



CALEDONIAN
SLEEPER



Guest Experience Charter

December 2019

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 two Caledonian Sleeper trains in each direction between Scotland and England, originating at London, Glasgow, Edinburgh, Aberdeen, Inverness and Fort William, and serving 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 the Caledonian Sleeper calls and full details of our stops can be found on our website [sleeper.scot](https://www.sleeper.scot).

1.1 Accommodation

We offer four types of accommodation:



Caledonian Double (solo or twin occupancy room)

- Comfortable, air-conditioned room with double bed, for solo or twin use
- En-suite toilet and shower, washbasin in-room
- Inclusive breakfast delivered to your room or served in the Club Car
- Complimentary guest toiletries and sleep kit
- Priority access to the Club Car
- Station Lounge access and priority boarding
- Wi-Fi throughout the train
- Charging points in each room
- Temperature controls and dimmable lighting
- Keycard entry system
- Room service available



Club (solo or twin occupancy room)

- Comfortable, air-conditioned room with single bed for solo use or bunk beds for twin use
- En-suite toilet and shower, washbasin in-room
- Priority access to the Club Car
- Inclusive breakfast delivered to your room or served in the Club Car
- Complimentary guest toiletries and sleep kit
- Station Lounge access and priority boarding
- Wi-Fi throughout the train
- Charging points in each room
- Temperature controls and dimmable lighting
- Keycard entry system
- Room service available



Classic (solo or twin occupancy room)

- Comfortable, air-conditioned room with bunk beds for solo or twin use
- In-cabin washbasin
- Breakfast available to purchase
- Complimentary sleep kit
- Adjoining rooms available for families
- Wi-Fi throughout the train
- Charging points in each room
- Temperature controls and dimmable lighting
- Keycard entry system
- Room service available
- Access to Club Car – subject to availability

Comfort Seat

- Reclining seat with tray table and footrest
- Secure overhead locker space, for storage of valuables
- Individual reading light
- Charging points
- Complimentary sleep kit
- At seat service available for food and drink
- Wi-Fi throughout the train

Our fares vary according to the type of accommodation and availability. There are also options to purchase fixed or flexible tickets. Whichever option you choose, we will do everything we can to make your journey as pleasant and comfortable as possible.

1.2 Tickets & Railcards

We offer a range of tickets on our services and accept many different Railcards in order to meet the needs of our guests. All Caledonian Sleeper tickets are delivered via e-ticketing, which means you can either display this on your device or print at home for your journey. We do not offer the option of paper tickets on our dedicated ticket products.

Please visit [sleeperscot](https://www.sleeperscot.com) or contact our Guest Service Centre for specific details on our ticket options and Railcard discounts.

1.3 Route Map

We serve the following stations:

Fort William	Glasgow Queen Street	Aberdeen
Spean Bridge	Inverness	Stonehaven
Roy Bridge	Carrbridge	Montrose
Tulloch	Aviemore	Arbroath
Corrour	Kingussie	Carnoustie
Rannoch	Newtonmore	Dundee
Bridge of Orchy	Dalwhinnie	Leuchars
Upper Tyndrum	Blair Atholl	(for St Andrews)
Crianlarich	Pitlochry	Kirkcaldy
Ardlui	Dunkeld & Birnam	Inverkeithing
Arrochar & Tarbet	Perth	
Garelochhead	Gleneagles	
Helensburgh	Dunblane	
Upper	Stirling	
Dumbarton	Falkirk	
Glasgow Central	Grahamston	
Dalmuir		



2 The On Board Experience

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

Our service aims are to combine what you would expect of a 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.

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.

At the heart of our trains is the Club Car – a place for our guests to unwind and enjoy our range of Scottish Food and Drinks.

Caledonian Double/Club guests are given priority in the Club Car when it is busy, however all guests who have rooms booked will have the option to purchase from our extensive room service menu. Guests in our Seated Coach can enjoy an at-seat service from our dedicated Seated Menu.

