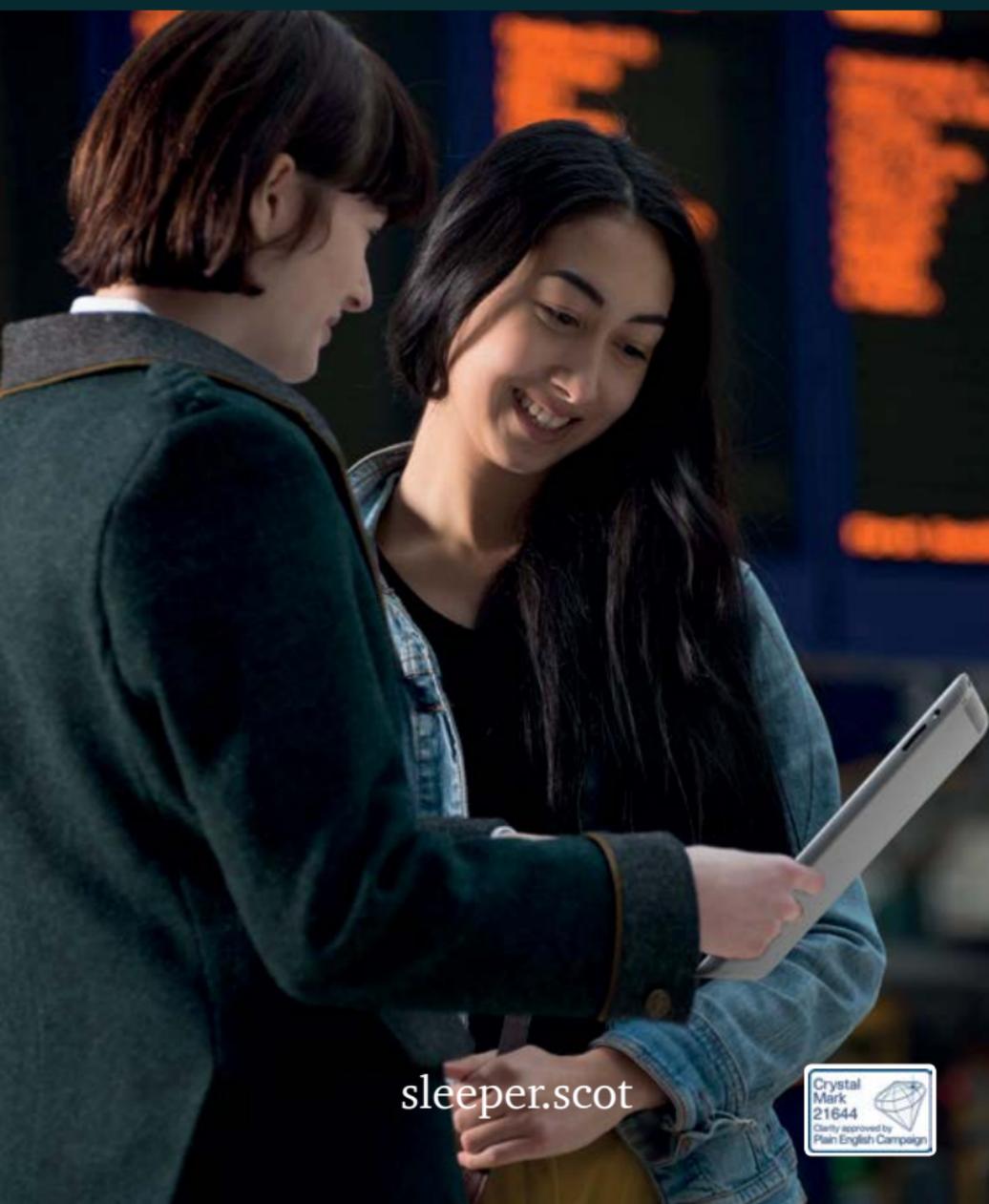




CALEDONIAN  
SLEEPER

# Guest Charter



[sleeperscot](https://www.sleeperscot.com)



