



Jesson Way, Crag Bank
Carnforth, Lancashire.
LA5 9UR
Tel. 01524 732100

Service Quality Report



Information and Tickets

West Coast Railways' (WCR) knowledgeable in-house ticketing staff will discuss specific requirements and match aspirations with suitable options, offering high-end luxury tours for very special occasions on The Northern Belle, a family day-trip to a choice from an extensive list of city stop-overs or just a day trip on The Jacobite Steam Train. We also work in partnership with a number of tour promoters, so we have a huge range of different tours and day trips to suit everyone's taste and budget.

During the journey we provide pamphlets and leaflets, detailing the history of the route, things to do at the destination and essential safety information. Safety announcements are made by our on-board staff and, with a steward allocated to each carriage, passengers can be assured that they will be well looked-after, throughout your journey.

Punctuality

It is in the nature of charter services that they nearly always depart on time - effectively each start of a journey is the 'first train of the day'. However, subsequent delays can accumulate during the journey, as charter trains are subject to the knock-on effect of delays further along the route. WCR endeavours to keep delay to an absolute minimum and will, if necessary, request minor route variations, in order to get right back on time where possible.

Don't worry, we would never miss a station! Of course, we don't want to cause any delay to the operators of timetabled scheduled services either and our train planners work with Network Rail's train planners to produce realistic timetables, which our heritage trains can meet without creating delay.

Disruptions

Occasionally, things don't go according to plan. It's not always our fault - it might be because of an incident or a train failure elsewhere on the network - but be assured that arrangements are in place with the national service trains operators, in order to return passengers home, whatever the circumstances, even the rare circumstances where our own train is unable to continue its journey.

Conversely, as a member of the wider railway group, we have on occasion been called upon to help out another train operator and this has been something that WCR has always done willingly.

Cancellation

Sometimes, as a consequence of urgent engineering works on the railway infrastructure, we have to detour from the planned route or in the worst case, we might have to cancel the whole train. This will always be done with the maximum notice and, in the event of a cancellation, passengers are contacted individually and offered full refunds or alternative tours or dates.

Cleanliness & Enhanced Cleaning

The Safe Way - Please see 'The Safe Way', at the end of this document. It describes the enhanced cleaning that has taken place, prior to each and every trip, together with our arrangements to enable social distancing to be maintained throughout your journey.

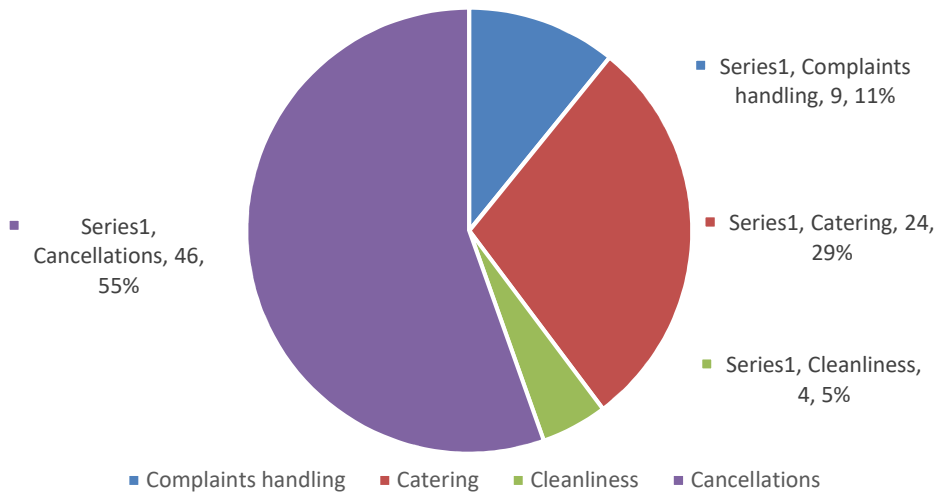
The Safe Way – The Only Way – The WCR Way

Customer Satisfaction and Complaints Handling

WCR operates leisure and tourist trains and, in a 'normal' year we would expect to carry over 250,000 passengers. During the pandemic, these have rightly not been considered an essential service.

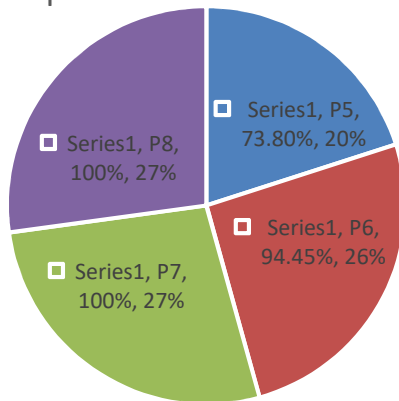
The lockdown arrangements of 2020 and 2021 severely restricted the number of trains we were able to operate and, of those that did run, all had greatly reduced capacity, in order to enable social distancing to be maintained.

complaints from a total of 45,000 passengers



WCR has a complaints-handling procedure, PD007 and has signed up to the services of the Rail Ombudsman.