Our Scottish seasonal menus, updated regularly, have ingredients sourced from Scottish suppliers and include evening meals, breakfast, snacks, hot and cold drinks and alcohol. We have won the VisitScotland 'Taste Our Best Award' for the food that we serve on board. You can find our latest menus on **[sleeper.scot](https://www.sleeper.scot)**.

Pre-trip emails are sent upon booking which provide information about our menus and how to book a seat in the Club Car. Our menu offers both gluten-free and vegan options (subject to availability). We ask guests to inform us of their dietary requirements at the time of booking and our staff will be on hand to answer any questions you may have.

If you have booked a room, you will find a breakfast card in your room allowing you to order when you board. For our seated guests, you can order breakfast on board from our dedicated Seated Menu.

All rooms are air-conditioned and non-smoking (including e-cigarettes). We provide bedding, pillows, bedside lighting, wash basin, soap and towels for each room guest. All guests will receive a sleep kit. Toilets are located at the end of each coach and our Caledonian Double and Club rooms have their own private en-suites with a toilet and shower.

Our seats are situated in comfortable air-conditioned, non-smoking coaches. All of our reclining seats have a tray table, footrest, charging point, individual reading light and lockable storage for small valuables. Choose to stretch your legs, take advantage of our at seat food and drink service, read, or drift off to sleep until you arrive at your destination.

Shower facilities are available to guests at certain stations. Guests travelling in our Classic Rooms or Seats can purchase a shower token on board for use at these locations. You can find details of these on **sleeperscot** and please speak to your Host to purchase your token.

Our on board offer is shown below:

	Caledonian Double or Club Room	Classic	Seat
Interconnecting Door Available	No	Yes	No
Morning Tea or Coffee	Included	Included	Available to purchase through at seat service
Complimentary Offer	Bath towel, hand towel, sleep kit and toiletries	Hand towel, sleep kit and soap	Sleep kit
Breakfast	Included. Please pre-book with your on board host the evening of departure	Extra cost. Please pre-book with your on board host the evening of departure	Extra cost. Please pre-book with your on board host the evening of departure
Evening Meal	Extra cost but a seat in the Club Car can be booked in advance. Priority in the Club Car is given to Caledonian Double and Club guests. Room Service menu available	Extra cost. Dining in the Club Car is subject to availability. Room Service menu available	At seat service available
Club Car	Available at all times	Subject to availability	Not available
Wi-Fi	Included	Included	Included

3 Buying or Changing Your Ticket

Caledonian Sleeper Tickets

Buying a ticket for the Caledonian Sleeper has never been easier. You can buy a ticket from our website by visiting **sleeper.scot**, through our Guest Service Centre telesales facility or from a number of station ticket offices. For tickets bought through us directly, we supply E-tickets, meaning you can print tickets yourself or use your electronic device to show your ticket.

Fixed and Flexible Caledonian Sleeper Tickets

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. For more information please refer to our Terms and Conditions which can be found on **sleeper.scot**.

Buying Directly through Caledonian Sleeper

Buying direct ensures we can contact you in the event of any changes to your journey and also means you can pay for items not available through other retailers, such a travel for your pet (please see Section 6.4 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 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.

National Rail Tickets

If you have a National Rail ticket, you can travel in our seated accommodation at no extra cost.

If you hold a National Rail ticket and wish to travel in a room, you will need to purchase a Room Supplement in addition to your National Rail ticket. You can purchase this supplement on our website **sleeper.scot**, from our Guest Service Centre and from many rail station ticket offices. Please note, a Room Supplement is not a travel ticket and cannot be used for travel on its own. Guests who purchase Fixed or Flexible Caledonian Sleeper tickets from us directly to travel in a room do not need to purchase a Room Supplement.

National Rail Tickets can be purchased from any Ticket Office, Ticket Vending Machine or any other on-line retailer.

To travel on Caledonian Sleeper services, you are required to hold a confirmed reservation. We do not allow standing on our services. We reserve the right to refuse travel to anyone who does not hold a reservation for an overnight journey.