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## 1. Who we are and what we do

The Caledonian Sleeper is a Scottish-based train-operating company which we (Serco) run on behalf of Transport Scotland. We have been awarded a 15-year contract to operate the Caledonian Sleeper until 2030. From Sunday to Friday every week we run two Caledonian Sleeper trains in each direction between Scotland and England, serving London Euston, Glasgow, Edinburgh, Aberdeen, Inverness and Fort William, and 42 intermediate stations including Dundee and Perth in Scotland as well as Carlisle, Preston, Crewe and Watford Junction in England. Our route map shows all the points at which the Caledonian Sleeper calls.

Our trains provide four types of accommodation:

- First-Class Sleeper Berth;
- Standard Sleeper Berth (solo);
- Standard Sleeper Berth (twin); and
- Standard Sleeper Seat.

Our fares allow you to choose the price and combination of ticket and accommodation you need. Whichever option you choose, we will do everything we can to make your journey as pleasant and comfortable as possible.

## Tickets

We accept two types of tickets on board:

- National Rail Anytime and Off Peak tickets, and BritRail passes, valid between stations served by the Caledonian Sleeper for part or all of your complete rail journey. With these tickets you need to buy an additional supplement or reservation to travel on the Caledonian Sleeper.
- Caledonian Sleeper products -You can also buy a dedicated Caledonian Sleeper ticket which is only valid for travel on the Caledonian Sleeper and includes a reservation for your chosen type of accommodation. These tickets offer great value for money if your journey is entirely on our services.

Please see section 3 for how to buy and amend a ticket.

## Route Map

### Stations

Fort William  
Spean Bridge  
Roy Bridge  
Tulloch  
Corrour  
Rannoch  
Bridge of Orchy  
Upper Tyndrum  
Crianelarich  
Ardlui  
Arrochar & Tarbet  
Garelochhead  
Helensburgh Upper  
Dumbarton Central  
Dalmuir  
Glasgow Queen Street

Inverness  
Carrbridge  
Aviemore  
Kingussie  
Newtonmore  
Dalwhinnie  
Blair Atholl  
Pitlochry  
Dunkeld & Birnam  
Perth  
Gleneagles  
Dunblane  
Stirling  
Falkirk Grahamston

Aberdeen  
Stonehaven  
Montrose  
Arbroath  
Carnoustie  
Dundee  
Leuchars (for St Andrews)  
Kirkcaldy  
Inverkeithing



## 2. The On Board Experience

The Caledonian Sleeper is a unique UK train-operating company, focusing solely on running sleeper-car services through the night. To us, the Caledonian Sleeper is about hospitality – and you are our guest.

Our service promise to you combines what you would expect of a quality hotel with the safe and punctual journey of a high-performing long-distance train operator. Our staff will do all they can to make your journey as enjoyable as possible and to put you and your needs first.

We have designed our on board service to provide you with flexibility and a choice of accommodation, food and service. We offer a number of accommodation options with berths and reclining seats. Our Scottish seasonal menu, updated every three months, is sourced from local suppliers and includes evening meals, breakfast, snacks, hot and cold drinks and alcohol. You can find more details on our menu on [sleeper.scot](https://www.sleeper.scot).

Our menu will always offer both gluten-free and vegetarian options. Guests in First Class berths will be able to reserve a meal by noon the day before travel. Please contact our Guest Services Centre for more information (see section 9 for contact details).

All cabins are air-conditioned and non-smoking (including e-cigarettes). We provide a cosy duvet, bedside lighting, a wash basin and, for each cabin guest, toiletries and hand towels, and all guests receive a sleep kit. There are separate male and female toilets at the end of each carriage.

Our seats are situated in comfortable air-conditioned, non-smoking carriages. All of our reclining seats have a tray table, footrest and reading light. Choose to stretch your legs, buy drinks and snacks from the counter service, read, or drift off to sleep until you arrive at your destination. Our on board offer is shown in Figure 1.

