



CALEDONIAN
SLEEPER

Guest Experience Charter



sleeper.scot



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1. Who we are and what we do

Caledonian Sleeper is a Scottish-based train-operating company. From Sunday to Friday every week we run Caledonian Sleeper trains in each direction between Scotland and England, serving London, 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 the main stations at which we call but full details of our stops can be found on our website [sleeper.scot](https://www.sleeper.scot).

Our trains provide three types of accommodation:

- **First-Class** (single occupancy room);
Sole use of the air-conditioned, comfortable room with single bed (65.5cmx190cm).
In-cabin washbasin and hand towel.
Priority access to the Lounge Car.
Inclusive breakfast, delivered to your room or served in the Lounge Car.
Free use of showers at selected stations.
Complimentary Arran Aromatics toiletries.
Complimentary sleep kit.
- **Standard Class** (Shared occupancy room);
Provides accommodation for up to two people with bunk beds (each 65.5cmx190cm).
Two people are permitted to book together and share a room but if you book on your own you may have to share a room with someone of the same sex.
In-cabin washbasin, hand towel and soap.
Complimentary sleep kit.
Adjoining rooms available for families.
Access to Lounge Car - subject to availability.
Counter service available for food and drink.

- **Seat;**
Reclining seat with tray table.
Footrest.
Individual reading light
Complimentary sleep kit
Counter service available for food and drink.

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

Below are the ticket types we accept on board:

- **Caledonian Sleeper tickets.**
These are our Caledonian Sleeper Fixed Advance and Caledonian Sleeper Flexible tickets. They are only valid for travel on the Caledonian Sleeper and include a reservation for your chosen type of accommodation. These tickets offer great value for money if your journey is entirely on our services.

Caledonian Sleeper Fixed Advance

Our Fixed Advance tickets offer the best value fares.

No changes or refunds are allowed.

Available for Seated, Standard and First Class bookings.

National Railcard discounts are available.

Caledonian Sleeper Flexible

Our Flexible tickets are fully refundable, with no administration fee, if requested by 12 noon two days before your scheduled arrival time at your destination. After this time, no refunds or amendments are allowed.

Available for Seated, Standard and First Class bookings.

National Railcard discounts are available.

- **National Rail Anytime and Off Peak tickets, and BritRail passes**

These must be valid between stations served by the Caledonian Sleeper for part or all of your complete rail journey.

With these tickets or passes you can travel in Caledonian Sleeper seated accommodation if you make a reservation. For an additional Berth Supplement you can travel in a room, subject to availability and the terms of your ticket. The class of room will be the same class as the ticket you hold.

The most up to date ticket and Berth Supplement prices, including details of how to book can be found on our website, sleeper.scot.

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
Dumblane
Stirling
Falkirk Grahamston

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



2. The On Board Experience

Caledonian Sleeper is a unique UK train-operating company, focusing solely on running sleeper-car services. 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 rooms or reclining seats. Our Scottish seasonal menu, updated regularly, has many ingredients sourced from Scottish suppliers and includes evening meals, breakfast, snacks, hot and cold drinks and alcohol. You can find our menu on [sleeperscot.com](https://www.sleeperscot.com).

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

All rooms are air-conditioned and non-smoking (including e-cigarettes). We provide a cosy duvet, bedside lighting, USB charging points, wash basin and, for each room guest, soap and hand towels. 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 below.

Figure 1 **Our on board offer**

	First Class	Standard Class	Seat
Sole use included	Yes	No	No
Interconnecting door available	Yes	Yes	No
Complimentary offer	Hand towel, sleep kit and Arran Aromatics toiletries	Hand towel, sleep kit and soap	Sleep kit
Morning tea or coffee	Included	Included	Counter service available
Breakfast	Included but must be pre-booked with the On Board Host the evening of departure	Extra cost and must be pre-booked with the On Board Host the evening of departure	Extra cost and must be pre-booked with the On Board Host the evening of departure
Evening Meal	Extra cost but can be pre-booked. Priority in the Lounge is given to First Class guests.	Extra cost. Dining in the Lounge Car is subject to space but a takeaway service is available.	Counter service available
Lounge car	Available at all times	Subject to space available	Not available
Buffet service including drinks and snacks	Available in Lounge Car	Available in Lounge Car subject to availability. Counter service available.	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 sleeper.scot and Guest Service Centre telesales facility to make planning your journey and buying your ticket as simple as possible. You can print your tickets yourself, collect them from a self-service ticket machine or get them delivered by post. You can also buy tickets from many rail station ticket offices.

