

**TRAFNIDIAETH  
CYMRU  
TRANSPORT  
FOR WALES**

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Carolyn Thomas MS  
Chair of the Petitions Committee

10 June 2025

Dear Carolyn Thomas MS

Thank you for your letter regarding Mencap Cymru's petition relating to vulnerable adults and cashless payments. Transport for Wales is committed to ensuring that we provide the highest standard of accessibility and customer service for all of our customers, so we greatly welcome all feedback and opportunities to engage with our disabled passengers.

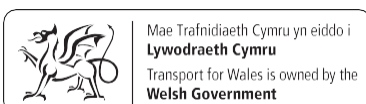
We have previously provided this information to support the Petition Committee's consideration of this petition, but for the context of this letter, I'd like to highlight our position on cash payments for tickets.

If a ticket office is located at a station a customer is travelling from, and they would like to purchase a ticket using cash, then they are able to do so before boarding the train at the office. If a station does not have a ticket office, or if the ticket office is closed, then they can use a self-service machine to get a 'promise to pay voucher' which can be exchanged for a normal ticket at the earliest opportunity at their destination. This demonstrates the customer's intent to pay for their journey and a penalty fare will not be necessary.

Our self-service ticket machines are designed to be accessible for all to use. If customers are unable to use a self-service ticket machine due to personal circumstances they can purchase a ticket on the train. In these circumstances, our Revenue Protection team will have discretion not to charge a penalty fare.

TfW is fully committed to ensuring all customers have the confidence and ability to use our network, and we work close with industry partners and our own Accessibility Panel to ensure we deliver for all, including those who may require additional accessibility.

Our Accessibility Panel influences our accessibility policies and advises us on how to support disabled, deaf and older customers to use our services effectively. We've recently expanded the membership of our Accessibility Panel and we now have members who are representative of the Autistic community, those with learning disabilities and a representative from All Wales People First, a learning disability charity. We are committed to seeking the views of those with lived experience across a wide range of backgrounds, providing support and alternative communication (such as easy read format) to ensure we break down barriers to engagement. More information on our Accessibility Panel can be found here: [Accessibility panel | TfW](#).



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We also welcome the opportunity to engage further with Mencap Cymru through our Confidence to Travel scheme, which offers tailored support to disabled and vulnerable customers. Through the programme, we work with a number of third sector organisations to support customers to purchase tickets, plan journeys, visit stations and experience a journey by train. The aim of this scheme is to help our customers build confidence and ensure they're aware of the support they can access when travelling with TfW. If this is something the Mencap Cymru is interested in hearing more about, they can contact our Community Rail team at [community@tfw.wales](mailto:community@tfw.wales) or by calling our Customer Relations team on 03333 211 202.

I'd also like to take this opportunity to highlight our Passenger Assist service, which we've delivered in order to improve accessibility and inclusion for customers when travelling on our network. We have a specialist Passenger Assist team who help disabled customers book assistance and buy tickets in advance at our stations and on our trains. The team is available to help 24 hours a day, 7 days a week (excluding 25th and 26th December). When booking assisted travel, the following can be arranged if applicable:

- Making a ramp available to assist with getting on and off the train
- Guidance through the station or on or off the train
- Finding a seat on the train
- Reserving a seat or wheelchair space on services where available
- Help with making connections with other train companies on one single booking
- Help with luggage

Customers can book Passenger Assist by phone on 03330 050 501 or online at: [Book Assisted Travel On Our Trains | Transport for Wales](#). Although we encourage passengers to book assistance in advance, in order to help us plan and make sure they're not waiting for support, customers can also simply "turn up and go" without booking assistance in advance.

Thank you once again for engaging with us in your consideration of this petition. As always, TfW is committed to ensuring that our services reflect the needs of all of our customers, particularly those with lived experience. We will continue to engage with vulnerable and learning disabled passengers to ensure we continue to improve passenger experience for all.

If you have any further questions, then please do not hesitate to get in touch.

Kind regards,

James Price  
Prif Weithredwr / Chief Executive