Figure 1 **Our on board offer**

	First Class Sleeper Berth	Standard Sleeper Berth (Twin or Solo)	Standard Sleeper Seat
Sole use included	Yes	Additional cost	No
Complimentary offer	Sleep kit and toiletries	Sleep kit and soap	Sleep kit
Morning tea or coffee	Included	Included	Counter service available
Breakfast	Included	Extra cost	Counter service available
Lounge car	Available at all times	Depends if space available	Not available
Buffet service	Available in lounge car	Available in lounge car	Counter service available

### 3. **Buying and changing your ticket**

Buying a ticket for the Caledonian Sleeper has never been easier. We have designed our website, mobile app and Guest Services Centre telesales facility to make planning your journey and buying your ticket as simple as possible. You can receive your tickets by post or collect them from a self-service ticket machine. You can also buy tickets from any rail station travel centre or The Trainline website.

#### **National Rail Tickets**

If you have a National Rail ticket and want to buy a supplement to travel on Caledonian Sleeper, please call our Guest Services Centre.

#### **Caledonian Sleeper Tickets**

Dedicated Caledonian Sleeper tickets are sold on a single (one way) journey basis. If you need a return simply buy a ticket for each of your outward and return journeys.

Buying direct makes sure you get the best price for your journey, and means you can pay for some items not available through other retailers, such as food when you buy a First Class ticket, shower tickets for available journeys if you are travelling in Standard Class, and pets (please see section 5.2 for more details). Booking direct also allows us to send you offers from time to time – saving you even more.

If your plans change and you need to amend your ticket you will need to go back to the retailer where you bought your original ticket. The following conditions apply.

- For dedicated Caledonian Sleeper only tickets and Sleeper supplements, there will be a charge of £10 fee per transaction, plus any difference in price.
- For National Rail tickets you will need to refund your original ticket and buy a new one. See section 6 for details.

## 4. Conditions of carriage

This charter sets out our commitment to you and to raising our standards. It does not create any new legal relationship with you as a result of what we say we will do, nor does it affect your legal rights. These are set out in the National Rail Conditions of Carriage which you can get from our Guest Services Centre or from [nationalrail.co.uk/times\\_fares/46427.aspx](https://nationalrail.co.uk/times_fares/46427.aspx)

Because this is an overnight service, we make some additional conditions about travelling with children, pets and firearms, to make sure of everyone's safety and comfort. These are explained in this document.

## 5. Assistance

### 5.1 Our service to older and disabled guests

There is a description of the service we offer to older and disabled guests in our Disabled People's Protection Policy which is available from [sleeper.scot](#) You can also get it in alternative formats (large print, Braille and audio) by contacting our Guest Services Centre. We will send you a copy in your chosen format within seven days of receiving your request.

Accessible cabins and toilet facilities, including a second bed for a travelling companion, are available for guests with a disability who have difficulties with mobility. We accept the Disabled Persons Railcard and offer assistance to those guests who have booked in advance. Please see our Disabled People's Protection Policy for more details of this service

### Booking

Please note that we have a limited number of accessible cabins and they may not always be available, so we recommend that you book in advance. You can book accessible cabins by calling our Guest Services Centre on **0330 060 0500** or, if you are hard of hearing, by calling our textphone number on **01463 231 951**. We can offer advice based on our specialist knowledge. If you prefer, you can book assistance by visiting any station with a staffed ticket office. Please book by at least 3pm on the day of travel to allow us to make necessary assistance arrangements.

### Wheelchairs

We can take standard or manual wheelchairs no bigger than 70cm wide and 120cm long, with a combined weight of guest and wheelchair of not more than 300kg, in all our accessible cabins. You must be able to get in and out of your wheelchair

unaided, or have a travelling companion to help you.

If you are travelling with an assistance dog or a pet, please see section 5.2 for details.

