



## Service Quality Report



## **Information and Tickets**

The Vintage Trains (VTL) office staff are the recipients of all enquiries and strive to accommodate individuals' aspirations and offer train trips and dates to suit. VTL offer a range of tours that can visit anywhere in the UK and each tour has various options of travel to ensure all budgets are catered for.

Train information and details are shared with customers via email at the time of booking and again around 7 days before the date of the train.

While on the train information is communicated over the tannoy through the guard and tour manager. Safety notices, route details, and any other information that will enhance the customer's experience.

## **Punctuality**

Charter Trains tend to always depart on time due to the fact they effectively are the first train of the day. Throughout the journey, due to many numerous factors both internally and externally, delays can be attributed to the train. VTL strive to always maintain to the timetable and upkeep the agreed route with Network rail.

## **Disruptions**

In life things do not always go to plan. VTL will always attempt to ensure any disruption is minimised and have numerous plans in place that can be actioned dependent on the situation. Be assured VTL will make arrangements with national service trains and coach companies in order to return passengers to their home location.

## **Cancellation**

With heritage stock there is a much greater engineering requirement and sometimes due to stock or infrastructure VTL are unable to operate as specified. Any cancellation will always be coupled with instant and urgent communication via a notification to passengers.

## **Cleanliness**

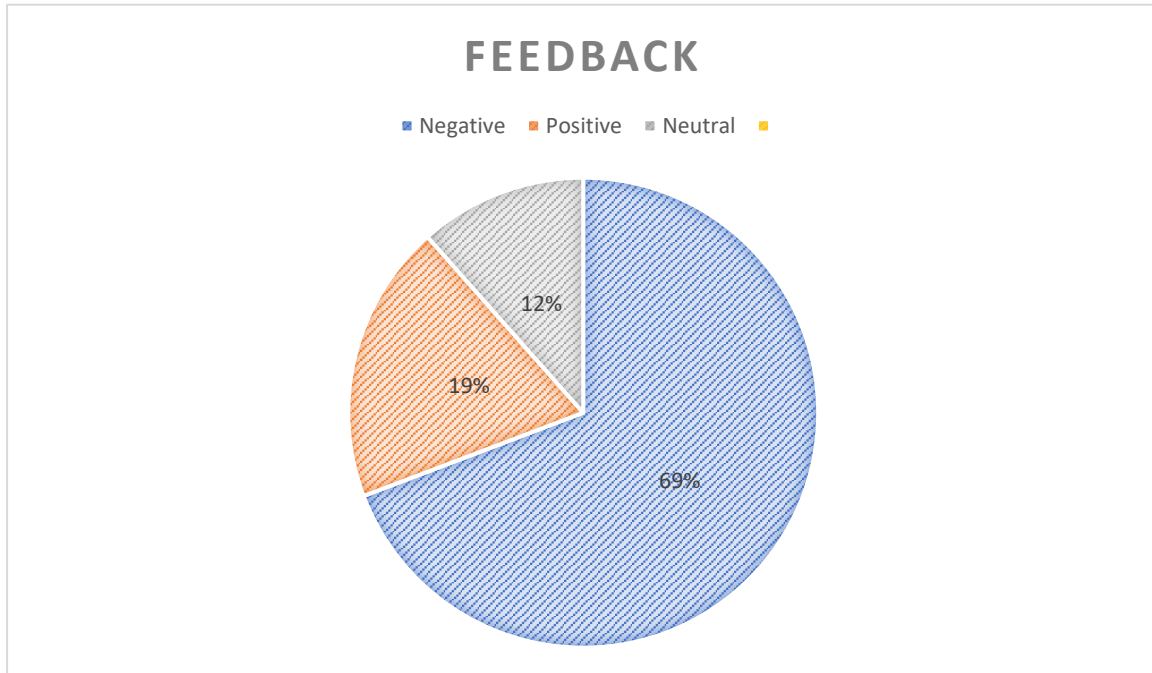
An onboard cleaner will ensure all areas of the train are clean and maintained to a high standard. Pre and post train date cleaning of the stock takes place at the onsite depot.

## **Customer feedback and complaints procedure**

VTL will respond to customer's feedback either positive or negative in a timely manner. VTL have had 31 customers feedback since operations commenced in August 2021 after 20 months out due to covid pandemic. The vast majority of negative feedback received was was about cancelled trains.



Due to internal and external factors VTL cancelled some dates in August.



#### **Covid Policy**

VTL have been operating since operations commenced in August with an onboard social distance policy. Maximum capacity for trains is 75% occupancy to attempt to ensure passengers health and safety. Extra onboard cleaning pre, during and post train take place. Individual hand sanitiser has been placed on every table that a customer sits at. Passengers are encouraged to wear face masks. VTL will always follow and enforce current government guidelines on a health and safety matter.

All the onboard delivery team have the following guidelines to follow and encourage passengers also:-

- adhering to social distancing guidelines where possible
- washing your hands with soap and water often, for at least 20 seconds
- using hand sanitiser gel if soap and water are not available
- covering your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- putting used tissues in the bin immediately and washing your hands afterwards
- cleaning objects and surfaces you touch often using available cleaning products
- wearing a face covering when in shared spaces
- increasing ventilation by opening windows where possible
- encouraging the use of side-to-side communication instead of face-to-face and keeping communication to a minimum
- allowing sufficient time to prepare for each activity to avoid unnecessary contact with others, such as, entering and exiting the driving cab
- eliminating the need for those concerned to share equipment or exchange paperwork, where possible.



## Ticketing

Booking tickets can be done via the website [www.vintagetrains.co.uk](http://www.vintagetrains.co.uk) or the telephone 0121 708 4960 Monday – Friday 09.30 – 16.00

VTL have adopted the process of sending e-tickets to customers that are automatically generated instantly after booking. Traditionally passengers would receive tickets in the post however the travel and hospitality industry have moved away from this practice. Customers without the facility to receive emails will have their tickets and all relevant information sent in the post.

