



National Rail Timetable

Sunday 19 May 2013 to Saturday 07 December 2013

Britain's national railway network and stations are owned by Network Rail. Passenger services are operated by the Train Companies included in this Timetable, who work together closely to provide a co-ordinated *National Rail* network offering a range of travel opportunities. Details and identification codes are shown on the Train Operator pages.

This Timetable contains rail services operated over the National Rail network, together with rail and shipping connections with Ireland, the Isle of Man, the Isle of Wight and the Channel Islands. Network Rail operates managed stations however the remainder are operated on their behalf by the Train Operating Companies. Details are shown in the Station Index. The Timetable Network Map shows the number of the individual table for each route.

http://www.nationalrail.co.uk/passenger_services/maps/Network_Rail_national_map.pdf

Contents

	Page
Introduction	1
What's New	2–5
How to use this Timetable	6–7
General Information	8
Connections	9
Train Information, Telephone Enquiries	10–11
Rail Travel for Disabled Passengers	12
Seat Reservations, Luggage, Cycles and Animals	13–14
Directory of Train Operators	15–42
Network Rail and Other addresses	43–44
How to Cross London	45–46
Airport Links	47–50

YOUR FEEDBACK IS VALUABLE TO US

If you have any comments on the content of this book or feedback on how you feel it could be improved then please contact the Publications Manager by writing to;

Victoria Fox, Network Rail, The Quadrant : MK
Elder Gate, Milton Keynes, Buckinghamshire, MK9 1EN

Or E-mail: Victoria.Fox@Networkrail.co.uk

A BIG THANK YOU 5 ; 5-B'TO ALL VOLUNTEERS

We would again like to thank our numerous volunteers for your continuous help and support throughout the timetable process. Thank you for giving your own valuable time to better the timetable.

We greatly appreciate your continued support and look forward to working with you in the future.

Services on Public Holidays

An amended service will operate on many parts of the rail network during Public Holidays and you are strongly advised to confirm your journey details if travelling around a holiday period. For more information visit www.nationalrail.co.uk/holidays

Engineering Work

It is sometimes necessary to carry out essential Engineering Work which means that services may be changed, particularly late at night or at weekends to allow this work to be carried out. Engineering Work is usually planned many weeks in advance and details of changes to train times can be obtained from the National Rail Enquiries website – www.nationalrail.co.uk/engineering

Copyright

© 2013 Network Rail

ISSN 1367 0352

The information herein is the copyright of Network Rail and may be used for correcting the times of trains and services connected therewith in any existing publication and such use should be held to be the license of Network Rail, who reserve the rights in the said information and in the form and arrangements thereof. Anyone wishing to use the information in any publication should seek the permission of Network Rail for such use.

National Rail Conditions of Carriage

Details of the conditions against which all National Rail tickets are issued, including the conditions which apply to the carriage of luggage and cycles can be obtained from the National Rail Enquiries website – www.nationalrail.co.uk/nrcc

What's New?

General Information

- Nottingham station will be closed from 20th July until 25th August 2013. Various rail-replacement buses will serve the station and some connections will involve the local tram network.
- From 22nd April until 22nd August 2013 inclusive the low-level platform at Liverpool Lime Street will be closed for refurbishment and trains on the Chester/Ellesmere Port/West Kirby/New Brighton routes will pass through non-stop.
- Passengers travelling between Liverpool Lime Street and stations on those routes will need to use Liverpool Central or Moorfields instead. Interchange between Merseyrail services and those of the other train operators at Liverpool Lime Street will therefore take significantly longer than normal.

East Midlands Trains

- Between 20th July and 25th August 2013 there is blockade of Nottingham station for major engineering work which will have a significant impact on the train service provided by East Midlands Trains. Special timetables will operate in this area during this period.
- The London to York and return Saturday service will be extended through to Scarborough from 25th May until 07th September 2013.

First Great Western

The Great Western route modernisation and the building of Crossrail will continue to have an effect on our train services throughout this timetable, including;

- The massive Reading station redevelopment continues and will result in world class facilities being provided at this important station. If you are travelling through, or changing trains at Reading, please allow yourself extra time and take care while using the station during the construction works
- The South Cotswolds route between Swindon and Gloucester is closed for three weeks during August 2013 to allow our industry partners, Network Rail, to add an additional track between Swindon and Kemble. Although we endeavour to run trains whenever we can during improvement works, the nature of this project means that we will have to run rail replacement buses for these three weeks
- Late night train services on Mondays to Thursday between London Paddington and Maidenhead will have reduced frequencies throughout the duration of this timetable to allow construction works to take place for the introduction of Crossrail. Also, Acton Main Line, West Ealing and Hanwell stations will have earlier last trains to and from London Paddington as a result of this work. Crossrail is a new underground link through central London, which will link Maidenhead in the west to Shenfield and Abbey Wood in the east and will provide high frequencies and shorter journey times to and from central London

Following feedback from customers and stakeholders we're pleased to announce a consistent timetable from May, with few changes. The highlights are;

- **High Speed Services**

As in previous years we will continue to run additional trains on routes to and from the West of England throughout the summer period to cater for high levels of demand. High Speed Trains to and from Newquay will be typically 5 minutes faster than present.

The 0518 Mondays to Fridays Great Malvern to London Paddington service will be extended to start back from Hereford, providing an additional morning service through to London.

- **Services in the West of England**

The 0935 Mondays to Fridays Exeter St Davids to Penzance will start from St James' Park and will call additionally at Exeter Central. This will replace the existing 0906 Exeter Central to Exeter St Davids.

The 1659 Mondays to Saturdays Brighton to Bristol Temple Meads services ceases to call at Avoncliff and Freshford, resulting in faster journey times for through customers.

First Great Western - Continued

- **London and Thames Valley services**

A new Mondays to Fridays train will run from Oxford at 0518, calling at all stations to Banbury.

The Mondays to Fridays 0555 Bedwyn to London Paddington will be replaced by a 0540 Bedwyn to London Paddington service, providing an earlier arrival into London.

Several Monday to Friday trains in the Thames Valley and London areas will be formed of more carriages than present to increase capacity and better match demand. Longer trains mean that station stops at Appleford and Radley will be changed to allow longer trains to operate.

The Monday to Friday services at 0806 and 0838 from London Paddington to Twyford will both be extended to Reading, providing more capacity into Reading from local stations

London Midland

Please note Stratford-upon-Avon Parkway Station is expected to open during the course of the timetable.

London Overground

There will now be more trains between Richmond and Stratford on Sunday evenings.

An additional northbound train will run from Crystal Palace on weekdays at 0543.

ScotRail

Conon Bridge station opened on 8th February, providing important transport links for the local community; an additional six services (in each direction) will operate between Aberdeen and Inverurie on Sundays; services to/from Irvine on a Saturday will now be extended to Ayr; an hourly Sunday service will now call at Newton-on-Ayr; and the West Highland lines summer timetable has been extended to run until 27th October.

Changes to NRT Tables since the previous edition

Table 5: Amended

Please note the structure of Table 5 has been amended and it now covers the services running from London Liverpool Street – Ilford – Shenfield. Table 5 has been split into Table 5 and Table 6.

Table 6: New

Please note Table 6 covers the services running from London Liverpool Street- Shenfield - Wickford – Southminster – Southend

Table 74: New

Table 75 has been split into 3 parts, 74, 75 and 76. Table 74 now covers Birmingham – Wolverhampton – Telford – Shrewsbury.

Table 75: Amended

Table 75 has been split into 3 parts, 74, 75 and 76. Table 75 now covers Birmingham – Shrewsbury – Chester – Holyhead.

Table 76: New

Table 75 has been split into 3 parts, 74, 75 and 76. Table 76 now covers Birmingham – Shrewsbury – Aberystwyth – Barmouth and Pwllheli.

Table 103: Amended

Table 103 has been split into tables 103, 104 and 105. Table 103 now covers Hunts Cross – Southport.

Changes to NRT Tables since the previous edition - Continued

Table 104: New

Table 104 has been created to cover Liverpool Central – Kirkby. This was originally part of table 103, which has been split into tables 103, 104 and 105.

Table 105: New

Table 105 has been created to cover Liverpool Central – Ormskirk. This was originally part of table 103, which has been split into tables 103, 104 and 105.

Table 106: Amended

Table 106 has been split in tables 106 and 107. Table 106 now covers Liverpool – New Brighton and West Kirby.

Table 107: New

Table 107 has been created to cover Liverpool – Chester and Ellesmere Port. This was originally part of table 106, which has been split into tables 106 and 107.

Table 135F: New

Table 135F has been added to show ferry services from Penzance Quay – St Mary's Quay (Isles of Scilly)

Table 170: New

Table 177 has been split into 3 parts, 170, 171 and 172. Table 170 now covers London Victoria via Balham and Norbury.

Table 171: New

Table 177 has been split into 3 parts, 170, 171 and 172. Table 171 now covers London Victoria via Streatham Hill and Crystal Palace.

Table 172: New

Table 177 has been split into 3 parts, 170, 171 and 172. Table 172 now covers London Victoria via Wallington.

Table 173: New

Table 173, shows a mixture of services originally shown in table 178 and 179. Table 173 covers London Bridge via Peckham Rye and Tulse Hill.

Table 175: Amended

Table 175 now shows the fast trains only between London and East Croydon. The complete service to South Croydon, Purley Oaks and Purley is transferred to table 181.

Table 177: New

Table 178 has been split into 2 parts, 177 and 178. Table 177 now covers London Bridge via Sydenham.

Table 178: New

Table 178 has been split into 2 parts, 177 and 178. Table 178 now covers the East London Line.

Table 179: Amended

Table 179 has been revised with some stations appearing twice to enable passengers to find times of going to London in different directions on the same page.

Changes to NRT Tables since the previous edition - Continued

Table 181: Amended

Table 181 now shows the complete train service for South Croydon, Purley Oaks and Purley.

Table 182: Amended

Table 182 is now simpler and no longer shows the Wallington route trains which are transferred to table 172.

For South London tables 170, 171, 172, 173, 177, 178, 179, 181, 182 stations in bold indicate where the full train service is shown to and from the other stations on the table.

How to use this Timetable

Some tables are self-contained (such as Table 1 London–Shoeburyness) showing every train running between any two stations on the route. Train journey lengths vary from the under ¾ mile Stourbridge Town to Stourbridge Junction shuttle to the 773 mile Aberdeen to Penzance service. To show details of longer-distance services in a single table, short-distance services are omitted, these appearing in separate 'composite' tables.

WHICH TABLE?

General Layout of the Timetable

There are several ways of finding the correct table(s) for a journey. Tables start with the north bank of the Thames and radiate anti-clockwise around London as far as the south bank (Table 212, London-Faversham-Margate) with non-London tables (like the Cardiff Valleys) placed close to the appropriate London route. Internal Scottish routes follow from Table 216. Tables numbered 400-406 cover domestic Sleeper services. Once familiar with to this geographic layout, required tables can usually be found with relative ease, but there are more precise methods:

Using the Index

Look up your destination. If it appears in up to five tables, those tables are listed (for example Hilsea appears in Tables 156, 157, 158, 165 and 188). If it appears in six or more then there may be sub-divisions. If your destination is sub-divided in this way and your origin is NOT shown (for example Shipley is not shown under Lancaster) then look up the origin instead as it probably has fewer tables. Alongside the station name is shown a two character code indicating which operator is responsible for operating the facilities at that station (see also Train Operator pages).

Using the Timetable Network Map

If your journey is more complicated and involves several changes between tables, the Timetable Network Map will be very useful. For example, to plan a journey from North Berwick to Pontypridd one would not expect to find both in the same table. The map makes it clear that one has to change at Edinburgh and Cardiff and, as there is no through service between North Berwick and Pontypridd, allows one to look up possible routes, for example, via Crewe and Shrewsbury (Tables 65 and 131), Crewe and Birmingham (Tables 57 and 65) or York and Birmingham (Tables 51 and 57). http://www.nationalrail.co.uk/passenger_services/maps/Network_Rail_national_map.pdf

Using Route/Network Diagrams

For many tables a Route or Network Diagram is also provided. Route Diagrams are generally used for longer distance tables (for example Table 26) and show the route and stations served in diagrammatic form as well as the principal connecting links. Network Diagrams (for example Tables 152–154) are generally used where there is a dense network of shorter distance routes and show *all* stations and routes in the area concerned in diagrammatic form.