## 5.2 Travelling with Assistance Dogs or Domestic Pets

You are welcome to bring assistance dogs or domestic pets on the Caledonian Sleeper but please let us know in advance. Animals are allowed in cabins but are not allowed in the seated accommodation.

### Assistance Dogs

There is no charge for assistance dogs. If you book to travel in a Standard Sleeper seat with an assistance dog we will upgrade you, free of charge, to a cabin if there is one available. When you are booking your ticket, please let us know if you are travelling with an assistance dog by the latest 3 pm, so our on-board staff can know to expect you and your assistance dog and reserve a cabin in advance. If you do not want to book in advance and are travelling with an assistance dog, you will be able to travel as long as there is a seat or cabin available.

### Domestic Pets

You must make a reservation for a domestic pet (defined in the National Rail Conditions of Carriage as a dog or domestic animal that can be transported in a basket or pet carrier no larger than 85x60x60cm). There is a fee of £94 for each journey. You will need to pay this fee when you book. The charge goes towards the cost of deep cleaning the cabin and assures guests who use the cabin at a later date that it is clean and hygienic.

We only allow pets in cabins booked for your use only. If you book adjoining cabins, we will not be able to open the connecting doors between them unless you pay the deep cleaning charge for both cabins. As long as a cabin is available, you can make a reservation for a domestic pet up to 3pm on the day you travel.

## 5.3 Travelling with Children

### Children (five to 15)

Children under 16 cannot travel on the Caledonian Sleeper unless they are accompanied by an adult. If travelling in a cabin, children under 16 must travel either in a twin cabin with another member of their group or travel alone in a cabin next door to the accompanying adult. An adult must accompany any children under 16 in the seated sleeper carriage.

### Children under five

Children under five travel free, but there is no separate bed or seat allocated to them. We cannot set up cots as there is not enough room in the cabin. If you are travelling with children under five, you must be the only guests in your cabin.

Children under 12 can eat free from the children's menu, in our lounge car, as long as they are accompanied by an adult who buys a meal at the same time. Please note, there can only be three children per adult guest. Please see Figure 1 for ticket types that grant access to the lounge car.

If you are travelling with others and would like to travel in adjoining cabins, please call our Guest Services Centre to book this.

## 6. Refunds

We know that sometimes plans can change, so we have made our change and refund process as simple as possible.

- If you bought your ticket from a station ticket office or a ticket vending machine, you can apply for a refund at any station ticket office.
- If you bought your ticket from us or any other agent, websales or telesales outlet, refunds must be processed by the office where the tickets were originally purchased.
- If your train is cancelled or its departure is delayed and you decide not to travel on the day, we will provide a full refund without an administration charge.
- For 'Caledonian Sleeper-only' tickets we offer a full, no-quibble refund policy. If you cancel before noon the day before you travel, we will cancel your tickets and refund you the full price less a £10 administration fee per transaction. We cannot make refunds after the 12 noon deadline.
- 'Caledonian Sleeper Berth Supplements' are refundable until noon the day before you travel. We cannot make refunds after the 12 noon deadline.
- If you have bought a National Rail ticket which you do not use, please contact the retailer you bought your ticket from up to 28 days from your ticket's expiry date and they will refund you. There is a £10 administration fee for each transaction refunded.

All refund requests for tickets bought on **sleeper.scot** or through our Guest Services Centre must be made in writing and received by our Guest Services Centre by 12 noon on the day before your travel, unless you are claiming because your train

was cancelled or delayed, in which case you should send your tickets to us within 28 days.

Your refund request must include the original unused tickets. You can find a copy of our refund request form on **sleeper.scot** or we can email or post you a copy if you contact our Guest Services Centre. We aim to process correctly claimed refunds within 10 working days of receiving your request.

When we make a refund we will use the original form of payment you used. If you used a credit or debit card to buy your ticket we will ask your card issuer to make a refund within 10 working days of receiving your correctly completed request form. The card issuer will refund the purchase price under the terms of the card agreement. Your refund may not show up on your card statement immediately.

