

Conditions of Carriage
September 2026



Explanation of terms

In these Conditions:

- 'We' and 'us' means Metro and our agents
- 'You' means any customer holding one of our tickets or using our stations and trains or smartcards
- We have tried to make the wording of these Conditions as clear as possible, but we have given certain words and phrases special meanings as shown below:

Authorised - Permission given by a member of staff, police officer, or by an official notice or sign.

Child fare tickets - Tickets available to children aged between 5 and 15* (inclusive). Under 5s travel free. Children who live in Tyne and Wear aged between 5 and 15*, are entitled to an Under 16 Pop card. This lets them travel in Tyne and Wear at concessionary child fares. Further details at nexus.org.uk.

*On 31 August before the start of the current academic year. Proof of age will be required.

Compulsory ticket area - Generally includes all platforms, trains, and access routes to and from platforms (excluding Sunderland station). Additionally, in the case of stations which have gatelines, all of the station area within the gatelines.

Concessionary fare - A cheaper fare available to some customers, usually with a permit confirming entitlement to the concession, e.g. children/young people aged up to 16, elderly and disabled people who have an English National

Concessionary Travel pass live in Tyne and Wear qualify for a range of concessionary fares under the Tyne and Wear Concessionary Fares Scheme. Further details at nexus.org.uk.

Contractors - The bus and taxi companies who run services on behalf of Metro (see also 'Our staff' and 'Staff').

Metro - The light rail system in Tyne and Wear, operated by Nexus.

National Rail - Formerly British Rail. Trains run by Train Operating Companies on the national rail network. Stations managed by train operating companies or Network Rail.

Nexus - The Tyne and Wear Passenger Transport Executive (PTE).

Our staff - People employed by us and working for us or employed by any person or body granted authority by the Tyne and Wear Passenger Transport Executive to act as operator.

Penalty Fare - A higher fare which can be charged in circumstances set out in The Railways (Penalty Fares) (Amendment) Regulations 2018.

Staff - People employed by contractors who work for us, including some cleaning staff, conductors, members of the police or emergency services.

Zones - The ticket zones set out on Metro maps, in literature relating to MetroSaver season tickets and Network Ticketing Ltd.

Contents

- 1. Introduction..... 4
- 2. Useful contacts..... 4
- 3. Services, safety and passenger comfort..... 6
- 4. Tickets, smartcards and photocards 8
- 5. Suspected fare evasion 10
- 6. Refunds..... 11
- 7. Access..... 12
- 8. Luggage, possessions and animals..... 13
- 9. Bicycles..... 15

1. Introduction

1.1 – This booklet contains the Conditions of Carriage relating to the Tyne and Wear Metro. These Conditions of Carriage set out your rights and any restrictions of those rights.

1.2 – The Conditions set out your rights and obligations under the contractual relationship between us. This contractual relationship begins once you buy a ticket valid for travel on Metro.

1.3 – We also draw your attention to separate legal obligations including the following:

- The Tyne and Wear Metro Byelaws
- The Metro Customer's Charter – copies are available from
Nexus
Customer Relations
The Spark,
Newcastle Helix
St James Boulevard
Newcastle upon Tyne
NE4 5DE

- The Metro Penalty Fares Scheme

Copies of the documents listed above can be found at nexus.org.uk.

1.4 – These conditions are valid until further notice but may be amended from time to time. They come into force immediately, and subject to the above will remain in force until they are re-published.

2. Useful contacts

2.1 – We aim to be fair and responsive in all our dealings with customers. Complaints about our service or suggestions for improvement are always welcome. Full details of how to comment or complain are contained in the Metro Customer's Charter. If you have a problem with your journey please speak to a member of staff. If a member of staff is not available, you should use the nearest station Help Point, from where assistance is available at all times when trains are running.

2.2 – Your comments help us identify problems and improve the service we offer. That is why we encourage more people to contact us. You can get in touch by:

- Phone - 0191 202 0747 Customer Relations, lines are open 9.00am-5.00pm, Monday to Friday (except on Bank Holidays)
- Email – customerrelations@nexus.org.uk
- Letter –
Nexus
Customer Relations
The Spark,
Newcastle Helix
St James Boulevard
Newcastle upon Tyne
NE4 5DE

We aim to respond to 95% of written correspondence within ten working days and emails within five working days.