Using the Table

Having found the table you require make sure you look at the correct set of pages: Mondays to Fridays, Mondays to Saturdays, Saturdays, Sundays plus any relevant dates. Look for the station from which you will leave, read across until you find a suitable train, then read down to see when you will arrive at your destination.

→ indicates the train is continued **in** a later column.

← indicates the train is continued **from** an earlier column.

Bold times denote through trains whilst light, *italic*, times are connections (Please read carefully the section on the "Connections" page). Check if there is a column-heading and if there is, refer to the foot of the table for an explanation.

Because of the large number of services that 'cross' Midnight, a Railway Timetable needs to be precise in the meaning of 'a day'. Trains starting their journeys before Midnight are shown towards the end of a table – but if you are looking for the 'last' train do not stop there, as there may be later ones at the start of the table!

A train crossing Midnight will be shown in full at the END of a table and any column heading denoting the day of the week applies to the day the train STARTS. For example a 2350 train headed 'SO' (see the general notes on inside front cover) commences 2350 Saturday and runs into Sunday. The train will also be shown at the front of the Sunday table with the times prior to Midnight shown with note 'p', e.g. 23p50, to indicate that they refer to the previous night.

Do not worry about the ambiguity as to which day Midnight itself belongs, for, to avoid this problem, all times skip from 2359 to 0001 and neither 0000 nor 2400 is ever used!

A two character code is shown at the head of each train column indicating which operator is providing the train service (see also Train Operator pages).

Mileages between stations served (but not those shown for connecting purposes) are shown on the first page of each Timetable.

Indicates the Operating
Company of the train
concerned

Indicates the days of the week (and in some cases dates) on which the Timetable operates

**Colne, Burnley, Accrington and
Blackburn—Preston—Blackpool**

Catering Information

Mondays to Saturdays

[illegible]

Train runs on
Saturdays Only
(see also page
called 'References
and Symbols used
in this Timetable')

Seat Reservations
symbols

Train time in *italics* indicate connecting times. The letter 'a' alongside a connecting station indicates the arrival time at that station. Conversely, the letter 'd' indicates the departure time

For general notes see front of timetable

- J** Mondays to Fridays until 1 November and from 31 March, also Saturdays until 2 November and from 1 March
- K** Until 2 November
- c** Saturdays arr. 10 minutes later
- f** Saturdays dep. 10 minutes earlier
- g** Saturdays arr. 1500

Intra-time letter indicating
note at foot of page

A wavy line indicates that the train does not run on all dates included in the Timetable. In all such cases an additional headnote (in this case 'J') will be used to provide full details

Train times indicate that the train stops at the station concerned. Arrival times are denoted by 'a' against the station name and departure times by 'd'. Where there is no time shown against a station then the train concerned does not serve that station

Route/Network Diagrams (see previous page): For many tables a Route/Network Diagram is also provided to show the routes and stations served in diagrammatic form. Where this is the case, a reference to the Route/Network Diagram will be provided at the top of each page of the Timetable concerned. Timetable numbers for connecting or alternative services will not be included within the Table itself; instead this will be indicated on the accompanying Route/Network Diagram

7

General Information

Smoking Policy

Smoking is not permitted on any National Rail service or in any station. In England and Wales, this includes all covered and uncovered concourses, ticket halls, platforms, footbridges and subways at station premises.

Left Luggage Facilities

Details of Left Luggage Facilities at individual stations are available at www.nationalrail.co.uk/stations

Penalty Fares

Penalty Fares are charged by Train Companies at some stations and on some trains. Where this is the case, warning notices will be displayed. Those stations at which Penalty Fares are in operation are indicated in the Station Index and the individual Table numbers section (see also Train Operator pages). Please be aware that at some stations where Penalty Fare Schemes are in place not all Train Operator services calling at that station are included in the scheme.

If you cannot produce a valid ticket for your entire journey when asked to do so, you may be charged a Penalty Fare. This will be either twice the full single fare to the next station at which the train is due to stop, or £20 (£80 on Transport for London services and stations, reducing to £40 if paid within 21 days), whichever is the greater. Any travel beyond the next station will be charged at the full single fare.

To avoid paying a Penalty Fare, you must purchase a valid ticket to your destination, before starting your journey. If the ticket office is closed and you cannot buy the ticket you need from a self service ticket machine, you must buy a Permit to Travel paying as much of your fare as possible. This permit must be exchanged for a valid ticket at the first opportunity. More information is available at nationalrail.co.uk/penaltyfares.

Timetable Accuracy, Contents, Presentation

Every effort is made to ensure that the information contained in this Timetable is correct, however errors can still occur" K e welcome feedback about accuracy, contents and presentation/ please contact us on the address given on page 1.

If you have any questions or queries about the train services shown in this Timetable, please contact the appropriate operator shown in the Directory of Train Operators.

Other National Rail Timetables

Regional and route specific Timetables are available from individual train companies. Please contact the relevant train company to request the latest version of the Timetable you require.

National Rail Enquiries offers an online 'Pocket Timetable' service which gives you the flexibility to create a customised Timetable based around your origin and destination, your own time requirements and the days of the week that you intend to travel. Visit www.nationalrail.co.uk/pockettimetables for more details.

Connections

Bold type times in vertical columns in the timetable show direct trains. In a few cases, where one train overtakes another, the times appear in more than one column and arrow symbols indicate where the train continues in the Timetable.

Many more journey opportunities are possible by changing trains. To help plan such journeys, times in light italic type are shown in some of the Timetables for departures (if the time is earlier than the bold type times for the station below in the column at which you should change trains) or arrivals (if they are later than the bold type times for the station above in the column at which you should change trains).

Where light type italic times are not shown you may have to refer to other tables in the book to work out your connecting services. In order to find the right table to reference, first look at the Route/Network Diagram that covers the table you are working from. This will show the principal connecting links and their table references, which may include the destination you are searching for. If your journey is not covered, follow the advice given on 'How to use this Timetable' under the headings 'Using the Timetable Network Map' and 'Using the Index'.

Connections between trains cannot be guaranteed. The nature of the integrated operation of railway passenger services means that to delay one train to await customers from a late running train arriving at a station may cause significant disruption to many other customers when they make connections at other stations along the route. Every endeavour is made to minimise the total disruption and particular attention is given to services operating infrequently and the last train services each day.

The aim of all Train Operating Companies is to run punctually; inevitably some disruption occurs from time to time. When planning a journey you may wish to consider the effects which any disruption could have and to allow some contingency margin when planning connections.

Minimum Interchange Times at Stations

Unless a connection is shown by times printed in light type, you should generally allow a minimum of five minutes between arrival and departure.

The exceptions to this rule are indicated by minimum interchange times (e.g. **15**) alongside the station name in the tables. In certain cases the minimum interchange time is different according to the Train Operators involved.

These are detailed below:-

STATION AND 'STANDARD' MINIMUM CONNECTIONAL ALLOWANCE (Minutes)	EXCEPTIONS <i>Showing the Train Operator(s) and minimum connectional allowance applicable</i>			STATION AND 'STANDARD' MINIMUM CONNECTIONAL ALLOWANCE (Minutes)	EXCEPTIONS <i>Showing the Train Operator(s) and minimum connectional allowance applicable</i>			STATION AND 'STANDARD' MINIMUM CONNECTIONAL ALLOWANCE (Minutes)	EXCEPTIONS <i>Showing the Train Operator(s) and minimum connectional allowance applicable</i>		
Barnham	5	SN	2	Guildford	5	GW	4	Redhill	5	SN	3
Bournemouth	5	SW	3	Leatherhead	5	SN	3	St. Denys	5	SW	3
Brighton	10	SN	4	London Blackfriars	3	SE	5	Southampton Central	5	SN, SW	4
Cardiff Central	7	AW	3*	London Victoria	15	SE, SN	10	Tulse Hill	3	FC	4
Clapham Junction	10	SN	5	Luton	10	FC	4	Wimbledon	6	SN, FC	5
Gatwick Airport	10	SN	5	Luton Airport Parkway	7	FC	4				

Example

At Barnham a different minimum connectional allowance applies for Train Operator SN. This means that if your journey involves changing between two trains *both of which* are operated by SN, you need only allow 2 minutes. If, however, one or both trains are provided by any other Operator then the minimum of 5 minutes (as shown after the station name) applies.

* Applicable to Valley Lines services only (table 130).

Train Information

National Rail Enquiries

**Timetable and Fares are available 24 hours a day at
www.nationalrail.co.uk or, if you are on the move, at
www.mobile.nationalrail.co.uk**

National Rail Enquiries provides up-to-the-minute advice on all aspects of journey planning, fares and buying tickets, live train running updates and other useful information.

08457 48 49 50 24 Hours Daily

(calls may be recorded for training purposes)

0845 60 40 500 Welsh Language

0845 60 50 600 Textphone – 0600 - 2100 Daily
(for customers with hearing impairments)

TrainTracker

For live train times for today and train Timetables for the next three months call TrainTracker™ on:

0871 200 49 50

Average calls to TrainTracker cost 10p a minute from a BT Landline. Charges from other operators and mobiles may vary. Calls may be recorded for training purposes.

TrainTracker Text

For live departure and arrival times direct to your mobile text station name to TrainTracker™ Text on:

8 49 50

TrainTracker texts cost 25p for each successful response (plus usual text costs)

Train company numbers for disabled passengers requiring assistance:–

Company	Telephone	Textphone
Arriva Trains Wales	08453 003 005	08457 585 469
c2c	01702 357640	08457 125 988
Chiltern Railways	08456 005 165	08457 078051
CrossCountry	0844 811 0125	0844 811 0126
East Coast	08457 225 225	18001 08457 225 225
East Midlands Trains	08457 125 678	18001 08457 125 678
Eurostar	08432 186 186	Not available
First Capital Connect	0800 058 2844	0800 975 1052
First Great Western	0800 197 1329/0845 600 5604	0800 294 9209
First Hull Trains	08450 710 222	08456 786 967
First TransPennine Express	0800 107 2149	0800 107 2061
Gatwick Express	0800 138 1016	0800 138 1018
Grand Central	0844 811 0072	0845 305 6815
Greater Anglia	0800 028 28 78	0845 606 7245
Heathrow Connect	0845 678 6975	0800 294 9209
Heathrow Express	0845 600 1515	Not available
Island Line	0800 528 2100	0800 692 0792
London Midland	0800 0924260	0844 811 0134
London Overground	0845 601 4867	020 3031 9331
Merseyrail	0151 702 2071	0870 0552 681
Northern	0808 1561606	08456 045 608
ScotRail	0800 912 2 901	18001 0800 912 2 901
South West Trains	0800 52 82 100	0800 692 0792
Southeastern	0800 783 4524	0800 783 4548
Southern	0800 138 1016	0800 138 1018
Virgin Trains	08457 443366	08457 443367

Train Information (continued)

London Travel Information

0843 222 1234

24 hours (Daily)

www.tfl.gov.uk

Services to Europe on Eurostar via the Channel Tunnel

08432 186 186

0800-1900 (Daily) 0900-1700 (S+S)

www.eurostar.com

Ireland

NI Railways 028 90 66 6630
Iarnród Éireann (IE) (Irish Rail)

0700-2000 (M-F) 0800-1800 (S+S)
00 353 183 66 222

www.translink.co.uk
www.irishrail.ie

Transport Direct

Plan journeys by car, bus, train, tube, coach, plane at www.transportdirect.info. Transport Direct is the first door-to-door on-line journey planner for Great Britain.