If you paid for your ticket with cash, we will issue your refund within three business days of receiving your request for a refund. We will transfer the money to the bank account you have asked us to. We may need to carry out background checks before processing cash refunds.

## 7. Compensation

If the Caledonian Sleeper arrives late at your destination, we will refund you part of your ticket cost, depending on how long you were delayed.

Figure 2 shows the compensation levels.

Figure 2 **Compensation**

Delay	Compensation
30 to 59 minutes	50% of the fare for the affected journey
60 to 119 minutes	100% of the fare for the affected journey
120 minutes or more	100% of the return fare (see note below)

Note: If the Caledonian Sleeper is late by 120 minutes or more and you have bought a National Rail return ticket, you will receive a full refund of the fare and Sleeper Berth supplement. If you have bought a 'Caledonian Sleeper-only' ticket you will receive a full refund of the single fare.

Please keep your ticket and return it to us. We will compensate you within 10 working days of receiving your claim, if it is appropriate.

We will usually offer compensation as:

- National Rail Travel Vouchers, to be used for payment or part payment of a future journey;
- a complimentary ticket (or tickets) with berth for a future journey; or
- a partial or full refund, using the same payment method you used to buy the original ticket.

Our claim forms will be available on our trains, at our main departure stations (London Euston, Aberdeen, Edinburgh Waverley, Fort William, Glasgow Central and Inverness), from our Guest Services Centre and from **sleeper.scot**.

### When facilities are not available

We will also compensate you if certain facilities are not available. In all cases, you should raise the issue first with a member of our on board team so that we can aim to put things right on the spot, where possible.

If our on board staff cannot resolve the issue during your journey, please send your claim to the Guest Services Centre within seven days of your journey. Further details are shown in Figure 3. Please note Caledonian Sleeper vouchers are issued by our Guest Services team. You can use them to make purchases on board the Caledonian Sleeper and towards the price of a dedicated Caledonian Sleeper ticket.

Figure 3: **Non-availability of facilities – Compensation**

Category	Refund condition	First Class Sleeper Berth	Standard Solo Berth	Standard Twin Berth	Seated Sleeper Seat	Compensation
Non-availability of facilities at key stations (London Euston, Edinburgh Waverley, Glasgow Central, Aberdeen, Inverness and Fort William)	Toilets not available during advertised hours of opening	Yes	Yes	Yes	Yes	£5 CS voucher
	Showers are not open and available: Virgin at London Euston, Network Rail at Glasgow Central and Edinburgh Waverley, ScotRail at Aberdeen, Caledonian Sleeper at Inverness and hotels at Aviemore and Crianlarich	Yes	Yes if shower upgrade bought	Yes if shower upgrade bought	Yes if shower upgrade bought	First Class - £10 CS voucher. If you bought a shower as an additional service, you will receive a refund and a £5 CS voucher.
	Left-luggage facilities are not available to use during advertised hours.	Yes	Yes	Yes	Yes	£5 CS voucher.
	Cannot use lounge due to it being closed or locked during advertised opening hours.	Yes	No	No	No	£5 CS voucher.
	Station waiting room provided by the station operator not available (locked or closed for refurbishment)	Yes	Yes	Yes	Yes	£5 CS complimentary food and drink voucher to be used on board Caledonian Sleeper.