This restriction does not apply on the daytime legs in Scotland between Kingussie and Inverness, between Edinburgh and Fort William and between Fort William and Edinburgh. Travel on these services is subject to seat availability and guests are required to hold a valid ticket for travel. You can purchase a ticket for travel from our on board team, if you have been unable to purchase a ticket from the station in advance.

Conditions of Carriage

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

As this is an overnight service, to make sure of everyone's safety and comfort we have additional conditions about children, pets and firearms. These are explained in Section 6.

4 Refunds

4.1 If You Choose Not to Travel

If you choose not to travel, Caledonian Sleeper only offers refunds on Flexible tickets, and Room Supplements, you will not receive a refund if you have purchased a fixed ticket.

If you decide not to travel, 'Caledonian Sleeper Room 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. There is a £10 administration fee for each transaction refunded.

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. Your original retailer may charge you an administration fee.

You must claim a refund in the same manner that you purchased your ticket. For all refund requests for tickets purchased from third parties, you will have to request your refund from the retailer who sold you the original ticket.

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

4.2 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. You will have to request this refund from the retailer who sold you the original ticket.

If you are claiming a refund because your train was cancelled or delayed, or we cannot honour your reservation, and you purchased your tickets from us directly through our website **sleeper.scot** or through our Guest Service Centre, 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 a delay repay payment. Please see Section 5 for full details and how to claim.

If your booked accommodation type cannot be provided, you may be entitled to compensation or a full refund if you no longer wish to travel. Please see Section 5 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**. We aim to process correctly claimed refunds within 10 working days of receiving your request. Further information can be found on **sleeper.scot** under 'Terms and Conditions'.

When we make a refund, we will use the original form of payment you used, or if requested, by National Rail Vouchers. The card issuer will refund the purchase price under the terms of the card agreement. Your refund can take three to five working days to appear into your account.

5 Delay Repay

If Caledonian Sleeper arrives late by 30 minutes or more at your destination, we will compensate you part of your ticket price, 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. You can submit the form via the website if your reservation is made directly through Caledonian Sleeper. Our Delay Repay claim forms will be available on our trains, at our main departure stations (London Euston, Aberdeen, Edinburgh Waverley, Fort William, Glasgow Central and Inverness) and from our Guest Service Centre. We also have it available to download, or an online form to complete, on **sleeper.scot**. If you have purchased your ticket directly from us there is no need to return your tickets. Please quote your CSW or CST booking reference number and we will be able to process your claim from these details.

We will aim to compensate you within 28 working days of receiving your claim, if it is appropriate: We will offer compensation as a partial or full refund, using the same payment method you used to buy the original ticket; or National Rail Travel Vouchers, valid for up to one year, to be used for payment or part payment of a future journey.

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 or provide you a full refund if you no longer wish to travel. If you do not wish to travel and you did not purchase the tickets through Caledonian Sleeper you need to seek the refund from where you purchased the ticket. 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.

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

Figure 2 Compensation available for delay

	Single Tickets	Return Tickets (National Rail Tickets Only)	Room Supplement
30-59 minutes	50% of the fare for the affected journey	25% of the fare	50% of the cost for the affected journey
60-119 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

Figure 3 Non-availability of booked accommodation – compensation

Category	Refund Condition	Caledonian Double or Club Room	Classic Solo Room	Classic Twin Room	Comfort Seat	Compensation
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 accommodation (where this applies).	Yes	Yes	Yes	Yes	Refund for difference in fare and £10 compensation
	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 refund and offer you alternative transport.	Yes	Yes	Yes	Yes	Full refund of ticket price

When facilities are not available

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

If our on board staff cannot resolve the issue during your journey, please email or write to our Guest Service Centre within seven days of your journey. Further details are shown in Figure 4. Compensation will be paid to your original payment method, if booked directly with us and by National Rail Voucher for bookings made by other means.