It's free to use; simply enter your departure point, destination and time of travel and Transport Direct will offer a number of options by different modes of transport - both public and private. Journey plans are presented as step-by-step instructions supported by detailed maps including bus stops and other points of interest to travellers. Tickets for rail and coach journeys can be booked via retail web sites without the need to re-enter journey details. Transport Direct includes live travel news for rail and car users. The car journey planner gives route information that takes account of historical traffic level data, offering the user the choice to travel at a different time, or choose public transport. When travelling by public transport, users can adjust their expected walking speed to plan rail, coach and bus connections more efficiently. You can also access Transport Direct via mobile phone and PDA to find out when your next train is due or to check road conditions.

Bus Information in Great Britain

For details of buses within Greater London ring the Transport for London line: 0843 222 1234 (24-hours).

Bus information for the rest of Great Britain is available nationally from 'Traveline' which is run by local authorities and bus operators. There are regional call centres all of which share the same telephone number and any centre will switch calls pertaining to another part of the country through to the relevant centre. Alternatively codes for reaching the appropriate centre direct can be obtained from www.traveline.info/powercodes.html


The number is 0871 200 22 33 (calls from landlines cost 10p per minute) and centres are open at least between the hours of 0800 and 2000 daily (except Christmas Day and Boxing Day). Website: www.traveline.info


PlusBus

PlusBus is an easy-to-use add-on to your train ticket which gives unlimited bus travel on most bus services around the whole urban area of your origin or destination town or city. **PlusBus** is available to many towns and cities across Great Britain with season tickets also available for most **PlusBus** destinations. For more information visit www.plusbus.info

Traintaxi

Taxi symbols on the Station index pages

Where  appears against any station that has sub-entries, there will be a taxi rank outside the station from which taxis should usually be available. This also applies to Basingstoke, Bournemouth, Chelmsford, Cheltenham, Colchester, Lincoln, Middlesbrough, Milton Keynes, Northampton, Sunderland and Swindon.

Where  appears against any other station, there will be a taxi rank or a cab office within 100 metres of the station. However, you are advised to check availability before travelling, and to pre-book if necessary. Indication of a rank or office is no guarantee of cabs being available.

Visit www.traintaxi.co.uk for information on taxi firms serving **all** train, tram, metro and underground stations in Great Britain, and all bus and ferry destinations listed in this *National Rail Timetable*.

Rail Travel for Disabled Passengers

All train operators are able to carry disabled passengers and can provide additional assistance for boarding and alighting and information during train journeys.





If using a wheelchair, it is recommended that passengers book assistance in advance as space on trains for wheelchair users is limited.

National Rail produce a booklet called 'Rail Travel Made Easy' which details the provisions Train Companies make for disabled people. The booklet is available from major stations or can be obtained by writing to: Rail Travel Made Easy, PO Box 11631, Laurencekirk AB30 9AA. Alternatively, you can download a copy by visiting www.nationalrail.co.uk/passenger_services/disabled_passengers/

You can also see what facilities and services are available at stations throughout the UK, including step-free routes by visiting www.nationalrail.co.uk


Seat Reservations, Luggage, Cycles and Animals

Seat Reservations

You can reserve seats on any train marked , ,  or  at the top of the column in the timetable pages. Further detailed information is shown in the Directory of Train Operators.

Reservations can normally be made from about 12 weeks in advance of the day of travel, up to about 2 hours before the train departs from its start point, or, for early morning trains, up to 1600 hours the previous evening.

Where and How to Reserve

You can reserve either by visiting a station identified in the Index pages by , or a rail appointed travel agent or by calling one of the telephone booking facilities listed on each Train Operator's page. Telephone reservations are only available when made in conjunction with purchasing a ticket. When reserving you will need to tell your station or agent:

1. Starting and finishing point of your journey.
2. Date of travel (Take care if your departure is soon after Midnight – see "How to use this Timetable").
3. Departure time of train.
4. Number of seats required.
5. You may be able to specify other preferences such as facing or back to direction of travel*, window seat, seat in Restaurant Car where available, seats round a table or airline style with fold down table where available.
- *Customers should note that some trains reverse their direction of travel during the journey.
6. First Class or Standard Accommodation (if you do not specify class of travel it will be assumed that you require Standard Accommodation).

Names on Seats

Your name can be included in your seat reservation label or on the electronic display above your seat, if you wish, when travelling First Class on some East Coast, East Midlands Trains and Greater Anglia services or First and Standard Class on CrossCountry, First Great Western, First TransPennine Express, ScotRail and Virgin Trains services.


Connecting Reservations

If your journey involves changing between trains on which seats are reservable (including journeys crossing London or other major cities), through reservations on both services are available.

Children


Seats may be reserved for children, however, for a child under 5 years of age a seat may be reserved only if an appropriate child rail ticket is held.

Reservations Recommended

Trains shown  at the head of a column in the Timetable pages are expected to be very busy. Seat Reservations are therefore recommended for a comfortable journey and will consequently be provided free of charge to holders of valid travel tickets.

Seat Reservations, Luggage, Cycles and Animals (continued)

Reservations Compulsory

On trains shown  at the head of a column, Reservations are compulsory. Passengers may not be able to board the train if they do not have a reservation.

Trains For Weekends Away

Most long distance services after 1400 on Fridays and on Saturday mornings, also trains arriving in London on Sunday evenings and Monday mornings can be extremely busy. Customers are advised to reserve seats in advance if planning to travel at these times.

Travelling at Peak Holiday Periods

Trains are usually extremely busy immediately before and after Bank Holidays and in some

cases access to trains is only by reservation and/or boarding pass. Customers are advised to reserve seats as early as possible.

Cycles by Train

You can take your cycle on many National Rail services, however reservations may be required and restrictions may apply for peak services. Folded cycles can be carried on most train services. More information is shown in the Directory of Train Operators, the National Rail 'Cycling by Train' leaflet and online at www.nationalrail.co.uk/cycling. Cycle storage is also available at many stations.

Weekend First

Weekend First is available on many CrossCountry, East Coast*, East Midlands Trains, First Great Western*, First TransPennine Express*, Grand Central*, Greater Anglia, ScotRail*, South West Trains* and Virgin Trains services on Saturdays, Sundays and Bank Holidays. If you hold a ticket for travel in Standard Class, you may be able to upgrade to the added comfort of First Class Accommodation on payment of an additional fare. On some services a 'Weekend First' ticket allows you to upgrade to First Class at weekends and Bank Holidays. Holders of Annual Gold Cards may also be able to upgrade on off-peak services for a small amount. Costs vary depending on the journey you are making.

*(subject to availability) may only be purchased on trains at time of travel

More information can be found at www.nationalrail.co.uk/firstclass

Customers' Luggage and Animals

Customers may take up to 3 items of personal luggage free of charge; this includes 2 large items (such as suitcases or rucksacks) and 1 item of smaller hand luggage (such as a briefcase). Folded prams, non-folding prams and carrycots are also able to be carried. Full details of the free allowances are available at stations. Excess luggage and certain more bulky items (such as skis) may be carried, subject to available space, at an extra charge. On Gatwick Express services, bulky items such as skis are conveyed free in the luggage van. There is plenty of space on board for other luggage.

Passengers may take dogs, cats and other small animals (maximum two per passenger), free of charge and subject to certain conditions, provided they do not endanger or inconvenience other passengers or staff.

ScotRail allows dogs to accompany able-bodied passengers in Sleeper Services subject to a charge for cleaning of the compartment. The booking must be First Class, Standard Class with two people travelling together, or a Solo supplement is payable for exclusive use of a twin-berth cabin. First Great Western do **not** allow animals (except Guide Dogs) to travel in Sleeper Accommodation. There is no charge for Guide Dogs.

More information can be found at www.nationalrail.co.uk/luggageandanimals

Directory of Train Operators

The following pages contain details of the Train Operating Companies who operate trains included in this Timetable and indicate the services they provide.

Each operator is identified by a two character code listed below. The codes are displayed in the index alongside the station name indicating which operator is responsible for operating the facilities at that station. The code is also shown at the head of each train column in the timetable pages indicating which operator is providing the train service.

17 stations are the operating responsibility of Network Rail and are shown in the index by the code NR and information about Network Rail is shown at the end of the Train Operating Company pages.

Page No	Train Company Name	Code
15	Arriva Trains Wales	AW
16	c2c	CC
17	CrossCountry	XC
18	Chiltern Railways	CH
19	Devon & Cornwall Railway	DC
20	East Coast	GR
21	East Midlands Trains	EM
22	First Capital Connect	FC
23	First Great Western	GW
24	First Hull Trains	HT
25	First TransPennine Express	TP
26	Gatwick Express	GX
27	Grand Central	GC
28	Greater Anglia	LE
29	Heathrow Connect	HC
30	Heathrow Express	HX
31	Island Line	IL
32	London Midland	LM
33	London Overground	LO
34	Merseyrail	ME
35	North Yorkshire Moors Railway	NY
36	Northern	NT
37	ScotRail	SR
38	South West Trains	SW
39	Southeastern	SE
40	Southern	SN
41	Virgin Trains	VT
42	West Coast Railway Co.	WR

ADDRESS

St Mary's House
 47 Penarth Road
 Cardiff CF10 5DJ
 Telephone: 0845 6061 660
 Website: www.arrivatrainswales.co.uk
 Email: customer.relations@arrivatrainswales.co.uk
 Ian Bullock


MANAGING DIRECTOR
RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE


Tickets may be booked in advance and seats reserved, by telephone, from the following numbers (0800–2000 daily):

0870 9000 773 for Great Britain, tickets and reservations. 0870 9000 767 for Group and 0845 300 3005 for Disabled travel arrangements. Textphone 0845 758 5469 Please allow 5 days for delivery.

RESERVATION DETAILS
CATERING ON TRAINS

All seat reservations are free to ticket holders.

At-seat catering service of cold snacks, sandwiches and hot and cold drinks on all services marked , for all or part of the journey.

Complimentary meal service for first class and a counter service of hot and cold snacks for standard class on trains with .

Train catering on Arriva Trains Wales services is provided by:

At Seat Catering (2003) Ltd
 St Mary's House
 47 Penarth Road
 Cardiff
 CF10 5DJ

CYCLES

See Cycling by Train leaflet, a guide to Arriva Trains Wales services for full details.

LOST PROPERTY
TRAIN SERVICE UPDATE

Contact Arriva Trains Wales Customer Relations on 0845 6061 660.

Please consult our website at www.arrivatrainswales.co.uk for real time service updates.

PENALTY FARES

Penalty Fares do not apply on Arriva Trains Wales services. Customers are reminded that they must have a valid ticket when boarding at a staffed station, if not it will be necessary to charge you the full single/return fare for the journey.

DISABLED PEOPLE'S
PROTECTION POLICY
CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS

Address as above.

Address as above.