*Continued overleaf*

Figure 3: **Non-availability of facilities – Compensation** (continued)

Category	Refund condition	First Class Sleeper Berth	Standard Solo Berth	Standard Twin Berth	Seated Sleeper Seat	Compensation
Facilities on the train	No running water in the cabin	Yes	Yes	Yes		£5 CS voucher or a free shower at destinations where there is a shower.
	For cabin guests, if there is no available amenity kit to offer you, we will give you a CS voucher	Yes	Yes	Yes	Yes	£5 CS voucher.
	Pre-booked dinner choice not available	Yes				Refund of advance payment of meal and £10 CS voucher.
	Drinks not available (no beverages available to buy)	Yes	Yes	Yes	Yes	£5 CS voucher.
	Breakfast not available (no food at all)	Yes	Yes	Yes	Yes	£5 voucher to be used for station food outlets, or £5 cash if no available food outlets at your destination station.
	Excessive heat or cold (you should raise this with a member of staff to see if they can deal with it during the journey)	Yes	Yes	Yes	Yes	A £5 CS voucher (if it is not possible to resolve this on board).
Lack of sleep	We will give you a refund if there has been a recorded mechanical or operator failure that could interfere with your sleep. Other examples include excessive noise, broken lights, broken window blind, ineffective heating.	Yes	Yes	Yes	Yes	From £5 CS voucher.
Booked accommodation	If you are downgraded, you will receive a refund for the difference in price between your booked accommodation and your final accommodation. We will base this on the equivalent fare level of the ticket at the time of booking.	Yes	Yes	Yes	Yes	Refund for difference in accommodation and £10 CS voucher.
	When you arrive at the station, if it is not possible for you to travel and you have booked and have a valid reservation, we will give you a full refund and offer you alternative transport and accommodation (where this applies).	Yes	Yes	Yes	Yes	Full refund of ticket and £50 CS voucher.

## 8. Our arrangements for your wellbeing

### 8.1 Arrangements for people travelling alone

The safety of our guests travelling alone is extremely important to us. We recognise that some of our guests feel apprehensive when travelling alone and it is our job to make sure that you feel safe and protected at all times during your journey.

If you are travelling alone in a Standard Sleeper berth, we will make sure you only share with an adult of the same sex. If you prefer to guarantee your privacy, you can reserve the Standard Sleeper berth for your use only (if available) and pay a single-person supplement. All cabins are fitted with a call button for help.

If you are travelling alone in seated accommodation, we try to group guests by sex. If you ask us, we will always do our best to make sure that you do not sit next to someone of the opposite sex. Please note that we have on board staff available throughout the journey.

All stations we call at are fitted with help points, including an emergency facility. The help points are answered by the operator of each individual station.

### 8.2 At the station

#### Car Parking

Car parking and drop-off areas are available at most stations that we serve. You can park at any station car park when using the Caledonian Sleeper. Although we do not manage any parking facility directly, at most stations parking is free. You can find more details at National Rail Enquiries [nationalrail.co.uk](https://www.nationalrail.co.uk).

#### Guest Receptions

When you are arriving at our key departure stations (London Euston, Glasgow Central, Edinburgh Waverley, Aberdeen, Inverness and Fort William) you will receive a friendly welcome from our on board staff at the departure platform. Should you require assistance, please call our Guest Services Centre in advance.

If you are travelling with luggage, we are happy to help you. However, please bear in mind that our on board staff members also carry out a range of other duties so we are only aware of your needs when you have pre-booked the service via our Guest Services Centre. If you aren't able to book, we will offer assistance whenever we can but unfortunately we cannot guarantee it.

#### Left Luggage

Lockers or baggage-hold facilities are available at London Euston, Glasgow Central, Glasgow Queen Street, Edinburgh Waverley, Aberdeen, Inverness and Fort William for a small charge. Please contact the luggage operator at the station for more details.

#### Early Boarding

You will be able to board the train ahead of the advertised departure time at: London Euston, Glasgow Central, Edinburgh Waverley, Aberdeen, Inverness and Fort William. Please see our website [sleeper.scot](https://www.sleeper.scot) for early boarding times.

#### Waiting facilities

Most of the stations we serve have waiting facilities - for more information please see [nationalrail.co.uk](https://www.nationalrail.co.uk). First Class Sleeper berth ticket holders have access to first-class facilities at the following stations: London Euston, Glasgow Central, Edinburgh Waverley, Aberdeen and Inverness. They include free Wi-Fi, refreshments and a comfortable place to work or wait.