Figure 4 Non-availability of facilities – Compensation

Category	Refund Condition	Caledonian Double or Club Room	Classic Room	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	£5
	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, Fort William, Dundee, Perth, Stirling and Leuchars	Yes	Yes if shower upgrade bought	Yes if shower upgrade bought	Caledonian Double and Club Room – £10 If you bought a shower as an additional service, you will receive a refund and £5
	Left-luggage facilities are not available to use during advertised hours	Yes	Yes	Yes	£5
	Cannot use lounge due to it being closed or locked during advertised opening hours	Yes	No	No	£5
	Station waiting room provided by the station operator not available (locked or closed for refurbishment)	Yes	Yes	Yes	£5
Facilities on the Train	No running water in the room	Yes	Yes	N/A	£5 or a free shower at destinations where there is a shower
	For room guests, if there is no available sleep kit to offer you	Yes	Yes	Yes	£5
	Drinks not available (no beverages available to buy)	Yes	Yes	Yes	£5
	Breakfast not available (no food at all)	Yes	Yes	Yes	£5

6 Facilities

6.1 Digital Information Points

Most of the stations we call at are fitted with digital information points, which incorporate a help facility to connect guests with our Guest Service Centre in Inverness. As well as information about our services and the local area, the information points provide onward travel information for rail and buses. The information points also provide Wi-Fi free for our guests to use.

6.2 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.

Guest Lounges

We operate guest lounges for Caledonian Double and Club guests at Inverness and Fort William and for all guests at Perth, Dundee, Leuchars and Stirling. Caledonian Double and Club guests also have access to our partner lounges at London Euston, Glasgow Central (provided by Virgin) and Edinburgh Waverley (provided by LNER). Please visit **sleeper.scot** for further information and opening times.

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.

Luggage Assistance

If you are travelling with luggage, we are happy to help you. However, please bear in mind that our on board staff also carry out a range of other duties. 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 **sleeper.scot** for boarding times.

Waiting Facilities

Most of the stations we serve have waiting facilities – for more information please see **nationalrail.co.uk**.

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. Our free on board Wi-Fi is available throughout the train.

Reservations

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 between accommodation types, our staff will be able to tell you if this is available and handle this transaction for you using a card payment.

You can make a reservation to travel on the evening with our on board teams, based on availability.

Showers

Showers are available at the following stations: London Euston, Glasgow Central, Edinburgh Waverley, Aberdeen, Inverness, Perth, Dundee, Leuchars, Stirling and Fort William. Access to showers, along with toiletries and a towel available for use, are included for guests in Caledonian Double and Club Rooms. Access to showers for Classic and seated guests is available at an extra charge and includes a towel.

Onwards Travel

For more details on planning travel, please see Travelline www.traveline.info

6.3 Travelling with Cycles and Luggage

Travelling with your bike?

Booking

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

Bikes can only be booked via our website **sleeperscot**, at the point of booking. We have availability on our services both for assembled bikes and bikes carried in carrying cases. Once all space is utilised for assembled bikes we can still accept reservations from guests who can disassemble their bike and provide their own carrying case.

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 and travel tickets will not be refunded. For your own peace of mind, we strongly recommend you reserve a space.

Figure 4 Non-availability of facilities – Compensation

Station Facilities	Caledonian Double or Club Room	Classic	Seat
Waiting Facilities	Premium lounge at London Euston, Glasgow Central, Edinburgh Waverley, Aberdeen, Inverness, Dundee, Perth, Stirling, Leuchars and Fort William	Standard waiting room where available, free of charge. Please see nationalrail.co.uk for details of facilities at each station	
Shower Facilities	Included	Extra cost	Extra cost

6.4 Travelling with Domestic Pets

You are welcome to bring domestic pets on Caledonian Sleeper but please let us know in advance.

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 or when the reservation is made. The charge goes towards the cost of cleaning the room. Please visit **[sleeper.scot](https://www.sleeper.scot)** for details of the latest fees.