ALCOHOL POLICY

Arriva Trains Wales have prohibited the consumption of alcohol on all services and stations between
 Caerphilly - Rhymney, and Pontypridd - Treherbert/Merthyr Tydfil/Aberdare

A member of the National Express Group plc

ADDRESS	2nd Floor Cutlers Court 115 Houndsditch London EC3A 7BR Telephone: 0845 601 4873 Website: www.c2c-online.co.uk
MANAGING DIRECTOR	Julian Drury
RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE	Online through c2c-online.co.uk or Tel: 08457 44 44 22 open Monday to Saturday 08.00 - 20.00; Sunday 10.00 - 20.00 c2c Group Travel: Call our Ticket sales hotline on 08457 44 44 22 selecting 'Group Travel' to find out more. c2c Assisted Travel: Tel: 01702 357 640 open 05.30 - 22.00 Monday to Friday; Saturday 06.00 - 21.00; Sunday 07.00 - 17.00
RESERVATION DETAILS	Reservations are not available.
CATERING ON TRAINS	Not available.
CYCLES	<ul style="list-style-type: none"> • Cycles are not permitted on weekday services arriving in London Fenchurch Street between 07.15 and 09.45, or leaving London Fenchurch Street between 16.30 and 18.42. • If you plan to travel with 3 or more cyclists please contact the cycle helpline on 01702 357640 where we can advise you further. • Tandems and tricycles are not permitted. • During engineering work, cycles cannot be accommodated on c2c replacement bus services. • Motorcycles cannot be carried on any service. • Cycles are carried at owners risk (see National Rail Conditions of Carriage) or for further information visit www.nationalrail.co.uk/cycling • Cycles must be carried in the designated area on the train and must not obstruct doors and aisles. • Reservations are not required. • Please do not lock your cycle to any part of the train. You are also reminded not to leave your cycle unattended at any time during your journey. You can view which stations have cycle bays by visiting c2c-online.co.uk
LOST PROPERTY	c2c Rail Ltd, Westcliff Station, Station Road, Westcliff-on-Sea, SS0 7SB Telephone: 01702 357 699
TRAIN SERVICE UPDATE	Real time up to date train running information is available on the c2c website www.c2c-online.co.uk , the National Rail Enquiries website at nationalrail.co.uk
PENALTY FARES	If you travel without a valid ticket you may be charged a penalty fare of £20 or twice the full single fare, whichever is the greater.
DISABLED PEOPLE'S PROTECTION POLICY	Available from:- Customer Relations c2c Rail Ltd, FREEPOST ADM3968, Southend, SS1 1ZS Telephone: 0845 601 4873 Open Monday to Friday 08.00 - 18.00 Textphone: 0845 606 7245 Available Monday to Friday 08.30 - 17.00
CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTION	Available from Customer Relations at the above address

ADDRESS

CrossCountry
 5th Floor, Cannon House,
 18 Priory Queensway, Birmingham B4 6BS
 Telephone: 08447 369 123
 Textphone: 0121 200 6420
 Fax: 0121 200 6005
 Website: www.crosscountrytrains.co.uk
 Email: customer.relations@crosscountrytrains.co.uk


MANAGING DIRECTOR

Andy Cooper

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Online at crosscountrytrains.co.uk is the easiest way to purchase your tickets. If you prefer, you can also make telephone bookings on 0844 811 0124 between 0800 and 2200 daily. Parties of 10 or more should contact Group Travel on 0871 244 2388 between 0800 and 1800 weekdays

RESERVATION DETAILS

You are strongly advised to make a seat reservation in advance; especially when travelling on trains shown with the  symbol in timetables. Seat reservations are free of charge.

CATERING ON TRAINS

Catering is available on most CrossCountry trains.

In First Class, on weekdays between 0630 and 1830 customers can enjoy complimentary light refreshments including hot and soft drinks, served at seat. In Standard Class we offer a range of quality snacks, sandwiches and hot drinks plus soft and alcoholic beverages between 0600 and 2000. For more information on the Nottingham - Cardiff and Birmingham - Stansted Airport routes please refer to our timetables.

CYCLES

We do not charge to carry your cycle. However, as space is very limited you will need to reserve in advance on nearly all our services. Please enquire before travelling. We are unable to accept powered cycles, tricycles, tandems or trailers on any of our services.

LOST PROPERTY

Contact Customer Relations on 08447 369 123 between 0800 and 2000 Monday to Saturday; or email lost.property@crosscountrytrains.co.uk

TRAIN SERVICE UPDATE

Details of major disruption to services and weekend engineering work are summarised on BBC and BBCi on digital TV. Live travel updates are available online at crosscountrytrains.co.uk and details of all service disruptions can be found at nationalrail.co.uk/disruption/

PENALTY FARES

A Penalty Fares scheme is not currently in operation on CrossCountry trains. Visit crosscountrytrains.co.uk for the most up to date information. Should you board one of our trains without a valid ticket you will be charged the full Single or Return fare for your journey unless the ticket office is closed and a self-service ticket machine is not available.

**DISABLED PEOPLE'S
PROTECTION POLICY**

We provide a Journey Care service for the disabled, elderly and infirm. By phoning our team on 0844 811 0125, textphone 0844 811 0126, beforehand we will, where possible, arrange help for your journey. Our Disabled People's Protection Policy is available on-line at crosscountrytrains.co.uk

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

Copies of our Complaints Handling Procedure and Passenger's Charter are available on-line at crosscountrytrains.co.uk

ADDRESS

Customer Services
 Banbury ICC
 Merton Street
 Banbury
 Oxfordshire OX16 4RN
 Telephone: 08456 005 165 (Mondays to Fridays 0830-1730)
 Fax: 01926 729 914
 Website: www.chilternrailways.co.uk

MANAGING DIRECTOR

Rob Brighouse

RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE

Telephone 08456 005 165 (0700-2000, 7 days a week)

RESERVATION DETAILS

Reservations can be made for travel in the Business Zone of our Mainline Silver trains. Reservations are not available on any other services.

CATERING ON TRAINS

Our Mainline Silver trains offer an on-board kitchen serving drinks and freshly cooked bacon-rolls and pastries on morning trains, Mondays to Fridays. An at-seat catering service is available on Mondays to Fridays on most other Mainline trains arriving in London before 1345 and leaving London between 0700 and 1445. If your train does not offer catering do not forget that our main stations offer excellent catering facilities. For more details check our website. Please allow enough time to purchase your refreshments before boarding your train.

CYCLES

Subject to space being available, and at the discretion of our staff, you can take your bike (except tandems) on any Chiltern Railways train on Saturdays, Sundays or Public Holidays. On Mondays to Fridays you can also use most of our trains. The only exceptions are our busiest peak hour services. For the safety and comfort of all our passengers bikes are not allowed at any point during the journey on any train:

- Arriving London Marylebone or Birmingham Moor Street from 0745 to 1000
- Leaving London Marylebone or Birmingham Moor Street from 1630 to 1930

On our Mainline Silver trains you must put your bike in the special storage area at one end of the train. We are sorry, but bikes cannot be taken on rail replacement buses at any time. There are no restrictions on folding bikes at any time, provided they are fully folded. For information about cycle storage facilities at our stations see our website. Cycles can be hired from just outside London Marylebone station. For information visit www.tfl.gov.uk/barclayscyclehire.

LOST PROPERTY

If we find any item of lost property, we will always do our best to contact the owner if they can be identified. Items can be collected from London Marylebone up to 3 months after they have been handed in - we charge a collection fee to cover our administration costs.

If you lose something on one of our trains or stations you can report it by:

- * Using the online form on our website
- * Using a Lost Property Form available at any Chiltern Railways ticket office, and returning it to a member of Chiltern Railways Staff.
- * By phone, fax or post using the contact details below:

Phone: 08456 005 165

Fax: 020 7333 3002

Write to: Chiltern Railways Lost Property
 Marylebone Station
 London NW1 6JJ.

Lost Property Office Operating Hours: Mondays to Fridays 1200 to 2000. Please allow up to 2 weeks for processing lost items. If you do not hear from us in that period, you should assume the item has not been found.

TRAIN SERVICE UPDATE

Visit our website www.chilternrailways.co.uk for current train running information and details of changes to train times because of engineering work or other special events.

PENALTY FARES

If you do not have a valid rail ticket for the journey you are making, you will have to pay a Penalty Fare of £20 or twice the single fare, whichever is the greater, for the journey you are making on Chiltern Railways services. For full details write to the above address, or see our website.

DISABLED PEOPLE'S PROTECTION POLICY

Copies of the Disabled People's Protection Policy can be obtained from the above address, or from our website.

CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTIONS

If you have any comments, complaints or suggestions regarding Chiltern Railways services, please write to the address shown above or telephone 08456 005 165 (0830-1730 Mondays to Fridays), Fax 01926 729 914. Alternatively you can use the 'Contact Us' option on our website.

ADDRESS

MANAGING DIRECTOR

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

RESERVATION DETAILS

New operator – Commencement to be confirmed

CATERING ON TRAINS

CYCLES

LOST PROPERTY

TRAIN SERVICE UPDATE

PENALTY FARES

**DISABLED PEOPLE'S
PROTECTION POLICY**

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

ADDRESS

Freepost RSRJ-LJCX-GHST
 Plymouth PL4 6AB
 Telephone: 08457 225 333 Open 0700-2200 Monday to Sunday
 Fax: 01752 828482
 Website: www.eastcoast.co.uk
 Email: customers@eastcoast.co.uk

MANAGING DIRECTOR

Karen Boswell

RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE

Internet Purchase tickets via the internet 24 hours a day at www.eastcoast.co.uk

Self service ticket machines are available at all East Coast stations. Purchase tickets for today or collect pre-booked tickets.

Travel enquiries and Telesales 08457 225 225

Open 0800-2000 Monday-Saturday, 1000-2000 Sunday

Group Travel Open 0800-2000 Monday-Friday

Discounts may be available for groups of 10 or more people.

Assisted Travel Open 0800-2000 Monday-Saturday, 1000-2000 Sunday

Web support 0800-2000 Monday to Saturday, 1000-2000 Sunday

The minimum transaction is £10. Please allow 7 days from the time of booking for tickets to reach you through the post.

RESERVATION DETAILS

Seat Reservations can usually be made on any East Coast train up to twelve weeks in advance. They are available to any ticket holder upon request and are compulsory with some ticket types. Only one reservation can be made per single journey.

CATERING ON TRAINS

Passengers travelling in First Class will receive complimentary food and drink on board. For shorter journeys, you will be offered drinks and snacks, while on longer trips you can look forward to something a little more substantial. Passengers in Standard Class can enjoy a wide range of refreshments from our caféBAR. An at-seat trolley service will also be available on selected services.

CYCLES

Bicycles are welcome on East Coast trains. A reservation must be made and bookings are subject to space being available. Reservations can be made by calling 08457 225 225 or any East Coast ticket office.

LOST PROPERTY

If you lose something on a East Coast train or at a station please speak to a member of staff or contact us on 08457 225 333. Please note that charges are normally made for returning items of lost property and that we are unable to forward items of lost property on train services.

TRAIN SERVICE UPDATE

Visit www.eastcoast.co.uk or call National Rail Enquiries on 08457 48 49 50 (calls may be recorded for training purposes).

PENALTY FARES

East Coast does not operate a Penalty Fares scheme. However, you should always purchase a ticket valid for travel before you board any East Coast service as only full fare tickets are sold on our trains. The only exception being Disabled Railcard holders who will be sold appropriate discounted tickets on-board.

DISABLED PEOPLE'S PROTECTION POLICY

A copy of our Making Rail Accessible can be obtained free of charge from the address at the top of this page. Our Assisted Travel Team can help you plan your journey and organise tickets, assistance and Seat Reservations. To ensure the best possible levels of assistance we recommend that you contact us no later than 1800 the day before you intend to travel. Telephone 08457 225 225 or textphone 18001.

08457 225 225* (open 0800-2000 Monday-Saturday, 1000-2000 Sunday).

* Please note that this number should only be used to contact the Assisted Travel Team. For all other enquiries please telephone 08457 225 225.

CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTIONS

Our Passenger's Charter is available from all East Coast stations or from our website www.eastcoast.co.uk. All correspondence should be sent using the address at the top of this page.

ADDRESS

East Midlands Trains
Prospect Place
Millennium Way
Pride Park
Derby DE24 8HG
Telephone: 08457 125 678
Website: www.eastmidlandstrains.co.uk
Email: getintouch@eastmidlandstrains.co.uk

MANAGING DIRECTOR

David Horne

RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE

Buy your tickets online at eastmidlandstrains.co.uk. You can buy tickets for all rail journeys (within Great Britain) with us. Alternatively call 08457 125 678 between 0800-2000 (7 days a week).

RESERVATION DETAILS

Seat Reservations on East Midlands Trains services are free. Just book in advance when you buy your ticket. We advise that you always make a reservation, as seats cannot be guaranteed without one. On our Local Services reservations are available on the Liverpool to Norwich services.

CATERING ON TRAINS

On our East Midlands London Services (to/from St Pancras International), we offer a range of delicious food options, plus snacks and hot and cold drinks. A trolley service is available on selected East Midlands Local Services (denoted by a symbol within the Timetable).

CYCLES

Two bicycles per train are accepted for free on all East Midlands Trains services; however reservations must be made in advance on reservable services subject to availability.

