

Charity Collection Policy

Network Rail is committed to helping communities thrive and encourage registered charities to hold collections free of charge at our Managed Stations.

Network Rail – Managed Stations		
London Liverpool Street	London Cannon Street	Birmingham New Street
London Victoria	London Charring Cross	Liverpool Lime Street
London Bridge	London Waterloo	Manchester Piccadilly
London Euston	Edinburgh Waverley	Leeds
London Kings Cross	Glasgow Central	Bristol Temple Meads
London Paddington	Guildford	Clapham Junction
London St Pancras*	Reading	

*Note that only some parts of St Pancras are classed as a Managed Station. Please check with the Charitable Giving Team (charitablegiving@networkrail.co.uk) for further details.

This policy covers cash and contactless i.e. ‘tap and go’ collections at the above stations only. Should you wish to undertake leafletting, exhibitions, ‘text to donate’, sell merchandise, or a direct debit initiative, please apply directly to our designated team by contacting: networkrail@spaceandpeople.co.uk.

Process

1. You will be required to obtain written consent from the Network Rail Charitable Giving team by following [this link](#) to make an application.
2. Network Rail will process the application once we have received your completed form and your Public Liability Insurance document. Please make sure all documents are sent at least 60 days before your planned collection date.
3. The Charity must provide feedback on the total funds raised at each individual Network Rail Managed Station. Please send this to charitablegiving@networkrail.co.uk within 14 days of the collection. Failure to submit this information may result in future applications from that charity being refused.

4. Consent is required for each collection.

Criteria

5. Collections can only be made on behalf of a UK registered charity.
6. Public liability insurance for the Charity must be valid at the time of the collection and submitted to Network Rail with the application.
7. The Charity must be registered for a minimum of two years, and have submitted two years of accounts with either:
 - a. the Charities Commission in England and Wales or
 - b. the Office of the Scottish Charity Regulator (OSCR) in Scotland
8. Charities must be registered with the Fundraising Regulator for England and Wales, or the Scottish Fundraising Standards Panel for Scotland at the time of submitting your application. Details can be found here:

<https://www.fundraisingregulator.org.uk/>
<https://www.goodfundraising.scot/fundraising-guarantee/>
9. Network Rail will not accept applications from charities with governance costs over 25% to ensure the maximum amount of the customer donations is spent directly on the charitable cause.
10. The Charity may pay collectors' reasonable expenses, but it cannot be taken directly from funds collected on the day. As per HMRC guidance, common examples 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.
11. No Charity paying commission to its' collectors or that uses a 3rd party professional fundraising agency for cash or contactless collections at managed stations will be accepted.

For the avoidance of doubt, this restriction does not apply to independent online fundraising platforms (such as JustGiving), which may be used provided that 100% of the donor's intended charitable contribution is passed directly to the Charity, and any optional additional contribution to support the platform is clearly disclosed to the donor by the platform provider.

12. All representatives must be a minimum of 18 years of age.

13. Each charity can have no more than four representatives at any one time on the station on the date allocated. Any additional collectors will be at the discretion of the relevant Shift Station Manager and Charitable Giving Team on a case-by-case basis.
14. Local limits may apply to the number of charitable collections allowed at each station each week and Network Rail the right to decline requests.
15. Network Rail reserves the right to refuse consent without providing a reason. This applies to all Charities without exception.

On the Day of the Charitable Collection

16. All representatives must report to the Network Rail reception, sign in and receive a safety brief before any activity commences. The information provided in the safety brief, including the area of the station identified for collections, must be adhered to at all times. Representatives of the charity must be courteous and comply with the Shift Station Manager (or other nominated person) in all matters and at all times.
17. Identification
 - a. Network Rail will provide each person with a Station Visitor ID badge. Valid photo identification (current passport or driving licence) must be shown on the day. NO other forms of identification will be accepted.
 - b. As per the fundraising regulator, collectors must also have an ID badge which includes details of their licence to collect. This is to be provided by the Charity.
 - c. Each representative of the charity must wear the appropriate identification badges at all times.
 - d. Failure to provide the required identification as set out in clauses 17a and 17b will result in the person being denied permission to take part in the collection.
18. Any cash collecting boxes must be labelled, numbered and sealed.
19. Any fundraising materials can be placed on a table for people to collect (but not be handed out). They must include the charity name and number as well as a contact number.
20. Network Rail will not take responsibility for or look after any bags or other personal belongings that the charity representatives may bring with them on the day. Station storage, where available, is at the discretion of the Shift Station Manager.
21. The name of the charity must be displayed at all times.

22. Whilst fundraising you must not:

- a. Physically shake cash collection boxes;
- b. Make physical contact with anyone that is not connected to the activity;
- c. Act in any way that might reasonably be expected to cause anyone to become startled or anxious;
- d. Act dishonestly or manipulatively, or deliberately make a potential donor feel guilty;
- e. Cause obstruction, congestion or cause nuisance to any person;
- f. Act in any other way that a reasonable person might consider would damage the charitable institution's reputation which includes, but not limited to
 - i. Lewd or aggressive behaviour, including swearing
 - ii. 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)

23. Network Rail operates a strict alcohol and drugs policy. We may terminate permission and access of any person associated with the activity that is, or we suspect to be, under the influence of alcohol or drugs.

24. On the day of the collection, Network Rail reserves the right to ask the charity to vacate the premises should it become necessary due to operational requirements, safety reasons or for the failure to act in a manner satisfactory to Network Rail. Charities and/or individuals that are accepted but fail to act in a manner satisfactory to Network Rail will not be granted consent to collect.

25. Any 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.

26. It is the responsibility of the organiser to remove all waste generated resulting from the activity. If any remaining waste is to be removed by Network Rail, the charity will be charged for the cost of the removal.

If you have any queries regarding this policy, please contact:

charitablegiving@networkrail.co.uk