Unfortunately we cannot accept domestic pets in the Seated coach, and therefore guests travelling with a domestic pet must book a Classic, Club or Caledonian Double room. If you book adjoining rooms, we will not be able to open the connecting doors between them unless you pay the cleaning charge for both rooms. Reservation for domestic pets must be made 48 hours in advance of the time of departure to avoid disappointment.

6.5 Travelling with Children

Children under 12 are entitled to a free children's main meal when the same number of the adults in the party are paying for an adult's main meal. Please see Figure 1 for ticket types that grant access to the Club Car. We offer a Family Ticket which allows access to our own Guest Lounges.

Children (Under 5)

Children under 16 must be accompanied by an adult. Children under five travel free, but there is no separate bed or seat allocated to them. Each adult is permitted to have a maximum of two children under five years of age travelling with them for free.

Children (five to 15)

Children under 16 must be accompanied by an adult. If travelling in a room, children under 16 must travel either in a twin occupancy room with another member of their group or in a solo occupancy room, next door to the accompanying adult. An adult must accompany any children under 16 in the seated sleeper coach. Each child over the age of five must have their own bed or seat. Please note, our Classic Rooms have interconnecting doors to adjacent rooms.

6.6 Firearms

If you want to carry a firearm you must tell our Guest Service Centre when you book. You must have written authority from our Guest Service Centre and carry this with you, along with an up-to-date firearms certificate. You must also have your own room or share a room with another person from your party, and the firearm cannot be taken into the Club Car or be left unattended. Please note that ammunition is not permitted.

In the event of disruption, Caledonian Sleeper may not be able to offer road replacement transport for guests carrying sporting firearms. If travelling with another rail operator then their terms and conditions must be met. Caledonian Sleeper will not be responsible for boarding being denied and no refunds or compensation will be made.

For further details please refer to our Firearms Policy which can be found on **[sleeper.scot](https://www.sleeper.scot)**

7 Assistance

Caledonian Sleeper is dedicated to making travel accessible for all our guests. There is a full description of the services we offer in our Disabled People's Protection Policy which is available from our website, **sleeper.scot**.

7.1 Guests Requiring Assistance

We are fully committed to Passenger Assist, the nationwide system for booking travel assistance. Passenger Assist allows you to book assistance when travelling on the National Rail Network.

Passenger Assistance can be booked up to 12 weeks before travel, and at the latest 3pm on the day of travel. This ensures that we are able to make the necessary arrangements to help you on and off the train.

Passenger Assistance can be booked on our website **sleeper.scot** or by contacting our Guest Service Centre.

7.2 Accessible Accommodation

With a range of accessible accommodation, we are committed to ensuring our accessible guests have the space they need to travel comfortably and safely between London and Scotland.

Our accessible double room has direct wheelchair access to the Club Car through a wheelchair accessible gangway. This direct access is only unavailable on our London Euston-Fort William service between London and Edinburgh in each direction, due to our train formation when this service shares a Club Car with our Aberdeen service. Access is available on the section between Edinburgh and Fort William.

Our Club Car also has dedicated wheelchair space. Guests in our twin accessible rooms can order from our extensive room service menu.

We also have a dedicated wheelchair space in our Seated Coach. If you have accessibility needs and book into our Seated Coach, we will reserve this space, and the nearest Comfort Seat, for the duration of your journey with us. Guests in our Seated Coach can order from a dedicated food and drink menu and are served at their seat.

More information can be found by visiting our website **sleeper.scot** or calling our Guest Service Centre.

7.3 Booking Accessible Rooms

To book an accessible room, you can do this online by booking a Classic Room and then telephoning our Guest Services Centre to request your booking be allocated to an Accessible Room.

Alternatively, our Guest Service Centre team can do the full booking on your behalf over the phone.

Please note that we have a limited number of accessible rooms and they may not always be available.

7.4 Wheelchairs and Mobility Scooters

We can take wheelchairs and mobility scooters no bigger than 70cm wide and 120cm long, with a combined weight of guest and luggage of not more than 300kg, in all our accessible rooms. You must be able to get in and out of your wheelchair/scooter unaided or have a travelling companion to help you. We are not able to offer charging facilities for powered wheelchairs or accept CPAP/BPAP machines, ventilators and other medical equipment on board our services.