LOST PROPERTY

Please allow a minimum of 24 hours for the items to be received at a lost property office. If your item is located you may be charged for the return of it and will be advised of this cost. To enquire about lost property, please call our Lost Property office, ideally between the hours of 0800 and 1800 Monday to Friday on 08457 125 678.

TRAIN SERVICE UPDATE

Details of services and real time running information, including travel alerts by email are available through our website. Visit www.eastmidlandstrains.co.uk. Alternatively, call National Rail Enquiries on 08457 48 49 50 (calls may be recorded for training purposes).

PENALTY FARES

You should always buy a ticket in advance of boarding your train. Penalty Fares may be in operation on your service.

DISABLED PEOPLE'S PROTECTION POLICY

We aim to make travelling with us accessible to all our customers. If you require assistance in travelling, have special needs or mobility problems please call our team on 08457 125 678 option 3 to arrange help for your journey. A text direct service is also available on 18001 08457 125 678 (for people with hearing problems) or complete a form at eastmidlandstrains.co.uk.

CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTIONS

Our Customer Relations team is available to receive your comments, complaints or suggestions. Please write to Customer Relations at the above address, or email getintouch@eastmidlandstrains.co.uk or call us on 08457 125 678 (option 5, 3 and 2)

A member of the First Rail Division

ADDRESS

Freepost, RRBR-REEJ-KTKY
First Capital Connect
Customer Relations Department
PO Box 443
Plymouth PL4 6WP
Telephone: 0845 026 4700 (open 7 days a week 0700-2200 with the exception of Christmas Day)
Fax: 0845 676 9904
Website: www.firstcapitalconnect.co.uk
Email: customer.relations.fcc@firstgroup.com

MANAGING DIRECTOR RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE RESERVATION DETAILS CATERING ON TRAINS CYCLES

Neal Lawson

First Capital Connect does not offer telesales, however tickets can be booked at www.firstcapitalconnect.co.uk

Reservations are not available.

None.

We welcome passengers with bicycles on services where they can be safely accommodated. Folding bicycles can be carried at any time. However we are unable to carry non-folding bicycles:

- At any time between Drayton Park and Moorgate.
- On Great Northern route trains south of Stevenage and Hertford North timed to arrive in London between 0700 and 0930 or depart from London between 1600 and 1900 Monday to Friday. (Restrictions do not apply on Saturdays, Sundays and Public Holidays.)
- On Great Northern route trains between Cambridge and Ely that are timed to arrive at or depart from Cambridge between 0745 and 0845 with the exception of the 0715 and 0745 departures from London King's Cross Monday to Friday. (Restrictions do not apply on Saturdays, Sundays and Public Holidays)
- On the Great Northern route between Royston and Cambridge on the 0706 train from London King's Cross which departs Royston at 0806 and is due to arrive at Cambridge at 0829.
- On Thameslink route trains travelling towards London that are timed to arrive at or pass through any central London station between 0700 and 1000, or travelling away from London and timed to depart from or pass through any central London station between 1600 and 1900 Monday to Friday. (Restrictions do not apply on Saturdays, Sundays and Public Holidays.)
- On replacement bus services unless otherwise stated in associated publicity.
- On any train where your bicycle may cause an obstruction to other customers (i.e. where a number of people are standing) or when a member of staff asks you to remove your bicycle.
- On many London Underground lines – see tfl.gov.uk for details.

LOST PROPERTY

In order to trace lost property please contact our Customer Relations department on 0845 026 4700, between 0700 - 2200 Monday to Sunday.

TRAIN SERVICE UPDATE

For current train information call National Rail enquiries on 08457 48 49 50 (calls may be recorded for training purposes) or check our website at: www.firstcapitalconnect.co.uk/live-info

PENALTY FARES

First Capital Connect operates a Penalty Fares System. If you do not have a valid ticket or permit to travel, you will be liable to pay a penalty fare. This is £20 or twice the appropriate single fare to the next station stop, whichever is greater. This does not apply for travel from Crews Hill. If you do not buy a ticket, you could also be prosecuted and this can lead to a Criminal Conviction.

DISABLED PEOPLE'S PROTECTION POLICY

Our Disabled People's Protection Policy is available from Customer Relations, and is also available on our website and available at all staffed stations. First Capital Connect operates a dedicated telephone and textphone service for disabled or mobility impaired customers, the contact details are: Telephone: 0800 058 2844, 0800 975 1052

CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTIONS

These are available 0700 - 2200, every day, with the exception of Christmas Day. Our Passenger's Charter details our code of practice and is available from all staffed stations and from our Customer Relations Department. The Customer Relations Department will be happy to assist with any comments, complaints or suggestions and can be contacted using the contact details above.

A member of the First Rail Division

ADDRESS

Milford House
1 Milford Street
Swindon SN1 1HL
Telephone: 01793 499400
Fax: 01793 499460

Website: www.firstgreatwestern.co.uk. On our website you can create and print your own personalised timetables, download complete timetable booklets, find departure and arrival times for specific journeys, buy tickets, obtain live timetable updates specific to individual stations, check any late alterations to our services, view promotions and contact us with your comments.

MANAGING DIRECTOR RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE

Mark Hopwood

Tickets may be booked in advance using credit and debit cards and seats reserved by ringing **08457 000 125** (open 0700-2200 daily). Allow at least 5 working days for postal delivery. A next day delivery can be arranged at £5 per transaction. Arrangements can be made for tickets to be collected from Fast Ticket machines (the credit or debit card used for purchase will be needed at many stations). For Group Travel call **08457 000 125**.

RESERVATION DETAILS

A seat reservation, free of charge, can be made at the time of purchasing your ticket. Additional reservations, including those made by season ticket holders, are subject to a £5 fee.

CATERING ON TRAINS

Most First Great Western high speed services offer an Express Café service with freshly brewed coffee, hot baguettes and paninis and a wide range of drinks and snacks.

A Travelling Chef is available on many weekday services, preparing meals and snacks to order for both First and Standard Class customers. On a small number of weekday services, a Pullman restaurant provides à la carte dining to First and Standard Class customers, subject to availability.

First Class customers also enjoy additional complimentary services:

- An at-seat trolley service offering light refreshments (available on most Monday to Friday services between 0700-1900), including hot and cold drinks and light snacks appropriate to the time of day. The trolley also offers a range of items for sale from our Express Café.
- At the weekend and on weekdays after 1900, complimentary refreshments are available from the Express Cafe on production of valid travel tickets.

CYCLES

First Great Western welcomes customers with bicycles on services where they can be safely accommodated. However it is not possible to carry bicycles on some services, particularly during peak periods. For full details of when bicycles cannot be carried or when reservations are required please visit our website or pick up a leaflet at any of our staffed stations.

LOST PROPERTY

Customers who have left property on First Great Western services should contact our Customer Services team on **08457 000 125**.

TRAIN SERVICE UPDATE

For current train information including details of engineering work please visit our website: www.firstgreatwestern.co.uk

PENALTY FARES

These operate on most of our services. A penalty fare of £20 or twice the appropriate single fare to the next station stop (whichever is the greater) will be charged to anybody who is unable to produce a valid ticket or other authority when required to do so. For further information, pick up a leaflet about Penalty Fares from any staffed station.

DISABLED PEOPLE'S PROTECTION POLICY

Available from Customer Services Team
First Great Western
PO Box 313
Plymouth PL4 6YD
Tel: 08457 000 125
Email: fgwfeedback@firstgroup.com
Opening hours 0700-2200 daily

Customers requiring assistance should contact 0800 197 1329 (18001 0800 197 1329 textphone service), if possible giving 24 hours notice of travel plans.

CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTIONS

Your views leaflets and copies of the Passenger's Charter are available to download from our website www.firstgreatwestern.co.uk, at all staffed First Great Western stations or alternatively from the Customer Services Team at the address above.

ADDRESS

First Hull Trains Customer Services
Freepost RLYY-XSTG-YXCK
4th Floor
Europa House
184 Ferensway Hull HU1 3UT
Telephone: 08456 76 99 05
Website: www.hulltrains.co.uk
Email: customer.services@hulltrains.co.uk

MANAGING DIRECTOR

Cath Bellamy

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

First Hull Trains tickets can be booked in advance and seats reserved by ringing 08450 710 222 (0700 to 2200 Monday to Friday and 0800 to 1900 Saturday and Sunday). Please allow five working days for delivery. Tickets on departure are available.

RESERVATION DETAILS

Seat Reservations are free for First and Standard Class ticket holders. Season Ticket holders may reserve seats at a cost of £2 for First Class and £1 for Standard Class.

CATERING ON TRAINS

First Hull Trains provides a buffet on all services, and a comprehensive catering package for First Class passengers. Catering is subject to availability and may be limited when services are disrupted by engineering works or Bank Holidays.

CYCLES

Cycles and tandems are carried free of charge, however, a reservation is compulsory. Please telephone 08450 710 222

LOST PROPERTY

Please contact Customer Services.

TRAIN SERVICE UPDATE

Available at www.hulltrains.co.uk, or by telephone on 08450 710222.

PENALTY FARES

Penalty Fares do not apply on Hull Trains.

**DISABLED PEOPLE'S
PROTECTION POLICY**

Available at: www.hulltrains.co.uk. Alternatively, a copy can be requested from Customer Services.

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

First Hull Trains' Passenger's Charter is available at www.hulltrains.co.uk. Alternatively, any comments, complaints or suggestions can be sent to Customer Services

A joint venture between First and Keolis

ADDRESS	7th Floor Bridgewater House 60 Whitworth Street Manchester M1 6LT Telephone: 08700 005151 Website: www.tpexpress.co.uk
MANAGING DIRECTOR	Nick Donovan
RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE	Reservations and tickets are available at www.tpexpress.co.uk and from all local staffed stations.
RESERVATION DETAILS	Seat Reservations are available at staffed stations. Seat Reservations for travel on First TransPennine Express services can be booked up until the day before travel. There is no charge for making a Seat Reservation if you have a rail ticket, or buy one at the same time.
CATERING ON TRAINS	Catering trolley services are available between 0700 and 1900 Monday to Friday on First TransPennine Express trains between Manchester Piccadilly and York, Manchester Piccadilly and Doncaster and Manchester Piccadilly and Preston. In addition to the above, all services between Manchester Airport, Manchester Piccadilly, Carlisle, Glasgow Central and Edinburgh convey a trolley service for the whole journey. This facility is also provided at weekends.
CYCLES	Customers may take their bicycle with them on First TransPennine Express trains at no extra cost. As space is limited to two bicycles per train, reservations for cycle space should be made at least 24 hours before the journey.
LOST PROPERTY	Customers who have left their property on First TransPennine Express trains or stations should contact 0845 600 1672.
TRAIN SERVICE UPDATE	For current train information call National Rail Enquiries on 0845 48 49 50 (calls may be recorded for monitoring purposes) or check our website at: www.tpexpress.co.uk/travelupdates
PENALTY FARES	Penalty Fares are not applicable on First TransPennine Express services. Customers are reminded that they must have a valid ticket when they travel. If not it will be necessary to charge the full Open Single or Return Fare for the journey.
DISABLED PEOPLE'S PROTECTION POLICY	Available online at www.tpexpress.co.uk and also from: Customer Relations First TransPennine Express ADMAIL 3878 Freepost Manchester M1 9YB Customers who have special needs and require customer assistance should contact us on 0800 107 2149. A textphone service is available on 0800 107 2061.
CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTIONS	Feedback leaflets and copies of the Passenger's Charter are available from all stations served by First TransPennine Express services or alternatively contact: Customer Relations, First TransPennine Express, ADMAIL 3878, Freepost, Manchester M1 9YB. Telephone: 0845 600 1671 Email: tpcustomer.relations@firstgroup.com

ADDRESS

Gatwick Express Customer Services
 PO Box 3021
 Bristol BS2 2BS
 Telephone: 0845 850 1530
 Fax: 020 8929 8687 (Overseas: +44 208 9298687)
 Website: www.gatwickexpress.com
 Email: customerservices@gatwickexpress.com

MANAGING DIRECTOR

Chris Burchell

**RESERVATIONS ARE NOT
 NECESSARY ON
 GATWICK EXPRESS
 SERVICES**

Reservations are not necessary on Gatwick Express services. For information please call 0845 850 1530. Tickets can also be purchased through our website at www.gatwickexpress.com

**RESERVATION DETAILS
 CATERING ON TRAINS**

Reservations are not available.