% of complaints handled within 20 days



WCR suffered from a high volume of complaints related to cancellations due to the first lockdown. All WCR customers received full refunds or the offer of a new booking.

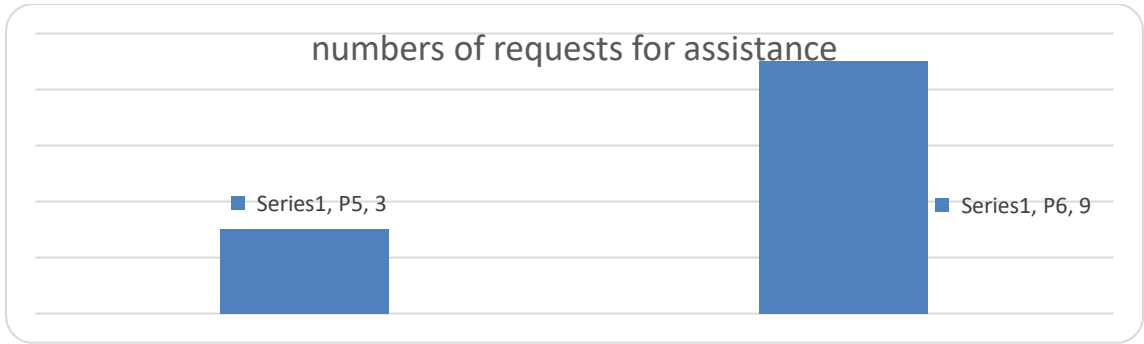
Assistance Requests

WCR has an Accessible Travel Policy PD002, which can be seen on our website.

As a charter train operator, WCR does not own or operate any stations and relies on the services of the operators of those stations, at which we pay fees to call.

All of our trains carry our access ramps although we cannot currently accommodate motor mobility scooters or wheelchairs, due to the historic nature carriages, which were built long before the desire to comply with current access requirements and have narrow doorways and corridors.

For those persons who are able to gain access, we will endeavour to provide assistance to those who request it, store folding wheelchairs if there is space for them and seat persons with restricted mobility near to doors.



100% of requests for assistance were successfully actioned.

LET'S GET READY FOR A GREAT DAY... 'THE SAFE WAY'

Three simple words that mean so much – 'The Safe Way' becomes part of our everyday vocabulary.

We have been working hard to make absolutely sure that travelling on a WCR train is as safe as possible, both for our guests, colleagues and local residents, whilst not detracting from the enjoyment of the day.

Please see the following sections, which set out the processes which have been put in place to ensure our guests have a safe and enjoyable journey.

- **COVID-19 symptoms**
- **Just the ticket**
- **At the station**
- **On-board**
- **Social distanced seating**
- **Cleanliness**

COVID-19 SYMPTOMS



Have you had contact with a person with Covid-19 within the last 14 days?

If you are showing any of the above symptoms, then please do not attempt to travel. Contact the reservations team, who will reschedule your booking to a later date free of charge.

JUST THE TICKET

Historically we have sent tickets by e-mail and by post. We will now only be sending an 'e-ticket' via e-mail, which can be downloaded on to a mobile phone or tablet. Passengers without this facility will receive their ticket in the mail with a wipe-able PVC packet (only available for mainland UK).

Rather than presenting a physical ticket, passengers will be asked for their name and the seats they have been allocated from their tickets. Passengers will then be given directions to their seats, without the need for physically checking the tickets.



AT THE STATION

To enhance any social distancing rules in place on the day, we have added signs throughout the train to help passengers understand where they should go, and what they should do.

When around the station, on the platform and boarding the train, please ensure that you keep a safe distance from other parties and respect others.



Signs will be placed on each carriage on the train to show which carriage it is and which seat numbers should board from which door. Please do not attempt to board until instructed.



Face masks are currently mandatory on all of our trains, except for certain exemptions. Face masks may be removed, when eating or drinking, but must be worn at all other times. When boarding the train, moving around the train or embarking, the wearing of face masks is mandatory. If you have forgotten to bring face masks with them, we do have a limited number available for sale on the day, prices start at £1.

ON-BOARD

Boarding the train will be different to normal and social distancing must be maintained throughout the boarding process. We have added stickers throughout each carriage as a visual aid for social distancing. Please respect others and maintain social distancing throughout the train journey.