## Wi-Fi

All of our main departure stations have Wi-Fi which is available for all guests to use. There is free Wi-Fi available at Aviemore, Dundee, Fort William, Glasgow Queen Street, Gleneagles, Perth and Stirling.

## Caledonian Sleeper totems

Over the next two years we are installing a digital customer-information 'totem' at every station we serve. Our totems will provide departure times, information about disruption to services, information about services on board, and a direct connection to our Guest Services Centre.

## Reservations

The Caledonian Sleeper is a reservation-only rail service where every guest has an allocated seat or berth for their whole journey. For most of our guests our on board staff will already know that you are due to travel with us as a result of the information provided at the time of booking but for the security of all of our guests we may still ask to check your ticket and reservation.

If, when you get to the station, you decide you would like an upgrade from a seat to a berth, or from a twin to a solo berth, our staff will be

able to tell you if this is available and handle this transaction for you using a card payment.

## Showers

Showers are available at the following stations: London Euston, Glasgow Central, Edinburgh Waverley, Aberdeen, Inverness, and Fort William. At Aviemore and Crianlarich there are shower facilities at our partner hotels, a short walk from the stations.

Access to showers, along with a toiletry kit from Arran Aromatics and a towel available for use, are included for guests in First Class berths. Access to showers for standard and seated guests is available at an extra charge and will also include a toiletry kit from Arran Aromatics and a towel.

## Onward travel

Our digital customer information totems will be the 'go to' point on the station to help you with your onward connections and to help you become familiar with the local area. For more details on planning travel, please see Traveline Scotland [travelinescotland.com](http://travelinescotland.com).

Figure 4 **Station facilities**

Station facilities	First Class	Standard Solo or Twin	Standard Sleeper Seat
Waiting facilities	Premium lounge at London Euston, Glasgow Central, Edinburgh Waverley, Aberdeen and Inverness	Standard waiting room, free of charge. Please see <a href="http://nationalrail.co.uk">nationalrail.co.uk</a>	
Shower facilities	Included	Extra cost	Extra cost

### 8.3 Travelling with cycles and luggage

Travelling with your bike?

#### **Booking**

We can transport bikes free of charge and we are able to carry road and mountain bikes (one bike per guest).

Please book your bike by, at least noon the day before you travel, through **sleeper.scot** or by calling our Guest Services Centre. We guarantee the safe arrival of bikes with a reservation, booked by noon the day before travel. For group bookings (nine or more guests travelling) who want to book together, you must call the Guest Services Centre at the time you book to agree arrangements for transporting your bikes.

#### **Road courier**

In times of high demand your bike may need to be transported by road courier and you may need to drop it off at your departure station up to four hours before you travel to allow the courier time to transport your bike. If this is the case you will need to pack your bike in a bike bag provided by us, at the station, to protect it from damage. If your bike does have to travel by road courier, the Guest Services Centre will tell you this before your journey.

#### **Turn up and Go**

If space is available for your bike on our service, you will not have needed to book by noon the day before you travel. However, we cannot guarantee this and will not be able to take your bike if there is not enough space. For your own peace of mind, we strongly recommend you reserve a space in advance.

#### **Hiring a bike?**

If you don't want to take your bike with you, why not hire a bike at your destination? There is a list of helpful links, reviewed and updated regularly, on **sleeper.scot**.

#### **Luggage**

Each guest can bring onto the train, free of charge, three items of personal luggage – two items (such as a suitcase or rucksack, not bigger than 30cm x 70cm x 90cm) plus one item of hand luggage.

### 8.4 Firearms

If you want to carry firearms or ammunition you must tell our Guest Services Centre when you book. You will have to get written authority from our Guest Services Centre and carry this with you, along with an up-to-date firearms certificate. You must have your own cabin or share a cabin with a person you know.

## 9. Comments and complaints

To make it easier for you to claim, or to make a comment or complaint about any aspect of our service, you can get a form from our on board team or our Guest Services Centre, or you can download one from [sleeper.scot](http://sleeper.scot).