An at-seat trolley service of drinks and light refreshments is available on most services.

CYCLES

Fully folded cycles are welcome on Gatwick Express services at anytime and should be fully folded and carried before going through the gateline. However, restrictions do apply to the carriage of regular (non-folding cycles) and these cannot be conveyed on services scheduled to arrive into London Victoria between 0700 and 1000 or depart from London Victoria between 1600 and 1900 Monday to Friday (excluding bank holidays).

**LOST PROPERTY
 TRAIN SERVICE**

Please call our Lost Property Office on 0845 850 1530, select option 2.

Normal journey time is 30 minutes in both directions. First Class and Standard Class accommodation is available.

From London Victoria trains normally depart every 15 minutes between 0500 and midnight with additional trains at 0030, 0330, 0430.

From Gatwick Airport trains normally depart every 15 minutes between 0550 and 0050 with additional trains at 0135, 0435, 0520.

For current train information call 0845 850 1530, select option 2.

Some early morning, late evening, overnight and peak trains have longer journey times or longer intervals between trains.

PENALTY FARES

Gatwick Express operates a Penalty Fare Scheme on all trains. You must buy a valid ticket (or permit to travel) for your journey before boarding a train. If you do not have a valid ticket or permit to travel, you may have to pay a Penalty Fare of £20.00 or twice the single fare, whichever is the greater. Please pick up a Penalty Fare leaflet from a staffed station for your information.

**DISABLED PEOPLE'S
 PROTECTION POLICY**

Customers requiring assistance can book this prior to travel. Arrangements can be made by calling 0845 138 1016, textphone available 0800 138 1018. It is advisable to give 24 hours notice of travel plans, although customers will be given assistance if they arrive at the stations without notice but please allow a little extra time.

**CODE OF PRACTICE FOR
 COMMENTS, COMPLAINTS
 AND SUGGESTIONS**

A copy of our passengers charter is available from our website or by contacting our customer service team. If you wish to contact us for information, to make a Comment, suggestion or complaint you can call, email or write to us (details above) or pick up a comments form from any of our staffed stations.

ADDRESS

Grand Central Railway Company Ltd
 River House
 17 Museum Street
 York YO1 7DJ
 Telephone: 0845 603 4852
 Fax: 01904 466066
 Website: www.grandcentralrail.com
 Email: customer.services@grandcentralrail.com

MANAGING DIRECTOR

Richard McClean

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Reservations are strongly advised on Friday afternoons, at weekends and Bank Holidays. Tickets and seat Reservations are available in advance on our website www.grandcentralrail.com or over the phone by calling 0844 811 0071 (Mon - Fri 9 - 5pm) You can book tickets for all rail journeys in the UK with us. Tickets booked in advance can be sent by post (allow 5 working days), collected from self service ticket machines at certain stations or sent electronically by text message or email to print at home. Tickets can also be purchased from the staff on the train without paying a penalty for last-minute travel. For group bookings, business travel and Carnet tickets please call 0845 603 4852

RESERVATION DETAILS

Complimentary Seat Reservations are available; these must be booked at least 24 hours in advance. To guarantee a seat we advise that you always make a reservation. Reservations are strongly advised on Friday afternoons, at weekends and Bank Holidays.

CATERING ON TRAINS

A buffet service is available on all services. In First class customers enjoy complimentary light refreshments including hot and cold drinks, served at-seat. Daily newspapers are provided. In Standard class a buffet is available offering a selection of fair trade and locally sourced products, including hot, soft and alcoholic drinks, sandwiches, crisps and a large selection of other sweet and savoury snacks.

CYCLES

Normal sized cycles are conveyed free of charge subject to room being available, cycle reservations can be made by calling 0845 603 4852 or at any station ticket office. Cycle reservations are not normally required, but if a group of cyclists are travelling, you should call 0845 603 4852 to reserve cycle space. During engineering work cycles cannot be accommodated on replacement bus services.

LOST PROPERTY

For trains travelling towards Sunderland or Bradford, please contact Northern Rail's Lost Property office on 0845 00 00 125. For trains travelling towards London, please contact King's Cross Lost Property Office on 0207 837 4334.

TRAIN SERVICE UPDATE

For live travel updates contact National Rail Enquiries on 08457 48 49 50, visit www.nationalrail.co.uk or call Train Tracker on 0871 200 4950. You can also text your station to 8 49 50 for live departures.

Details of engineering work will be available on our website www.grandcentralrail.com or by calling 0845 603 4852.

**DISABLED PEOPLE'S
PROTECTION POLICY**

Assisted travel can be booked by calling 0844 811 0072 (0800-2200 7 days a week) or using our text phone service on 0845 305 6815 please call at least 48 hours in advance. Our full Disabled People's Protection Policy is available on our website, by calling 0845 603 4852 or by writing to us at the address above. Copies are also available at staffed stations on our route.

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

Copies of our Complaint Handling Guide, Passenger's Charter and comments forms are available from the above address or on our website. Customer Services can be contacted on 0845 603 4852. Copies of comments forms are available at staffed stations on our route and from any member of Grand Central staff.

ADDRESS

Contact Centre
Greater Anglia
Norwich Railway Station
Station Approach
Norwich NR1 1EF
Telephone: 0845 600 7245
Fax: 01603 214567
Website: www.greateranglia.com
Email: contactcentre@greateranglia.co.uk

MANAGING DIRECTOR

Ruud Haket

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Tickets may be booked in advance by telephoning 0845 600 7245 between 0800 and 2200 (Mondays to Fridays) and 0900 and 1800 (weekends and Bank Holidays). For Business Travel, please telephone 0845 850 9080

RESERVATION DETAILS

Greater Anglia offers Seat Reservations on services between London Liverpool Street and Norwich at a charge of £2.50 per seat (£1 for season ticket holders).

CATERING ON TRAINS

Hot and cold drinks, sandwiches and light snacks are generally available on main line services between Norwich and London Liverpool Street and on Stansted Express services. Complimentary light refreshments will be available to First Class customers on these services.

CYCLES

Accompanied bicycles are conveyed free of charge on most GA services, but are not permitted on Stansted Express services at any time or on weekday peak services to and from London. A similar restriction also applies at Cambridge. On main line and rural services, the number of bicycles per train is limited, so a free reservation is recommended. For further details, please call Greater Anglia customer services on 0845 600 7245.

LOST PROPERTY

If you have lost an item of property on one of our trains or stations, please contact Greater Anglia customer services on 0845 600 7245 or email us at lostproperty@greateranglia.co.uk

TRAIN SERVICE UPDATE

For current train service information, please contact GA customer services on 0845 600 7245.

PENALTY FARES

Greater Anglia operates a Penalty Fares System on most of its network, except on designated 'paytrain' routes and from certain specified stations without ticket issuing facilities. Stations within the Penalty Fares area are identified by warning notices at each entrance. When travelling from these stations, you must have a valid ticket for your journey. For journeys where Oyster Pay as you Go (PAYG) is accepted, you must hold a valid Oyster card which has been touched in at the start of your journey. Oyster PAYG is not valid for travel outside the area where PAYG is accepted. If you cannot present a valid ticket for the journey you are making, you may be liable for a Penalty Fare (minimum £20).

**DISABLED PEOPLE'S
PROTECTION POLICY**

Available from: Contact Centre, Greater Anglia, Norwich Station, Station Approach, Norwich NR1 1EF.

Customers who require assistance are recommended to book at least 24 hours in advance on 0800 028 2878 or Textphone 0845 606 7245.

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

Available from: Contact Centre, Greater Anglia, Norwich Station, Station Approach, Norwich NR1 1EF.

The Greater Anglia Passenger's Charter is also available from the same address.

A joint venture between First Rail Division and BAA (Heathrow Express)

ADDRESS	<p>Freepost RLRZ-TZXE-BYKY Heathrow Connect 6th Floor, 50 Eastbourne Terrace London W2 6LX Telephone: 0845 678 6975 Fax: 020 8750 6615 Website: www.heathrowconnect.com Email: web_customer_correspondence@baa.com</p>
MANAGING DIRECTORS	<p><i>Heathrow Connect is a joint venture between First Great Western and BAA (Heathrow Express).</i> Mark Hopwood (First Great Western) Keith Greenfield (Heathrow Express)</p>
RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE	<p>Reservations are not necessary. Tickets can be booked by telephone on 0845 700 0125. Open 0700-2200 (0800-1900 Saturdays and Sundays). Allow 3 working days for delivery. A next day delivery can be arranged at £5 per transaction. Tickets may also be purchased through our website www.heathrowconnect.com</p>
RESERVATION DETAILS	<p>Reservations are not available.</p>
CATERING ON TRAINS	<p>Catering on trains is not available.</p>
CYCLES	<p>Cycles are carried free of charge, but are not allowed on trains timed to arrive at London Paddington between 0745-0945, or depart London Paddington between 1630-1830 Mondays to Fridays. In the interest of safety and customer comfort, we reserve the right to limit the number of cycles at other times.</p>
LOST PROPERTY	<p>Property lost at Paddington Station is collected by Network Rail, who can be contacted on 020 7313 1514. For items lost at Heathrow Airport call 020 8745 7727. For items lost on Heathrow Express trains, please ask our Customer Service Representatives, or alternatively email Heathrow Airport Lost Property at lrh.lostproperty@bagport.co.uk</p>
TRAIN SERVICE UPDATE	<p>For current train information call 0845 678 6975. Website: www.heathrowconnect.com</p>
PENALTY FARES	<p>Penalty Fares apply at stations between Hayes & Harlington and Paddington (incl). Customers are liable to a Penalty Fare of £20 to the next station stop.</p>
DISABLED PEOPLE'S PROTECTION POLICY	<p>This is available from Customer Relations at the above address and telephone number.</p>
CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTIONS	<p>It is our aim to try and resolve any issues or grievances on the spot. All our Customer Services Representative have a supply of comment forms and our Customer Care Line on 0845 604 15 15 can deal with any issues over the telephone or submit any comments to web_customer_correspondance@baa.com. If you wish to write with a suggestion or complain, please write to Customer Relations at the address at the top of this page, or through our website www.heathrowexpress.com</p>

ADDRESS

Heathrow Express
 Customer Relations
 FREEPOST
 London W2 6LG
 Telephone: 0845 604 1515 (call centre)
 Fax: 020 8750 6615
 Website: www.heathrowexpress.com
 Email: web_customer_correspondence@baa.com

MANAGING DIRECTOR

Keith Greenfield

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Reservations are not necessary on Heathrow Express services. Tickets may be purchased online and from www.heathrowexpress.com as well as our ticket offices at Heathrow Airport, Paddington station and other appointed outlets. For details call our Customer Services team on 0845 600 1515 (24 hour service - local rate call) or visit www.heathrowexpress.com

RESERVATION DETAILS

Reservations are not available.

CATERING ON TRAINS

As the overall journey time is only 15 minutes, or 21 minutes to Terminal 5, there is currently no catering on Heathrow Express services.

CYCLES

Limited accommodation is available for cycles on Heathrow Express services, for passengers flying with their cycles from the airport. Heathrow Express reserve the right to limit the number of cycles conveyed on each train to no more than three at busy times. Cyclists not travelling onwards by air may use the service to and from Heathrow Terminals, subject to space being available for airline passengers.