2.3 – Other useful addresses and telephone numbers:

To report an incident Emergency only (Police, Fire and Ambulance)	Call 999
Police (non emergency)	Call 101
At a Metro station To report an incident	Use the Metro Help Point Speak to a member of the Customer Service team To discreetly report an incident Text or WhatsApp your message to 07345 222 710. Call 0191 203 3666
On a Metro train To report an incident	To discreetly report an incident Text or WhatsApp your message to 07345 222 710. Call 0191 203 3666
Customer Relations Open 9.00am-5.00pm Monday to Friday (except on Bank Holidays)	Call 0191 202 0747
Metro Lost Property	Call 0191 202 0747
Access Assistance	Call 0191 203 3666
Traveline Public transport information Calls from landlines cost 12p per minute (open 7.00am - 10.00pm, seven days a week excluding Christmas Day. Revised opening times Christmas Eve, Boxing Day and New Years' Day)	Call 0871 200 22 33

3. Services, safety and passenger comfort

3.1 – We aim to provide a safe and reliable service. Sometimes we cannot run our services at their advertised times or frequencies because of circumstances beyond our control. We reserve the right, when necessary, to alter timetables, re-route or stop trains serving a station without giving notice beforehand. We will only do this for good reason and, if it happens, we will do our best to tell you why as soon as possible.

3.2 – If the service is withdrawn due to a fault or planned engineering work, Metro will provide alternative travel arrangements, depending on the circumstances. These will normally be by way of either replacement buses, taxis, shuttle services, or the acceptance of Metro tickets on other commercial services. Advice will be given on which alternative arrangements will be in place through regular public address announcements, or by staff on stations and Help Points. In the case of cancellation of last trains, a replacement train will be provided or, failing that, taxis will be provided for stranded customers.

3.3 – You may use any Metro train if you have a ticket that is valid for your entire journey. Our services are often heavily used so we cannot guarantee to carry you, or to provide you with a seat.

3.4 – We reserve the right to close entrances to, and exits from, our stations and to refuse entry to or require you to leave our premises, or trains, at any time. In most cases this will be for reasons of safety, but it may also apply to the conduct of customers, for which offenders may be

liable for prosecution.

3.5 – For your own safety and the safety of others, you must follow instructions given by staff including contractors, the police and members of the emergency services.

3.6 – When on Metro premises you must act in accordance with the Metro Byelaws. Any person who we have reasonable grounds to believe is likely to act in a riotous, disorderly or offensive manner may be refused access to, or may be requested to leave Metro premises or trains.

3.7 – In the interests of safety and the comfort of fellow customers you must not:

- Smoke on Metro (including vaping and electronic-cigarettes)
- Carry lit cigarettes, light matches or cigarette lighters on Metro
- Use roller skates, skateboards, scooters or bikes on trains or platforms
- Drink alcohol on Metro
- Take banned drugs on Metro
- Put your feet on seats
- Behave in a disorderly manner or use abusive or threatening language
- Play loud music or use mobile phones in a manner that could be annoying for other customers
- Bring electric scooters onto stations or trains
- Bring any non-folding bicycle onto a Metro train or station outside of the permitted areas and times stipulated in section 9 of this document.

- Take photographs in Metro premises unless prior authorisation is given
- Take flash photographs and/or use a tripod or other camera support equipment on Metro premises
- Undertake filming or photography on Metro premises for commercial purposes without the express permission of Nexus. Details on how to apply for permission can be found at nexus.org.uk/working-with-us/filming-photography
- Attempt to board or alight the train after the door warning tones have sounded
- These are offences that may result in us refusing entry to passengers or in prosecution (see section 3.4)

3.8 – In cases of emergency, exit from the trains will be through doors. If they cannot be opened by the driver automatically, any person will be able to open the doors by means of the emergency door handles situated at each doorway. The doors will not open until the train has stopped. Misuse of the emergency door handles is an offence under the Metro Byelaws and may result in prosecution.

3.9 – In the interests of safety, it is important that you allow passengers to leave a train, or lift, before you enter.