National Rail Tickets

If you have a National Rail ticket, you can purchase a supplement to travel on the Caledonian Sleeper on our website sleeper.scot, from our Guest Service Centre and from many rail station ticket offices.

If your plans change, you will need to request a refund of your Caledonian Sleeper Berth Supplement and buy a new one. Please see section 6 for details of refunds, including any charges or restrictions.

Caledonian Sleeper Tickets

Dedicated Fixed and Flexible Caledonian Sleeper tickets, which include a reservation, are sold on a single (one way) journey basis. If you need a return simply buy one ticket for your outward and another for your return journey.

Buying direct ensures 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 (other than breakfast which is included with First Class),

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 have a Flexible Caledonian Sleeper ticket, we would recommend requesting a refund of your ticket and making a new booking. If you require a refund you must visit the same retailer from where you bought your ticket. Please see Section 6 for details of refunds, including restrictions.

4. Conditions of carriage

This charter sets out our commitment to you and to raising our standards. Your legal rights are set out in the National Rail Conditions of Carriage which you can get from our Guest Service Centre or from nationalrail.co.uk/times_fares/46427.aspx

Because this is an overnight service, we make some additional conditions about 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 Service Centre. We will send you a copy in your chosen format within seven days of receiving your request.

Accessible rooms and toilet facilities, including a second bed for a travelling companion, are available. We accept the Disabled Persons Railcard and provide assistance to our guests although we recommend that you book assistance in advance if possible. 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 rooms and they may not always be available, so we recommend that you book in advance. You can book accessible rooms by calling our Guest Service 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. Please book by at least 15:00 on the day of travel to allow us to make necessary assistance arrangements.

Wheelchairs

We can take 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 rooms. You must be able to get in and out of your wheelchair unaided, or have a travelling companion to help you.

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.

Assistance Dogs

There is no charge for assistance dogs. Please contact our Guest Service Centre by 12 noon on the day of travel so we can make necessary arrangements in advance, although subject to availability of a room, guests with an assistance dog who wish to turn up and travel can do so. Guests with an assistance dog who wish to travel in the seated coach will be upgraded to a room free of charge, subject to availability.

Domestic Pets

A reservation must be made for domestic pets. A fee is payable for each leg of the journey at the time of booking. The charge goes towards the cost of deep cleaning the room in order to assure guests who use the room at a later date of excellent hygiene. Please visit [sleeper.scot](https://www.sleeper.scot) for details of the latest fees.

Domestic pets are not allowed in the Seated carriage, you must book a Standard Class or First Class room. We only allow pets in rooms booked for you. If you book adjoining rooms, we will not be able to open the connecting doors between them unless you pay the deep cleaning charge for both rooms. Subject to room availability, reservations for domestic pets can be made up to 3pm on the day of 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 room, children under 16 must travel either in a shared room with another member of their group or travel alone in a room next door to the accompanying adult. An adult must accompany any children under 16 in the seated sleeper carriage. Each child over the age of five must have their own bed or seat.

Children under five

Children under five travel free, but there is no separate bed or seat allocated to them. If you are travelling with a child or children under five, you must book a shared room as twin occupancy. The number of free children cannot exceed the number of fare paying adults.

Up to three 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 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 rooms, please call our Guest Service Centre to book this.

6. Refunds

6.1 If you choose not to travel

If you choose not to travel, Caledonian Sleeper only offers refunds on Flexible, Anytime or Offpeak tickets, and Berth Supplements.

- 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, you must return the ticket to where it was purchased in order to claim a refund.
- If you decide not to travel, 'Caledonian Sleeper Berth Supplements' are refundable until 12 noon two days before you were due to arrive at your destination. We cannot make refunds after this 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 after your ticket's expiry date and they will refund you the unused portion. There is a £10 administration fee for each transaction refunded.

All refund requests for tickets bought on **sleeper.scot** or through our Guest Service Centre must be made in writing, including the original tickets (except self-print), and sent to our Guest Service Centre.

6.2 In the event of Service Disruption

- If your train is cancelled or its departure is delayed by over 60 minutes and you decide not to travel on the day, we will provide a full refund without an administration charge.

- If you are claiming a refund because your train was cancelled or delayed, please return your tickets to us within 28 days of the expiry of their validity.
- If you travelled but your train was delayed, you may be entitled to compensation. Please see Section 7 for full details and how to claim.
- If booked accommodation cannot be provided, you may be entitled to compensation. Please see Section 7 for full details and how to claim.