We will display posters at stations and on our trains telling you what to do and where to write. We aim to reply to all correspondence within five days. If this is not possible we will acknowledge, within 24 hours, that we have received your form or letter and respond in full within 10 days.

We welcome comments or complaints on any aspect of our service. If you write to us and the claim is actually against another operator, we will send your letter to the appropriate person, and tell you that we have done this.

### Guest Services Centre

Please contact our **Guest Services Centre**:

**1 Union Street  
Inverness  
IV1 1PP**

Phone: **0330 060 0500**  
Textphone: **01463 231 951**  
Email: [enquiry@sleeper.scot](mailto:enquiry@sleeper.scot)  
Website: [sleeper.scot](http://sleeper.scot)

Phone lines are open:

- **Monday to Friday**: between 6am and midnight
- **Saturday**: between 8am and 4pm
- **Sunday**: between 3 pm and midnight

These hours may vary slightly over Christmas and New Year. Our Guest Services Centre is not available on Christmas Day or Boxing Day.

Calls may be recorded. The maximum call charge from a BT landline is 9p, plus up to 9p per minute. Business rates and calls from other networks may vary.

### Passenger Focus

If you are not satisfied with our response to your claim or complaint, you have the right to appeal to an independent body called Passenger Focus. You can contact them at:

**Freepost RTEH-XAGE-BYKZ  
P O Box 5594  
Southend on Sea  
SS1 9PZ**

Phone: **0300 123 2350**  
Fax: **0845 850 1392**  
Email: [advice@passengerfocus.org.uk](mailto:advice@passengerfocus.org.uk)  
Website: [passengerfocus.org.uk](http://passengerfocus.org.uk)

### London TravelWatch

For complaints about London Euston and Watford Junction stations, please contact London TravelWatch.

**London TravelWatch  
169 Union Street  
London  
SE1 0LL**

Phone: **020 3176 2999**  
Email: [enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk)  
Website: [londontravelwatch.org.uk](http://londontravelwatch.org.uk)

## 10. Lost property

If you lose something on a train or at a station you can make an enquiry at your nearest staffed station, phone us at our Guest Services Centre or email us at **lost.property@sleeper.scot**.

We will try to reply as quickly as possible. However, we want to make sure there is enough time for items to be found, so please allow up to two weeks for lost items to be processed. We recognise that we need to investigate all lost items thoroughly, whether their value is monetary or sentimental. We may charge you a fee for storing the item. If this is the case, we will tell you the fee when you collect the item.

Under railway bye-laws, we will either sell or dispose of any lost property not returned to the owner. If we sell the item, we will give the proceeds to charity. We throw away perishable items immediately.

## 11. Guest privacy policy

### 11.1 Privacy Policy

We are committed to respecting your privacy and protecting your personal information. Our privacy policy is outlined on **sleeper.scot**. The policy explains the types of personal information we collect, how we collect it, what we use it for and who we might share it with. We will review our privacy policy and tell you about any changes to it by putting a revised version on our website. Any changes to the policy will take effect as soon as we have put the updated version on the website.

We collect personal information about you whenever you use our services (whether these are services provided direct by us or by other companies or agents acting on our behalf), when you travel with us, when you use our website, or when you use our Guest Services Centre or mobile app.

We do not sell personal information to anyone else, and we only allow other organisations to sell personal information, ask you to take part in market research or send you marketing information if you have given us permission to do so.

We have consulted Transport Scotland, Passenger Focus and London TravelWatch when producing this Guest Charter.

Our Guest Charter is available from our website **sleeper.scot**, through our mobile app, on our trains and at main stations (London Euston, Edinburgh Waverley, Glasgow Central, Fort William, Inverness and Aberdeen). Translations in Gaelic, French, German, Spanish, Italian, Mandarin and Japanese will be available, as well as Braille, large print and audio versions in English.

**Notes**

**Notes**



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