3.10 – Begging and unauthorised busking is not permitted on Metro. Metro does approve certain busking opportunities at selected stations. Any person wishing to busk on Metro must contact Customer Relations on 0191 202 0747 (lines are open 9.00am-5.00pm, Monday-Friday excluding Bank Holidays). All authorised buskers

must comply with the rules and regulations laid out in the “Instructions for Buskers” information which is made available when registering.

4. Tickets, smartcards and photocards

4.1 – Duty to have a ticket, validated smartcard or validated mobile ticket. You must have a ticket, smartcard or mobile ticket that is valid for the whole of the journey being made. The ticket, validated smartcard or validated mobile ticket must be made available for inspection on demand by authorised collectors. You must use it in accordance with the conditions set out in this booklet and a ticket must be returned to us, or destroyed, as soon as you have finished using it. All tickets, smartcards and mobile tickets remain the property of Metro. Failure to pay the correct fare for the journey being made may make you liable for payment of a Penalty Fare or excess fare, or prosecution (see section 5).

4.2 – Ticket types – validity and availability. Our main ticket types and the conditions relating to their validity and availability are set out in leaflets and notices published by Nexus and Network Ticketing Ltd. These are available at travelnortheast.uk.

4.3 – When you buy a ticket, smartcard product or mobile ticket, you must check before completing the transaction that it is the one you want for the journey(s) you intend to make. Single journey tickets are valid for 90 minutes for one continuous journey from the time shown on the ticket. In respect of Transfare tickets, you must start the second part of your journey within 90 minutes of buying your ticket. If you have a smartcard or mobile ticket, you must 'touch in' and 'touch out' on every journey to validate it for travel, including when transferring between the

Northumberland Line and Metro. You must also complete your journey within 120 minutes.

4.4 – Transfare tickets. Transfares are through-tickets for journeys which involve interchange between Metro, bus, the Shields Ferry and National Rail services between Sunderland/Newcastle and Metrocentre/Blaydon. They are only available for single journeys wholly within Tyne and Wear, with the exception of Ponteland in Northumberland.

4.5 – Use of tickets. Our tickets can only be used by the person for whom they were bought, or to whom they were issued (except the Metro Business Pass, where separate conditions apply). Tickets, smartcards and mobile tickets cannot be resold or passed on for further use. Such tickets will be invalid and offenders may be liable for prosecution.

4.6 – Duty to show tickets, smartcards or mobile tickets. You must have your ticket (and photocard if needed), smartcard or mobile ticket ready for inspection at any time during your journey and when alighting from the train onto the platform. You must retain your ticket, smartcard or mobile ticket for inspection until you have left the Metro station at your destination and you must present it for examination by a member of staff or a police officer if you are asked to do so.

4.7 – If you are unable to buy a ticket or touch in using your smartcard or mobile ticket due to faults with ticket machines, validator points or gatelines you should use a station Help Point and explain the

situation to Metro staff in the Control Room who will provide further assistance.

4.8 – Photocard. If a ticket is being used which contains a photocard, the photograph on your photocard must match your appearance, and the photocard number must match the one on your ticket. If they do not match, your ticket is invalid and may be withdrawn by an authorised member of staff. The photocard may also be withdrawn. If you are using a CAT - Child All-day Ticket or Concessionary single you must be in possession of a valid Nexus Under 16 Pop card. If your appearance has changed significantly since it was first issued you must replace it by downloading a form at travelnortheast.uk/concessionary-travel-for-children-and-young-people-aged-16-and-under-who-live-in-tyne-and-wear/ or by calling Customer Relations on 0191 202 0747.

4.9 – If you are travelling before or after the times that your season ticket allows, you must buy a ticket before you board the train. If you are travelling beyond the zone limit of your season ticket you must buy a ticket from the station your zone limit ends at, before continuing your journey.

4.10 – Compulsory ticket areas on Metro are the trains, station platforms and areas within station gatelines (where gatelines are fitted) as stated in the Explanation of Terms at the start of this document.

4.11 – Ticket refunds are given on four week or annual season tickets for unused future travel. Refunds will be given on the number of full travel days which are unused from the day after it is received

by Nexus. Replacement tickets are non-refundable.