For all other refund requests for tickets bought on **sleeper.scot** or through our Guest Service Centre, these must be received by our Guest Service Centre by 12 noon two days before your scheduled arrival time at your destination.

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 Service 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.

7. Compensation

If the Caledonian Sleeper arrives late by 30 minutes or more at your destination, we will reimburse you part of your ticket cost, depending on how long you were delayed. Figure 2 shows the compensation levels.

Please keep your ticket and return it to us along with one of our Delay Repay claim forms. We will compensate you within 10 working days of receiving your claim, if it is appropriate.

We will usually offer compensation as a partial or full reimbursement:

- National Rail Travel Vouchers
- Card Payment
- Cheque
- Payment to bank account

Our Delay Repay claim forms are available on our trains, at our main departure stations (London Euston, Aberdeen, Edinburgh Waverley, Fort William, Glasgow Central and Inverness), from our Guest Service Centre and to download from **sleeper.scot**.

When your booked accommodation is not available

We will compensate you if your booked accommodation is not available. In all cases, we will inform you of this as soon as possible and try to provide an alternative. Details of refunds and compensation are shown in Figure 3.

Please send your claim to our Guest Service Centre within seven days of your journey. Please note National Rail Travel 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 any rail ticket in Great Britain.

Figure 2 **Compensation**

	Single tickets	Return tickets	Berth Supplement
30 to 59 minutes	50% of the fare for the affected journey	25% of the fare	50% of the cost for the affected journey
60 to 119 minutes	100% of the fare for the affected journey	50% of the fare	100% of the cost for the affected journey
120 minutes or more	100% of the fare for the affected journey	100% of the fare	100% of the cost for the affected journey

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 reimbursement of the fare and Sleeper Berth Supplement. If you have bought a 'Caledonian Sleeper-only' ticket you will receive a full reimbursement of the single fare.

Figure 3: **Non-availability of booked accommodation - compensation**

Booked accommodation	If you are downgraded, you will receive a full reimbursement 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	Reimbursement for difference in accommodation and £10 National Rail Travel voucher
	When you arrive at the station, if it is not possible for you to travel due to a fault of the railway and you have booked and have a valid reservation, we will give you a full reimbursement and offer you alternative transport and accommodation (where this applies).	Yes	Yes	Yes	Yes	Full reimbursement of ticket and £50 National Rail Travel voucher.

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 our Guest Service Centre within seven days of your journey. Further details are shown in Figure 4. Please note National Rail Travel 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 any rail ticket in Great Britain.

Figure 4: **Non-availability of facilities – Compensation**

Category	Refund condition	First Class Room	Standard Room	Seat	Compensation This is the minimum amount which will be offered. More will be offered at staff discretion
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	£5 National Rail Travel 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	First Class - £10 National Rail Travel voucher. If you bought a shower as an additional service, you will receive a refund and a £5 National Rail Travel voucher
	Left-luggage facilities are not available to use during advertised hours.	Yes	Yes	Yes	£5 National Rail Travel voucher
	Cannot use lounge due to it being closed or locked during advertised opening hours.	Yes	No	No	£5 National Rail Travel voucher
	Station waiting room provided by the station operator not available (locked or closed for refurbishment)	Yes	Yes	Yes	£5 complimentary food and drink voucher to be used on board Caledonian Sleeper.
Facilities on the train	No running water in the room	Yes	Yes	N/A	£5 National Rail Travel voucher or a free shower at destinations where there is a shower.
	For room guests, if there is no available sleep kit to offer you, we will give you a National Rail Travel voucher	Yes	Yes	Yes	£5 National Rail Travel voucher
	Pre-booked dinner choice not available (for example, Vegetarian, Gluten Free). There must be no suitable meal available.	Yes	N/A	N/A	Refund of advance payment of meal and £10 National Rail Travel voucher.

Figure 4: **Non-availability of facilities – Compensation** (cont)

Category	Refund condition	First Class Room	Standard Room	Seat	Compensation This is the minimum amount which will be offered. More will be offered at staff discretion
Facilities on the train	Drinks not available (no beverages available to buy)	Yes	Yes	Yes	£5 National Rail Travel voucher.
	Breakfast not available (no food at all)	Yes	Yes	Yes	£5 National Rail Travel voucher
	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	A £5 National Rail Travel voucher (if it is not possible to resolve this on board).
Lack of sleep	We will give you compensation 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. This must be raised as an issue with staff during your journey.	Yes	Yes	Yes	£5 National Rail Travel 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 Standard Class in a shared occupancy room, we will make sure you only share with an adult of the same sex. Our First Class rooms are recommended if you prefer to guarantee your privacy. All rooms are fitted with a call button at each bed 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. Please note that we do not manage any parking facility directly and some stations may charge a fee. 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 Service 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 Service 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, Inverness and Fort William for a fee. Please contact the luggage operator at the station for more details.

