

**Ken Skates AS/MS**  
Ysgrifennydd y Cabinet dros Drafnidiaeth a Gogledd Cymru  
Cabinet Secretary for Transport and North Wales



Llywodraeth Cymru  
Welsh Government

Eich cyf/Your ref P-06-1335  
Ein cyf/Our ref KSNWT/00427/25

Carolyn Thomas MS  
Chair - Petitions committee

4 April 2025

Dear Carolyn,

Thank you for your further letter of 07 March regarding Transport for Wales (TfW) staff discretion to serve complimentary refreshments on trains.

My officials have raised this matter with TfW and they have confirmed that their catering staff do not carry cash and are therefore unable to accept cash payments. However, they have also advised that it is their policy for catering staff to apply their discretion to serve complimentary refreshments such as water, tea and coffee in circumstances where passengers are unable to make card payments. TfW Customer Hosts are trained and experienced to identify the needs of passengers and are empowered by policies such as this to assist accordingly.

This is not proactively advertised by TfW in order to prevent this policy from being abused by passengers who do not require this assistance. However, I have asked my officials to discuss this matter further with TfW to explore opportunities to develop this solution and further improve the passenger experience for vulnerable adults.

Yours sincerely,

**Ken Skates AS/MS**  
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Cabinet Secretary for Transport and North Wales

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.