4.12 – If you lose your season ticket or smartcard contact Customer Relations on 0191 202 0747.

4.13 – If you are travelling on Northern trains as well as Metro with a Pop smartcard, you will be subject to Northern Conditions of Carriage whilst travelling on a Northern train and Metro Conditions of Carriage when travelling on a Metro train.

5. Suspected fare evasion

5.1 – You must have a valid ticket, validated smartcard or validated mobile ticket for your journey before entering the prepaid area of the station. If you don't have a valid ticket, validated smartcard or validated mobile ticket, you may be issued with a Penalty Fare. You will have to pay the Penalty Fare within 21 days (beginning with the day following the day on which the Penalty Fare is charged). If you fail to pay within 21 days (beginning with the day following the day on which the Penalty Fare is charged) you may be prosecuted. Conviction would result in a fine.

5.2 – A smartcard or mobile ticket is not valid for travel unless it has been validated at the departure station prior to the journey. To end your journey the smartcard or mobile ticket should be touched onto the validator at the destination station. If you do not validate by 'touching in', you may be charged a Penalty Fare.

5.3 – If you have bought a ticket for travel on Metro but are found to be overriding you can be charged an excess fare or be liable for a Penalty Fare and/or prosecution. If you have a season ticket and you are out of zone the excess fare is the fare between the station at which your ticket ceased to be valid and your destination station. If you have a single ticket and are overriding the excess fare is the difference between what you actually paid for your ticket and what you should have paid for your full intended journey.

5.4 – We reserve the right to withdraw any ticket or smartcard at any time, although we will not do so without good reason.

5.5 – If we think that you have used or tried to use any ticket to defraud us we may cancel and not re-issue it. If this happens you will forfeit the right to a refund for the remaining period that it is valid. You may also be liable to prosecution.

5.6 – If we think that the details on your ticket, smartcard or photocard have been altered, we will withdraw it and will not replace it or give a refund. You may also be liable to prosecution.

5.7 – If your ticket, smartcard or photocard is damaged to such an extent that it cannot be read we will withdraw it but may, at our discretion, replace it. In either case, you must hand over the ticket and/or photocard if asked to do so. **5.8** – For more information on Penalty Fares on Metro, please contact Customer Relations.

6. Refunds

6.1 – Reimbursements of money lost in a ticket vending machine due to mechanical failure or vandalism are made in accordance with the Metro Customer's Charter.

6.2 – If you lose money in a ticket machine because it fails to issue a ticket or give the correct change, or a ticket has been purchased in error and you can demonstrate that you did not use it, you can apply for a refund at travelnortheast.uk/ways-to-travel/metro/ticket-refunds/ or by calling 0191 202 0747 (lines are open Monday-Friday, 9.00am-5.00pm excluding Bank Holidays).

6.3 – If the train you are waiting for is delayed more than 15 minutes longer than advertised or the Metro train you are on is delayed by more than 15 minutes, we will refund you the cost of your single journey Metro ticket*.

** Excluding Gold Card holders and when we advertise that your journey will take longer e.g. when using the Metro replacement bus service during planned modernisation work.*

If you buy a ticket which you do not use due to train cancellations or service disruption you can also claim a refund.

6.4 – We aim to treat all refund claims with fairness. Claims must be submitted within 28 days from the incident date. You will need to provide a copy of your ticket or Pop card with your claim.

We've made it easy to claim a refund, you can do this by visiting travelnortheast.uk/ways-to-travel/metro/ticket-refunds/.

7. Access

7.1 – We are committed to making travel easier, especially for people whose mobility is impaired, and those who travel with small children or pushchairs. The Metro system is designed to be accessible for those with impaired mobility. All stations are accessible by level access ramps or lifts.

7.2 – Access to all platforms is either street level access, lifts or by sloping ramps. At several stations, lifts are available for mobility impaired passengers to access and exit the platforms.

7.3 – Access from station platforms to trains is minimal. The gap between the platform and the train can vary between station. For more details of station access visit travelnortheast.uk/ways-to-travel/metro/accessibility/ or call Customer Relations.