Boarding Times

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 the timetables on our website [sleeper.scot](https://www.sleeper.scot) for the boarding times for each service.

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, Inverness, Edinburgh Waverley, Aberdeen, Fort William, Glasgow Queen Street, Gleneagles, Perth and Stirling.

Reservations

The Caledonian Sleeper is a reservation-only rail service where every guest has an allocated seat or bed 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 room, or from Standard to First Class, 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 toiletries and a towel available for use, are included for guests in First Class. 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

For more details on planning travel, please see Traveline Scotland [travelinescotland.com](https://www.travelinescotland.com).

Figure 5 **Station facilities**

Station facilities	First Class	Standard Class	Seat
Waiting facilities	Premium lounge at London Euston, Glasgow Central, Edinburgh Waverley, Aberdeen and Inverness	Standard waiting room, free of charge. Please see nationalrail.co.uk for details of facilities at each station	
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. We will transport up to one bike per guest and have space to transport up to six bikes in total on each service (or three on our southbound Inverness to London Euston service). If these spaces are full, please see the 'Road Courier' section below.

Please book your bike by at least 12 noon the day before you travel, through sleeper.scot or by calling our Guest Service 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 Service 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. You may need to drop it off at your departure station up to four hours before you travel as the courier will depart promptly in order to allow time to transport all bikes which are booked on the service for which we do not have space on the train. 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, it must be arranged by 12 noon the day

before departure. The Guest Service Centre or website booking system will tell you this before your journey. If you are booking via our website, please contact our Guest Service Centre for details of the arrangements.

Turn up and Go

Space may be available for your bike on our service even if you have not booked by 12 noon the day before you travel. However, this cannot be guaranteed and if there is no space we will not be able to take your bike. For your own peace of mind, we strongly recommend you reserve a space.

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. For oversized luggage, please contact our Guest Service Centre before travelling.

8.4 Firearms

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

Please contact our **Guest Service Centre**:

**1 Union Street
Inverness
IV1 1PP**

Phone: **0330 060 0500**
Textphone: **01463 231 951**
Email: enquiry@sleeper.scot
Website: sleeper.scot

Phone lines are open:

- **Monday to Friday:** 08.30 - 20.30
- **Saturday:** 08.30 - 15.30
- **Sunday:** 15.30 - 20.30

These hours may vary slightly over Christmas and New Year. Our Guest Service Centre is not available on 25th, 26th December and 1st January.

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.

Unresolved complaints

If you are not satisfied with our response to your claim or complaint, you have the right to appeal to one of two independent bodies, Transport Focus or London TravelWatch.

For all journeys except matters relating to London Euston or Watford Junction stations

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

Phone: **0300 123 2350**
Fax: **0845 850 1392**
Email: transportfocus.org.uk
Website: www.transportfocus.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
Website: londontravelwatch.org.uk

10. Lost property

Our staff log all belongings left on our trains before handing it in to Lost Property at our Destination Stations. As a result, it can sometimes take up to 72 hours before lost property is recorded and ready for collection. We throw away perishable items immediately.

London Euston:

For all belongings left on southbound trains to London Euston, please contact London Euston Lost Property on 020 7387 8699.

Glasgow and Edinburgh:

Property left on our northbound trains to Glasgow and Edinburgh are taken to the Lost Property department at Glasgow Central Station, which can be contacted on 0141 221 8597.

Fort William:

Lost property handed in to Fort William station is kept on site for up to seven days before being transferred to Glasgow Queen Street Lost Property, which can be contacted on 0141 335 3276.

Inverness and Aberdeen:

Property left on trains arriving in to Inverness or Aberdeen is kept by Lost Property at the destination station.

Contact details for the Lost Property departments for these stations are below:

Inverness : 01463 245 061

Aberdeen : 01224 577507

If you lose something on a train or at a station, please make an enquiry at your nearest staffed station.

You can find details of stations at
www.nationalrail.co.uk

11. Guest privacy policy

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 Service 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 and Transport Focus 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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