7.5 Guest Lounge Facilities

We are determined to enhance our offering to accessible users, which is why we have built accessible shower facilities at our new station lounges in Inverness, Dundee, Fort William, Leuchars, Perth and Stirling, in addition to those already provided by operators of other stations.

All of our trains have accessible accommodation, but unfortunately not all of the stations we serve are fully accessible.

The interactive Access Map can be found by visiting accessmap.nationalrail.co.uk/ This allows you to view all stations across Britain and identify whether they are accessible. Details include whether stations have step free or partial step free access and what facilities are available at each station, including accessible toilets and changing places.

7.6 Travelling with Service Animals

Guests are welcome to travel with their service animals free of charge, but please let us know in advance by contacting the Guest Service Centre.

Guests with a service animal who wish to travel in the seated coach will be upgraded to a room, free of charge, subject to availability.

8 Comments and Complaints

At Caledonian Sleeper, we are dedicated to ensuring that our guests have a wonderful experience with us. Our teams are empowered to resolve any issues which may arise at the time and we would ask that you allow us the opportunity to resolve to your satisfaction. If your on board host has not been able to rectify any issue raised then you can contact our Guest Service Centre via **sleeper.scot** and click on Contact Us.

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 email 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

To contact our Guest Service Centre:
1 Union Street
Inverness
IV1 1PP

Phone: **0330 060 0500 ***
International: **+44 141 555 0888 ****

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.

* Calls are charged at the standard rate

** International calls will be charged at your network providers rate

Unresolved complaints

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve on going complaints between us and our guests. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, then we have to act on what they say.

You can appeal to the Rail Ombudsman if:

- You're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter');
- We haven't resolved your complaint within 40 working days of receiving it; and
- No more than 12 months have passed since we sent you our final response

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. If that's the case, then they'll

contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus or London TravelWatch, the independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

The **Rail Ombudsman** contact details are:

Website: (including online chat):

www.railombudsman.org

Telephone: **0330 094 0362**

Textphone: **0330 094 0363**

Email: **info@railombudsman.org**

Twitter: **@RailOmbudsman**

Post: **FREEPOST – RAIL OMBUDSMAN**

Transport Focus

PO Box 5594

Southend on Sea

SS1 9PZ

Phone: **0300 123 2350**

Email: **advice@transportfocus.org.uk**

Website: **www.transportfocus.org.uk**

London TravelWatch

Europoint 5

11 Lavington Street

London

SE1 0NZ

Phone: **020 3176 2999**

Email: **enquiries@londontravelwatch.org.uk**

Website: **londontravelwatch.org.uk**

9 Lost Property

Our staff log all belongings left on our trains before handing it in to Lost Property departments at our destination stations. We do, however, dispose of all perishable items.

For all belongings left on:

Southbound trains to London Euston, please contact London Euston. For Northbound Lowlander services to Glasgow Central and Edinburgh Waverley, lost property is managed by Network Rail. You can contact them through www.lostproperty.org or by calling **0330 024 0215**.

For property lost on our northbound Highlander services to Aberdeen and Inverness, please contact ScotRail Lost Property on:

Inverness: **01463 245 061**
Aberdeen: **0330 109 2171**

Fort William: items left in Fort William will be held for seven days and then transferred to Glasgow Queen Street Lost property. Glasgow Queen Street can be contacted on **0141 335 3276**, who will contact Fort William lost property on your behalf.

We accept no responsibility for items left on our services. You can find details of stations at www.nationalrail.co.uk

10 Guest Privacy Policy

10.1 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 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.

10.2 Guest Experience Charter

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

Our Guest Experience Charter is available from our website sleeper.scot, at main stations (London Euston, Edinburgh Waverley, Glasgow Central, Fort William, Inverness and Aberdeen).



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