When boarding the train, please use the hand sanitiser dispensers, which are placed near to each carriage entrance. This will help reduce any possible infections.

The toilets will be in use for the journey but please ensure you use the hand sanitiser before entering the toilets and wash your hands after use.

FACT! Good hand hygiene is the simplest way of preventing the spread of infection and disease.

We will be operating a trolley buffet service, to reduce the movement of passengers whilst the train is in motion. The buffet counter will not be open until legislation allows.



Passengers travelling in dining carriages will be greeted by staff, who are fully trained in the Covid-19 food preparation, service & safety practices, as directed by Lancashire County Council or Lancaster City Council (our home authority). Every care will be taken to ensure the safety of our passengers and colleagues. All of our food will be plated in the kitchens and then served to your table. This process along with all of our food preparation and service has been checked and passed by the relevant authority.



Champagne and chocolates are available to pre-order. The champagne will be served with disposable glasses and are limited to four glasses per order.

ON-BOARD

Our on board team are temperature-tested on the day of departure and, if they are displaying symptoms, they will not travel. Our team members will be wearing PPE, in line with the requirement at that time.

We have reduced the number of passengers per carriage to improve the protection for passengers. Each booking party will be seated on separate tables so you will not be seated at a table with other parties. This has helped us to create 'family bubbles' on the train to improve social distancing.

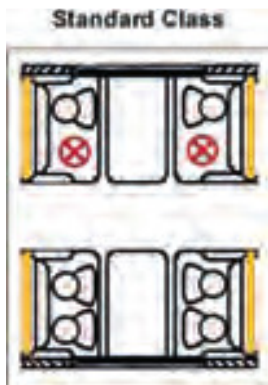
In our Dining and First Class carriages we have fitted dividers between the rows of seats to create family pods or bubbles, as a further means of social distancing.

SOCIAL DISTANCED SEATING

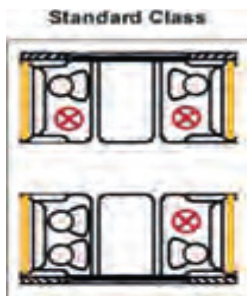
Below are examples of how we will maintain social distancing in our Standard, Dining and First Class carriages.

Example of 'Standard Class' seating, with social distancing:

Normally we would seat 8 passengers per row, on two tables of four seats. These could be from multiple family groups. With social distancing, each table of four would be for passengers from one family group, we then further enhance this by reducing the number of passengers per row.



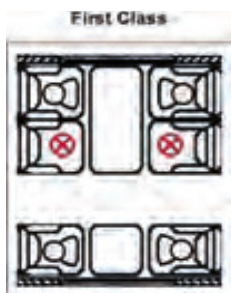
In the example we have two family groups, one with a party of two and one a party of four, with two seats blocked off, we can maintain social distancing to a high standard.



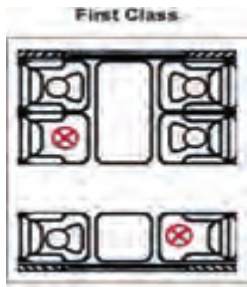
In the second example to the right we have two family groups, one with a party of two and one a party of three, with three seats blocked off, we can maintain social distancing to a high standard.

Example of 'First Class' seating, with social distancing:

Normally we would seat 6 passengers per row, on one table of two and one table of four seats. These could be from multiple family groups. With social distancing, each table would be for passengers from one family group, we then further enhance this by reducing the number of passengers per row.



In this example, we have two family groups, both with a party of two, with two seats blocked off, we can maintain social distancing to a high standard.



In the second example, we have two family groups, one with a party of one and one a party of three, with two seats blocked off, we can maintain social distancing to a high standard

CLEANLINESS

We have enhanced cleaning on board, including the introduction of mist-spraying, sanitizing disinfectant, used directly onto all hard surfaces, killing viruses and bacteria. Hand sanitiser will be available at all entrances to the carriages and must be used by anyone boarding the trains to reduce contamination.

Regular cleaning throughout the day will be increased in the general areas including: Toilets, hand rails, door handles etc... by on-train stewards with disinfectant cleaning wipes.

All passengers will be encouraged to follow the guidelines regarding hand washing.



FACE MASK EXEMPTIONS

Specific exemptions provide that certain categories of people are not required to wear a face covering. This includes: children under five years old, a police constable or workers, such as paramedics, acting in the course of, . Staff such as drivers, who are physically separated from other staff and passengers, by for example screens, are also exempt from wearing face coverings. You may also have a reasonable excuse not to wear a face covering if, for example: you have a health condition where a face covering would be inappropriate because it would cause difficulty, pain or severe distress or anxiety or because you cannot apply a covering and wear it in the proper manner safely and consistently.