LOST PROPERTY

Property lost at Paddington station is collected by Network Rail, who can be contacted on 020 7313 1514. For items lost at Heathrow Airport call 020 8745 7727. For items lost on Heathrow Express trains, please ask our Customer Service Representatives, or alternatively write to: Excess Baggage Co., Heathrow Airport, Middlesex UB3 5AP or email to heathrow.lostproperty@excess-baggage.com

TRAIN SERVICE UPDATE

For current information on train services please contact our customer care line on 0845 604 15 15, or through our website www.heathrowexpress.com

PENALTY FARES

Penalty Fares do not apply on Heathrow Express services, therefore customers may join the train without having first purchased a ticket or authority to travel. Customer Service Representatives on every train will accept cash, debit and credit cards, for ticket purchase. Please note however for tickets purchased on board there is a £5.00 premium to pay. Only full fare tickets are available to purchase on board the train. (However Disabled Railcard is accepted on board).

**DISABLED PEOPLE'S
PROTECTION POLICY**

Heathrow Express trains have been specially designed with the needs of the disabled in mind. Platforms at all our stations give level access into the trains and there is space for wheelchairs on all trains. For further information on facilities for the disabled, call the Customer Care Line on 0845 604 15 15, or write to the Managing Director at the address at the top of this page.

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

It is our aim to try and resolve any issues or grievances on the spot. All our Customer Service Representatives have a supply of comment forms and our Customer Care Line on 0845 604 15 15 can deal with any issues over the telephone or submit any comments at web_customer_correspondence@baa.com. If you wish to write with a suggestion or complaint, please write to the Managing Director at the address at the top of this page, or through our website www.heathrowexpress.com

ADDRESS

Friars Bridge Court
 41–45 Blackfriars Road
 London SE1 8NZ
 Telephone: 08700 005151 Fax: 020 7620 5177
 Website: www.southwesttrains.co.uk, www.islandlinetrains.co.uk
 Email: customerrelations@swtrains.co.uk

MANAGING DIRECTOR

Tim Shoveller

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Reservations are not required on Island Line Trains services. Group travel information can be obtained by calling 023 8072 8162.

RESERVATION DETAILS

Reservations are not available.

CATERING ON TRAINS

There are no catering facilities on trains.

CYCLES

A maximum of 4 cycles may be carried in the Shanklin end of all trains at no extra charge. For the safety and comfort of our passengers, the guard may refuse to carry any further cycles on the train.

LOST PROPERTY

All items of lost property are retained at Ryde Esplanade Ticket Office. If you have lost an item please telephone the Ticket Office on 01983 562492 (0900-1700 Daily). A charge may be applicable on collection.

TRAIN SERVICE UPDATE

For current train information, please call our helpline on 0845 6000 650 or visit www.islandlinetrains.co.uk

PENALTY FARES

Penalty Fares are not in force on any Island Line Trains services.

**DISABLED PEOPLE'S
PROTECTION POLICY**

Island Line Trains is committed to making travel easier for customers with disabilities including wheelchair users. For travel on the mainland, please call our Assisted Travel line on 0800 5282 100 (textphone 0800 692 0792), giving 24 hours notice before travelling. Please note that mobility scooters cannot be conveyed on any Island Line Trains Service. For journeys wholly within Island Line Trains, please telephone 01983 812591 giving 24 hours notice if assistance is required.

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

Feedback leaflets are available at Ryde Esplanade or Shanklin Ticket Offices. Copies of Island Line Trains' and South West Trains' Passenger's Charters are available from any staffed station or by writing to:
 Customer Service Centre
 South West Trains
 Overline House
 Southampton SO15 1GW
 Telephone 0845 6000 650
 Fax 023 8072 8187
 Email: customerrelations@swtrains.co.uk
 The Passenger's Charter is also featured on the website www.islandlinetrains.co.uk and www.southwesttrains.co.uk

ADDRESS

PO Box 4323
Birmingham B2 4JB
Telephone: 0844 811 0133
Website: www.londonmidland.com
Email: comments@londonmidland.com

MANAGING DIRECTOR

Patrick Verwer

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Tickets can be booked in advance online at www.londonmidland.com or by ringing 0844 811 0133, 0800-2000 Monday to Sunday, please allow 5 days for delivery.

RESERVATION DETAILS

Seat reservations are not available. Group travel enquiries and bookings can be made on 0844 811 0133.

CATERING ON TRAINS

Catering is not available.

CYCLES

Cycles are carried free of charge on most off-peak services, however advance reservations are required for our Birmingham–Liverpool, Birmingham-London and Crewe–London services. Cycles cannot be conveyed on trains arriving into London Euston between 0700 and 0959 and departing London Euston between 1600 and 1859 on Mondays to Fridays (excluding Bank Holidays). Folding cycles, completely folded down, are regarded as accompanied luggage and carried free.

LOST PROPERTY

Enquiries can be made at your nearest staffed station or by ringing Customer Relations on 0844 811 0133.

TRAIN SERVICE UPDATE

Available from National Rail Enquiries on 08457 48 49 50 (calls may be recorded for training purposes).

PENALTY FARES

A Penalty Fares System is in place across most of the London Midland network. If you board a service from a staffed station without a valid ticket or permit to travel, you will be liable to a £20 penalty fare or twice the standard single fare to the next station whichever is the greater. You can only purchase a ticket on-train when travelling from an unstaffed station. Details of the scheme are available at www.londonmidland.com or by writing to Customer Relations at the address below.

**DISABLED PEOPLE'S
PROTECTION POLICY**

Available from Customer Relations
London Midland
PO Box 4323
Birmingham B2 4JB
Telephone: 0844 811 0133

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

Available from Customer Relations at the above address.

Operated by London Overground Rail Operations Ltd. (LOROL)
on behalf of Rail for London Ltd., a subsidiary of TfL

ADDRESS

125 Finchley Road
London NW3 6HY
Telephone: 0845 601 4867
Textphone 020 3031 9331
Website: www.tfl.gov.uk/overground
Email: overgroundinfo@tfl.gov.uk

MANAGING DIRECTOR

Peter Austin

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Tickets may be booked in advance and seats reserved on many long distance national rail services from most London Overground ticket offices. Oyster tickets may be purchased online from <https://oyster.tfl.gov.uk>

RESERVATION DETAILS

Reservations are not available.

CATERING ON TRAINS

Catering is not provided on London Overground services.

CYCLES

London Overground allows folding bicycles free of charge on all trains at all times, provided it is safe to do so. Non-folding bicycles are also accepted free of charge but due to space constraints they are not permitted on the following routes between the times shown:

- Willesden Junction (High Level) and Gospel Oak in both directions Mondays to Fridays (except Public Holidays) 0700-1000 and 1600-1900
- Gospel Oak and Blackhorse Road in both directions Mondays to Fridays (except Public Holidays) 0700-1000 and 1600-1900
- Watford Junction and Euston Mondays to Fridays (except Public Holidays) on services timed to arrive at Euston 0700-1000 or depart from Euston 1600-1900
- Highbury & Islington and Clapham Jn / Crystal Palace in both directions Mondays to Fridays (except Public Holidays) 0700-1000 and 1600-1900.
- Dalston Jn and New Cross / West Croydon in both directions Mondays to Fridays (except Public Holidays) 0700-1000 and 1600-1900.

Only one bicycle is allowed per customer within a limit of one bicycle per vestibule area. Tandems and three-wheeled vehicles cannot be accommodated on any London Overground train. Only folding bicycles can be carried on buses that replace trains due to engineering work.

LOST PROPERTY

Please contact the TfL Lost Property Office at Baker Street on 0845 330 9882 or our Customer Services Team on 0845 601 4867.

TRAIN SERVICE UPDATE

Information about London Overground services and fares can be obtained by telephoning either:

- London Travel Information on 0843 222 1234
- National Rail Enquiries 08457 48 49 50 (calls may be recorded for training purposes). (Textphone 08456 050 600, 0800-2000 daily)

A wide range of information about London Overground is also available from our website: www.tfl.gov.uk/overground

PENALTY FARES

London Overground operates a Penalty Fares Scheme. If you cannot produce, on request, a valid ticket for your entire journey or, when using Oyster to pay as you go, your Oyster card containing a record of the start of your Pay as you go journey, you will be liable to pay a Penalty Fare.

**DISABLED PEOPLE'S
PROTECTION POLICY**

This can be obtained at any London Overground station or from our Customer Services Team at the above address.

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

For a copy of the London Overground Customer Charter leaflet please ask at any London Overground station or contact our Customer Services Team at the above address.

ADDRESS

Rail House
 Lord Nelson Street
 Liverpool L1 1JF
 Telephone: 0151 702 2071
 Website: www.merseyrail.org

MANAGING DIRECTOR

Maarten Spaargaren

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Tickets may be booked in advance and seats reserved from most Merseyrail stations for National Rail Services.

RESERVATION DETAILS

Reservations are not available.

CATERING ON TRAINS

Catering is not available.

CYCLES

Cycles carried free of charge at any time, subject to sufficient space being available.

LOST PROPERTY

Please contact:-
 Lost Property Office
 James Street Station
 James Street
 Liverpool L2 7PQ
 Phone: 0151 702 2951

TRAIN SERVICE UPDATE

For current train information please call 08457 48 49 50 (calls may be recorded for training purposes).

PENALTY FARES

Please refer to notices displayed at stations for details of the Penalty Fare Scheme in operation or visit www.merseyrail.org/tickets/penalty-fares.html

**DISABLED PEOPLE'S
PROTECTION POLICY**

Available from:-
 Customer Relations
 Merseyrail
 Rail House
 Lord Nelson Street
 Liverpool L1 1JF
 Phone : 0151 702 2071 (Textphone 0870 0552 681)
 Fax : 0151 702 2413
 or email: comment@merseyrail.org

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

Available from above address

NY

North Yorkshire Moors Railway

NY

(Operators of steam and heritage services between
Whitby, Grosmont, Goathland and Pickering)

ADDRESS

Pickering Station
Pickering
North Yorkshire YO18 7AJ
Telephone: 01751-472508 (Customer Services and Information)
Fax: 01751-476048
Website: www.nymr.co.uk
Email: info@nymr.co.uk

GENERAL MANAGER

Philip Benham

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Telephone: 01751-472508
Hours of operation: 16 to 24 February; 23 March to 03 November:
0930-1630 (Monday - Friday), 1000-1430 (Saturday and Sunday);
All other times: 1000-1430 (Monday - Friday).
At least 5 days should be allowed for receipt of tickets purchased online or by
telephone.
National Rail tickets can be booked in advance from our office in Whitby –
telephone 01947 605872.

RESERVATION DETAILS

Reservations are not available on normal services. They can be made for
groups of 20 or more passengers and are required on North Yorkshire Moors
Railways dining train services (between Pickering and Grosmont).

CATERING ON TRAINS

An at-seat trolley service of drinks and snacks is provided on most trains.

CYCLES

Cycles and dogs are carried for a charge of £2 (subject to space being
available).

LOST PROPERTY

Enquiries about lost property should be made to Pickering Station at the above,
or by telephone 01751-472508.

TRAIN SERVICE UPDATE

Updated train service information on all North Yorkshire Moors Railway is
available on the website (see address above). A 'talking timetable' is also
available giving current details of all North Yorkshire Moors Railway services
by telephoning 01751-473535.

PENALTY FARES

Penalty Fares do not apply on North Yorkshire Moors Railway.

**DISABLED PEOPLE'S
PROTECTION POLICY**

Available from the address above, or Pickering and Grosmont Stations.

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

North Yorkshire Moors Railway welcomes comments from passengers.
Comments/suggestion cards are available from stations and on-board staff,
or alternatively please write to the General Manager. Details of the company's
policy are available from the above address, or Pickering and Grosmont
Stations.

NT

Northern

NT

A joint venture between Serco and Abellio

ADDRESS

Northern Rail Ltd
Northern House
9 Rougier Street
York
YO1 6HZ
Telephone: 08700 005151
Website: www.northernrail.org

MANAGING DIRECTOR

Alan Chaplin (acting Managing Director)

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Reservations and tickets are available from all local staffed stations.

RESERVATION DETAILS

Tickets can be purchased in advance online at www.northernrail.org. Reservations and tickets are also available from all local staffed stations.

For groups of 10 or more travelling on the Leeds-Settle-Carlisle line telephone 0800 9800 766, between 0900 and 1700 on Mondays to Fridays to make a booking.

All accommodation on Northern trains is Standard Class.

