

# All you need to know about Penalty Fares.

From 3rd April 1994,  
Docklands Light Railway (DLR)  
will be introducing a new system of  
Penalty Fares. This leaflet explains the  
new system and how you can make  
sure you don't end up paying  
a £5 Penalty Fare.

**DOCKLANDS**  
LIGHT RAIL

## The background to Penalty Fares

The majority of passengers on DLR always pay the proper fare, or have the correct Travelcard for the zones in which they are travelling. There are, however, passengers who do not. Our Penalty Fares only apply to such dishonest people. Passengers who have the correct ticket for their journey will not be affected.

Our staff will always try to be fair and reasonable in the way that Penalty Fares are applied.

## What is a Penalty Fare?

A Penalty Fare is an on-the-spot fare of £5 which is payable by anyone travelling without a valid ticket for the whole of their journey on DLR. The system is similar to that already in operation on British Rail Network SouthEast and to that which London Underground Ltd will be introducing on 3rd April 1994.

## Why are we introducing Penalty Fares?

Fare dodging costs us and you, the travelling public, money. This is money we would much prefer to invest in improving the service we give you, and in helping to keep fares down.

## Who will pay a Penalty Fare?

Anyone without a valid ticket who is on our trains, or is within the compulsory ticket area. This is clearly marked by signs and a distinctive red line at the entrances to our stations and platforms.

## Who will charge a Penalty Fare?

Only authorised staff will be able to issue Penalty Fares. These staff include our Train Captains. All authorised staff will carry identification.

## When can a Penalty Fare be charged?

At any time during your journey on DLR when you are within a compulsory ticket area or on a train.

## Suppose I have a valid season ticket or travelcard but have left it at home?

You must have a valid ticket with you for the whole of your journey on DLR, whenever you travel, or you will be liable for a Penalty Fare.

## Suppose there is a queue at the ticket machines and I have to run for a train?

This is not an excuse for not having a valid ticket in the compulsory ticket area.

## Suppose the ticket machine is out of change?

Our Charter Standard target is that all our machines should have change at least 98% of the time. We are currently exceeding this target. However, the unavailability of change is not an acceptable reason for not having a valid ticket. There is a minimum of two machines at every station.

## Suppose none of the machines are working?

In that case, you simply approach the Train Captain when you board the train. Our Control Centre keeps the Train Captain informed of any problem with the machines. If there is, you will not be charged a Penalty Fare. You will only be charged the normal fare for the journey you're making.

## If I am making a different journey than usual, how do I know if my travelcard is valid?

You need to check against the Fares List near the ticket machine.

## Suppose I have a travelcard and want to travel to a zone not included on the ticket?

You will need to buy a ticket extension from the ticket machine. You will find instructions at the machines. When you board the train, you should then approach the Train Captain who will check that you have the correct tickets for your entire journey. If you don't, the Captain will be able to sell you any further ticket extension you need.

## What if I have an Authority to Travel Ticket from a British Rail station?

Approach the Train Captain as soon as you board the train. You will then be sold the appropriate ticket. However, you must do so within the two hour time limit which applies to the Authority To Travel Ticket.

## If I travel through from a British Rail or London Underground station, will my ticket be valid?

As long as the ticket covers the right zones, you can use it. If you need to check, you can refer to the Fares List near our ticket machines.

## Suppose I am travelling through from a British Rail or London Underground station where there were no ticket issuing facilities available?

Before you board a DLR train, you must purchase the appropriate ticket from our machines.

## Paying the penalty

### How will the Penalty Fare be charged?

Authorised DLR staff – normally the Train Captain – will ask you to pay the £5 Penalty Fare on the spot.

### When do I have to pay it?

Immediately.

### What if I don't have any cash?

You must supply your name and address, and you will be asked for proof of identity. Within the next 21 days you must pay the £5 at the DLR office. You'll find the address below.

### Will I also have to buy a ticket for the journey I am making?

No. The £5 Penalty Fare will allow you to travel to any Docklands Light Railway destination.

If, however, you wish to travel onto London Underground or British Rail, you will need to buy another ticket.

### Will I get a receipt?

Yes.

### What can I do if I am charged a Penalty Fare and believe I have been unfairly treated?

Our staff are trained to treat you fairly and to use their discretion. However, they may not always be able to confirm the details you provide. If you have been issued with a Penalty Fare and wish to question the decision, you **must** appeal in writing **within 21 days** to :

**The Penalty Fares Administrator,  
Docklands Light Railway,  
PO Box 154,  
London E14 ODX.**

The Administrator will investigate the facts of your case and will advise you whether the penalty still stands.

If you would like further information about Penalty Fares, please contact our Customer Services Manager at the address above.

**Docklands Light Railway,  
PO Box 154,  
London E14 ODX.**

For a translation of this leaflet, write to the Customer Services Manager at the address above.

اس لیفلیٹ کے ترجمے کے لئے کسٹومر سروسز ہیڈ کوارٹر کو درج بالا پتہ پر لکھیں۔

आ पत्रिकांना भाषांतरने माटे कस्टमर सर्विसीस मैनेजरने उपर आपेल सरनामे लपो.

इस पत्रिका के अनुवाद के लिये कस्टमर सर्विसीस मैनेजर को ऊपर दिये हुए पते पर लिखें।

ਇਸ ਪਤ੍ਰਿਕਾ ਦੇ ਅਨੁਵਾਦ ਲਈ ਕੱਸਟਮਰ ਸਰਵਿਸੀਸ ਮੈਨੇਜਰ ਨੂੰ ਉਪਰ ਦਿੱਤੇ ਹੋਏ ਪਤੇ 'ਤੇ ਲਿਖੋ।

இந்த ஆண்டுப் பிரதியின் மொழி பெயர்க்கப்பட்டப் பிரதிகளுக்கு, மேலூள்ள முகவரியில் கண்டமர் சர்வீஸஸ் மேனேஜருக்கு எழுதவும்.

Tarjumada Warqadan haddii aad rabto u qor Maareeyaha Adeega Macmiisha ee Cinwaanka Kor Ku qoran

এই প্রচারপত্রের অনুবাদের জন্য উপরের ঠিকানায় কাস্টমার সার্ভিসেস ম্যানেজারকে লিখুন।

有關本單張的譯本，請寫信到上述地址給客戶服務經理收。