

# Charity Collection Policy

We welcome charity collections on railway premises. To help us manage this in the best possible way, you should apply for permission beforehand, depending on where you are collecting. For [Network Rail stations](#) you'll find details on eligibility criteria and how to apply by clicking on the link.

Permission (if given) will only be for a cash or contactless collection. Applications for text to donate, leafleting, exhibitions and direct debit initiatives can be directed separately to our designated team by contacting them at: [NetworkRail@spaceandpeople.co.uk](mailto:NetworkRail@spaceandpeople.co.uk)

1. Applications will only be considered from a registered charity.
2. Public liability insurance for the charity must be valid at the time of the collection and submitted to Network Rail in advance.
3. Charities in England and Wales have to be registered with the Charities Commission for a minimum of two years and have submitted two years of accounts. Charities in Scotland have to be registered with the OSCR (Office of the Scottish Charity Regulator). These must be provided with the application.
4. Charities must be registered with the Fundraising Regulator for England and Wales and the Scottish Fundraising Standards Panel for Scotland at the time of submitting your application. Details can be found here: <https://www.fundraisingregulator.org.uk/> and here: <https://www.goodfundraising.scot/fundraising-guarantee/>
5. Network Rail will not accept applications from charities with governance costs over 25%, so that the maximum amount of customer donations is spent directly on the charitable cause.
6. No charity that pays commission to its collectors or using a 3rd party professional fundraising agency will be accepted to ensure that 100% of the funds donated go to the charity.
7. Local limits may apply to the number of charitable collections allowed at a station each week and individual stations reserve the right to decline requests.
8. An application form for a charity collection at a Network Rail station will need to be completed and signed before any collection takes place within the station. This is to confirm that you have read and understood the Network Rail charity policy which applies to charity collections at Network Rail managed stations. If you are granted permission, you will agree to enter into the indemnity detailed within the application.

9. We process requests once we've received your completed form and your Public Liability Insurance document. Please make sure we receive your application at least 60 days before your planned collection date. Stations may take up to 28 days to respond to our request.

10. Network Rail reserves the right to refuse permission to charities without providing a reason for the refusal. This policy applies to all charities without exception.

11. On the day of the charity collection:

- All representatives must report to the Network Rail station reception, sign in and receive a safety brief before any activity commences.
- All representatives must bring valid photo identification (passport or driving license) before the start of any agreed activity. For the purposes of station security, only these forms of identification will be accepted. Each representative of the charity will wear an identification badge at all times. This will be provided by Network Rail on arrival.
- Anyone without the required identification will be denied permission to take part in the collection.
- As per the fundraising regulator, collectors must have an ID badge including details of their license to collect.
- Any containers for collecting cash must be sealed and not damaged. Any fundraising materials which are handed out should include the charity name and number, as well as a contact number.
- You **must** keep to any relevant age limits set by law when organising fundraising activities. In the case of collecting at Network Rail stations, all representatives must be a minimum of 18 years old.
- The standards laid down in the safety briefing provided at the station must be adhered to at all times. Representatives of the charity must be courteous at all times and obey the shift station manager in all matters.

12. A specific area of the station will be allocated to the charity for the duration of the collection and must be adhered to.

13. Network Rail cannot take responsibility for or look after any bags that the charity representatives may bring with them on the day. Station storage, where available, is at the discretion of the station manager.

14. Each charity will have no more than four representatives at any one time on the station on the date allocated. Any additional collectors will need to be approved in writing and in advance by the station.

15. The name of the charity must be displayed clearly at all times.

16. No activity will be undertaken in such a manner that is likely to harass, inconvenience or annoy any person or impede passenger movement at any time. You must avoid causing an obstruction, congestion and nuisance to the public. You must not deliberately block the path of members of the public.

17. Whilst fundraising you must not:

- physically 'shake' a collection bucket;
- make physical contact with anyone that is not connected to the activity;
- act in any way that might reasonably cause members of the public to be or become startled or anxious;
- act dishonestly or manipulatively, or deliberately try to make a potential donor feel guilty;
- act in any other way that a reasonable person might consider would damage the charitable institution's reputation which includes:
  - smoking or drinking alcohol while wearing clothing that contains a charitable institution's branding;
  - taking or being under the influence of illegal drugs;
  - lewd or aggressive behaviour, including swearing, while wearing clothing that contains a charitable institution's branding;
  - putting undue pressure on members of the public to donate;
  - exploiting your position for personal gain (for example, asking for a job, asking someone for a date, or asking for a discount on goods or services); or
- display any other behaviour that harms the reputation of the fundraising profession or the charitable institution you are representing.

18. On the day of the collection, Network Rail reserves the right to ask the charity to vacate themselves from the premises, should it become necessary due to operational requirements or should they fail to act in a manner satisfactory to Network Rail. Charities that are accepted but fail to act in a manner satisfactory to Network Rail, will not be granted permission to collect at the station again.

19. The monies collected are the responsibility of the charity, all collecting receptacles must be closed and sealed against accidental spillage and unofficial opening. Network Rail accepts no responsibility for these monies at any time.

20. Reasonable expenses can be paid to collectors', but expenses cannot be taken directly from the funds collected on the day. As per HMRC guidance, common examples of expenses include; travel costs such as public transport fares, mileage, or parking fees incurred travelling to and from the volunteering location, and meals and refreshments if volunteering spans mealtimes.

21. It is the responsibility of the organiser to remove all waste generated as a result of the activity. If any remaining waste has to be removed by Network Rail, the charity will be charged for the cost of removal.

22. Any charity wishing to return to a Network Rail managed station must complete a new signed application before any collection takes place within the station. This is to confirm that you have read and understood the Network Rail charity policy which applies to charity collections at Network Rail managed stations and if granted permission, agree to enter into the indemnity detailed within the application.
23. Charities must provide feedback of the total funds raised at each individual Network Rail managed station. Please send these to [charitablegiving@networkrail.co.uk](mailto:charitablegiving@networkrail.co.uk) within 14 days of the collection otherwise any future applications from that charity will be refused.

**If you have any queries regarding this policy, please contact: [charitablegiving@networkrail.co.uk](mailto:charitablegiving@networkrail.co.uk).**