7.4 – All Metrocars have spaces available specifically for standard pushchairs and standard wheelchairs (up to a maximum width of 700mm and length of 1200mm). Mobility scooters are not permitted on Metro.

7.5 – Large models of motorised wheelchairs are now on the market and some are not suitable for use on Metro. If you plan to take a motorised wheelchair on Metro regularly you can check its suitability by contacting Customer Relations.

Phone: 0191 202 0747.

Email: customerrelations@nexus.org.uk

Write to: Nexus
Customer Relations
The Spark,
Newcastle Helix
St James Boulevard
Newcastle upon Tyne
NE4 5DE

7.6 - For safety reasons pushchairs, wheelchairs and large items of luggage should not be taken on escalators. Please use the lift.

8. Luggage, possessions and animals

8.1 – Luggage and Possessions. For safety reasons, and for the comfort of customers, we have to restrict the amount and type of luggage and possessions that you can take with you on Metro.

You may, at the discretion of staff, take with you the following items provided they do not cause an obstruction, and are not put on seats:

- Personal luggage
- Pushchairs and buggies
- Prams
- Folded bicycles (please refer to 9.1)
- Any other item provided that it is not dangerous or likely to injure anyone

You may not take:

- Unfolded bicycles outside of the permitted times; please refer to 9.1.
- Any item that is more than 2 metres long
- Hazardous or inflammable substances
- Any item which you are unable to carry yourself (including up and down stairways and escalators)

We can refuse permission for you to take any item on to a Metro. If you are in any doubt over a particular item, please contact Metro (see 2.2 for details).

We reserve the right to restrict the carriage of items when there is a need for increased security. If we think that unattended property may be a security threat, the police or security services may destroy it.

Please keep your possessions with you at all times.

8.2 – Animals

8.2.1 – Dogs travel for free on Metro.

Any such animal carried on Metro must either be on a lead or carried in a suitable container and must not be put on seats. Please ensure your dog is kept under control at all times. We can refuse permission for you to take an animal on our trains if this condition is not met or if the animal is likely to cause discomfort to other customers. For health and safety reasons, it's advisable not to take your dog onto the escalator. Please use the lift or stairs instead.

8.2.2 – Staff are not allowed to take charge of any animal.

8.3 – Lost Property

8.3.1 – If you find any lost property on our trains or premises, please alert a member of staff.

8.3.2 – If you lose something on a train or at a Metro station contact Customer Relations by emailing customerrelations@nexus.org.uk or telephone 0191 202 0747. If it is possible to identify the owner of the property, Metro will endeavour to contact that person to advise them that it has been found.

8.3.3 – To arrange an appointment to collect Lost Property please contact 0191 202 0747 (lines are open Monday-Friday, 9.00am-5.00pm excluding Bank Holidays) or email customerrelations@nexus.org.uk. We reserve the right to charge a collection fee.

8.3.4 – If any item of lost property is not claimed within 28 days, the item will be disposed of as we think fit. Please note that perishable items will be disposed of immediately.

9. Bicycles

9.1 – Folding bicycles, in their fully folded state, are permitted anywhere on Metro.

Non folding bicycles are allowed onto stations and trains between Callerton Parkway-Jesmond, Manors-Jesmond (via Whitley Bay) and Gateshead Stadium-South Shields/South Hylton during the following times:

- Monday to Friday 10.00am-3.00pm
- Monday to Friday 7.00pm until end of service
- All day at weekends

Only one bicycle is permitted on each Metrocar at any one time.

For safety reasons, dismount your bicycle on approaching the Metro station. Never ride your bicycle in stations or on trains.

Bicycle parking is available at most Metro stations. Some stations Sheffield stands or Streetpod bicycle parking.

You may leave your bicycle at a rack, providing that it is not left in a position that causes an obstruction or hindrance to other people using the Metro.

For details on bicycle parking visit travelnortheast.uk/ways-to-travel/metro/information/bikes-and-scooters-on-metro/, call Customer Relations on 0191 202 0747 (lines are open Monday-Friday, 9.00am-5.00pm excluding Bank Holidays).

9.2 – Bicycles are left entirely at the risk of the owners. Nexus accepts no liability for loss or damage to bicycles left at Metro stations.

