your responsibility to leave enough time to buy your ticket. The most convenient way to guarantee your ticket is to purchase it online in advance at [eastmidlandsrailway.co.uk](http://eastmidlandsrailway.co.uk). You must buy a ticket before you board the train. If you do not, and you are making a journey that is covered by the Penalty Fare scheme, you may be liable for a Penalty Fare.

If you are unable to purchase your ticket online, the following options are available for purchasing tickets at a station:

- Ticket Vending Machines – these will accept cash and most major credit/debit cards
- At the station Ticket Office
- Using an EMR Smartcard

If none of these options are available at the station (this may be because it is not possible to purchase the type of ticket you require i.e. a concession ticket from a Ticket Vending Machine or because it is out of order and the station Ticket Office is closed) and you do not have a pre-booked ticket, it is your responsibility to approach a member of on-board staff to purchase a ticket as soon as possible.

Please note, our Revenue Protection Team have a system in place which allows access to real-time information about the availability of all ticketing facilities at our stations and the types of tickets that can be purchased from our Ticket Vending Machines.

## What if I want to buy a Season Ticket and the Ticket Office is closed?

If you have a photo-card, you can buy a weekly Season Ticket from the Ticket Vending Machines. If you want to buy a monthly or longer Season Ticket, you should buy a single ticket for your destination and then buy your Season Ticket at a Ticket Office. The cost of your single ticket will be deducted from the cost of your Season Ticket.

## Travelling with us

Our Penalty Fare scheme sets out to eliminate ticketless travel on our services as it is a criminal offence to travel without paying for your journey. It is important that fare evasion is treated seriously particularly for our fare paying customers.

If you buy the appropriate travel tickets either online or at a station Ticket Vending Machine or Ticket Office, you need not worry about Penalty Fares.

If you have any questions about travelling with us or any queries about our Penalty Fare scheme, please call our Customer Relations Team on 03457 125 678 (select option 4) and they will be happy to help.

## Further Information

Copies of the Railways (Penalty Fares) Regulations 2018 as amended in 2022 are available from:

Customer Relations  
East Midlands Railway  
Locomotive House  
Locomotive Way  
Pride Park  
Derby  
DE24 8PU

Or call 03457 125 678

## Route Map