CATERING ON TRAINS

On most Leeds-Settle-Carlisle services, food and drink can be purchased from the trolley which will pass through the train.

CYCLES

Up to two cycles can be carried on each service. This is subject to space being available, however, and cannot be booked in advance. For further details telephone 0845 000 0125.

LOST PROPERTY

Call 0845 000 0125, contact your nearest staffed station or write to Northern at the address below.

TRAIN SERVICE UPDATE

Information about Northern services and fares can be obtained by telephoning: **08457 48 49 50** (calls may be recorded for training purposes) or access the website on www.nationalrail.co.uk

For more information on our services, please visit our website on www.northernrail.org

The latest information on train running is available by phoning TrainTracker™ from National Rail Enquiries on 0871 200 4915 or by texting TrainTracker™. Text to 84950.

PENALTY FARES

Penalty Fares are not in force on any Northern service.

**DISABLED PERSON'S
PROTECTION POLICY
Making Rail Accessible**

If you would like a copy of Northern's guide for older and disabled passengers or wish to arrange assistance for your journey, please phone: 0808 561 606. (Textphone 0845 604 5608) or by writing to Customer Relations, Northern, FREEPOST (RLSL-ABEC-BGUU), Leeds LS1 4DY or email: assistance@northernrail.org

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

Please contact our Customer Helpline on 0845 000 0125, a textphone is available on 0845 604 5608. Alternatively you can write to us at: Customer Relations, Northern, FREEPOST (RLSL-ABEC-BGUU), Leeds LS1 4DY.

If you would like a copy of the Northern Passenger's Charter, or Northern's guide 'Making Rail Accessible - Helping older and disabled passengers' please contact our Customer Relations team.

A member of the First Rail Division

ADDRESS

1st Floor
Atrium Court
50 Waterloo Street
Glasgow G2 6HQ
Telephone: 08700 00 51 51
Fax: 0141 335 4592
Website: www.scotrail.co.uk
Email: scotrailcustomer.relations@firstgroup.com

MANAGING DIRECTOR

Steve Montgomery

RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE

Tickets may be purchased in advance and Sleepers or seats reserved, by telephone, using a debit/credit card from the following number: 08457 550033 (opening hours 0700-2200)

Please allow 5 days for tickets by post, tickets on departure arrangements available at selected stations. Tickets can also be purchased through the website - www.scotrail.co.uk

ScotRail customers can buy selected Caledonian Sleeper tickets online - and have the ticket confirmation sent to their mobile phone. Passengers simply turn up for their train, show the text message to train staff and hop on board. A confirmatory email is sent as a back-up. This free SMS service is only available for 'Bargain Berth' tickets on the Caledonian Sleeper, which connects Scottish cities to Central London. Tickets can be booked up to 12 weeks in advance of travel - and right up until Midday on the day of travel, subject to availability. The berths start from just £19, one way.

RESERVATION DETAILS

Seat Reservations are free and can be made from 12 weeks in advance up to approximately two hours prior to the departure of the train. Reservations are mandatory on Caledonian Sleeper services and are advised on longer distance routes.

CATERING ON TRAINS

A Lounge Car is provided on all Caledonian Sleeper services offering a wide range of drinks, snacks and hot meals. A trolley service is available on many longer-distance daytime services as indicated in the timetable.

To ensure a safe and enjoyable journey for all our passengers, we successfully introduced a ban on the consumption and visible carrying of alcohol between 2100 and 1000 on our daytime services - the Caledonian Sleepers are excluded.

CYCLES

Cycles are carried free on all ScotRail services subject to availability. Reservations are required on Caledonian Sleeper services and on longer distance routes. Tandems, tricycles, cycle trailers, motorcycles, mopeds or motorised cycles are not carried on any ScotRail service but folding bikes are carried on all services, provided they are folded.

LOST PROPERTY

Please phone 0141 335 3276 (0700-1900 Mon-Sat)

TRAIN SERVICE UPDATE

Register with JourneyAlert on our website: www.scotrail.co.uk/disruption
Alternatively, download our mobile app by texting ScotRail to 86688.

PENALTY FARES

Penalty Fares are not in force on any ScotRail services.

DISABLED PEOPLE'S PROTECTION POLICY

Available from ScotRail Customer, PO Box 7031, Fort William PH33 6WW.
Tel: 0800 912 2 901 or 18001 0800 912 2 901 Fax: 0141 335 4611

Travel arrangements may be made for disabled people by calling 0800 912 2 901*. A light travel scooter, length 104cm, width 56cm with a turning radius of 99cm and combined weight of 300kg can be conveyed. Details of station facilities and information on accessibility are available at www.nationalrail.co.uk or www.scotrail.co.uk.

*For assisted travel, an advance notice is appreciated (48 hours for accessible Sleeper berth).

CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTIONS

ScotRail welcomes comments on the services we provide. A leaflet is available at all staffed ScotRail stations and also from the Customer Relations Manager at the address above. Tel: 0845 601 5929. Feedback can also be provided via our website. Click on the Contact Us link on our homepage.

ADDRESS

Friars Bridge Court
41–45 Blackfriars Road
London SE1 8NZ
Telephone: 08700 005151 Fax: 020 7620 5177
Website: www.southwesttrains.co.uk
Email: customerrelations@swtrains.co.uk

MANAGING DIRECTOR

Tim Shoveller

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Tickets may be booked in advance by telephone, on the following number:
0845 6000 650.

Tickets may also be purchased via the South West Trains website (see above). When ordering, please allow 5 working days for ticket delivery.

RESERVATION DETAILS

Reservations are not available.

CATERING ON TRAINS

Catering on South West Trains is provided on those services marked with the symbol for all or part of the journey. Catering may be provided from a buffet area, at seat trolley service or a combination of both according to the route and time of day. Comments on the service should be sent to the Customer Service Centre at the address below.

CYCLES

A limited number of cycles can be carried on most of our services except during the Monday to Friday peak periods. Restrictions apply on certain routes into and out of London Waterloo between 0715 and 1000 and between 1645 and 1900. At all times some services require advance reservations, as space is limited.

To obtain full details of South West Trains Cycling Policy and full details of routes and times when cycles are not carried visit www.southwesttrains.co.uk, pick up a leaflet from stations served by South West Trains or contact our Customer Service Centre at the address shown.

Cycles that can be folded to a size which allows them to be carried safely in the luggage racks on our services may be carried folded at all times.

For reasons of safety and comfort of our passengers, if the available identified cycle spaces on the train are already taken, the guard has the right to refuse to carry any further cycles on that train.

LOST PROPERTY

A lost property helpline is available between 0730-1900 Mondays to Fridays by calling 020 7401 7861

TRAIN SERVICE UPDATE

For current train information, please call our helpline on 0845 6000 650 or visit www.southwesttrains.co.uk

PENALTY FARES

South West Trains has a duty to its fare paying passengers to ensure no-one travels for free. To this end South West Trains operates a Penalty Fares Scheme across its network, with the only exceptions being Dean, Mottisfont & Dunbridge and Romsey.

Passengers travelling to and from stations within the penalty fares area without a valid ticket may be liable to a penalty of £20 or twice the single fare to the next station at which their train stops (whichever is the greater).

**DISABLED PEOPLE'S
PROTECTION POLICY**

For a copy of this publication, please contact the Customer Service Centre at the address below.

Assistance for mobility impaired passengers can be arranged by telephoning 0800 5282 100 between 0600 - 2200 daily. Please give at least 24 hours notice.

A textphone facility is available on 0800 6920 792 (calls are charged at local rates).

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

Copies of South West Trains Passenger's Charter are available from any staffed station or by writing to:

Customer Service Centre, South West Trains, Overline House, Blechynden Terrace,
Southampton SO15 1GW

Telephone 0845 6000 650. Fax 023 8072 8187

Email: customerrelations@swtrains.co.uk

The Passenger's Charter is also available on our website www.southwesttrains.co.uk

ADDRESS

Southeastern Customer Services
 PO Box 63428
 London SE1P 5FD
 Telephone: 0845 000 2222
 Assisted Travel: 0800 783 4524 (Textphone 0800 783 4548)
 Fax: 0845 678 6976
 Textphone: 0800 783 4548
 Website: southeasternrailway.co.uk

Southeastern Customer Services is staffed 24 hours a day, seven days a week (closed Christmas Day). Comments and complaints are dealt with here by post, fax, and website as well as on the telephone.

MANAGING DIRECTOR

Charles Horton

RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE

Group travel (parties of 10 persons or more) on Southeastern services must be booked at least seven days in advance so that space can be allocated. To order, go to southeasternrailway.co.uk, select tickets, then group, then complete the online form.

Customers can buy or renew their Season Tickets for one month or longer online at southeasternrailway.co.uk or by completing the Season Ticket application form at their local ticket office.

RESERVATIONS

Reservations are not available. Reservations are only needed on Southeastern services for Group Travel and mobility impaired customers who require assistance.

CATERING ON TRAINS CYCLES

Catering is available on some services.

Cycles are not permitted on peak time services, which are those timed to arrive in London terminals between 0700 and 0959, and those timed to leave between 1600 and 1859. Folding cycles are permitted provided they are folded.

LOST PROPERTY

Customers who have lost property on a train or at a station should contact Southeastern Customer Services on 0845 000 2222.

TRAIN SERVICE UPDATE

For current train running information contact Southeastern Customer Services on 0845 000 2222

Information is also available from national and local radio station travel updates and from our website: southeasternrailway.co.uk, select journey.

PENALTY FARES

Southeastern operate a Penalty Fares Scheme on all routes. You must buy a valid ticket (or permit to travel) for your journey before boarding a train. If you do not have a valid ticket or permit to travel, you may have to pay a Penalty Fare of £20.00 or twice the single fare, whichever is the greater. Please pick up a Penalty Fare leaflet from a staffed station for your information.

DISABLED PEOPLE'S PROTECTION POLICY

Copies of 'Making Rail Accessible' are available from any Southeastern sales point and Southeastern Customer Services.

If you have any special needs and would like help with planning your journey anywhere in Great Britain please call 0800 783 4524 or use the Textphone 0800 783 4548 - open 24 hours a day.

The Southeastern Assisted Travel team will offer advice and make any special arrangements you need. If at least 24 hours' notice can be given, this will be very much appreciated.

CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTIONS

Southeastern Passengers' Charter leaflets are available at any Southeastern sales point or Southeastern Customer Services at the address shown above.

ADDRESS

Southern Customer Services
PO Box 3021
Bristol BS2 2BS
Telephone: 08451 27 29 20 (Customer Services)
Fax: 08451 27 29 30 (Customer Services)
Website: www.southernrailway.com
Email: comments@southernrailway.com

MANAGING DIRECTOR

Chris Burchell


RESERVATIONS AND TICKETS BY TELEPHONE AND ONLINE

Advance Tickets are available from the Southern website.

RESERVATION DETAILS

Reservations are only required for Advance tickets. These reservations authorise the holder to travel on the specified train but do not identify individual seats.

CATERING ON TRAINS

A light refreshment of food and drinks is available on trains marked with  in the timetable.

CYCLES

Fully folded cycles are welcome on Southern services at anytime and should be fully folded and carried before going through the gateline. However restrictions do apply to the carriage of regular (non folding cycles) and these cannot be conveyed on many Southern services scheduled to arrive into London/Brighton or Kensington Olympia between 0700 and 1000 or depart from London/Brighton or Kensington Olympia between 1600 and 1900 Monday to Friday(excluding bank holidays). See www.southernrailway.com/cyclepolicy for more information.

LOST PROPERTY

Please call our lost property office on 08451 27 29 20 and select option 1 and then option 6.

TRAIN SERVICE UPDATE

For train running information and timetable enquires contact National Rail Enquiries on 08457 48 49 50

PENALTY FARES

Southern operates a Penalty Fares Scheme on all routes. You must buy a valid ticket (or permit to travel) for your journey before boarding a train. If you do not have a valid ticket or permit to travel, you may have to pay a Penalty Fare of £20.00 or twice the single fare, whichever is the greater. Please pick up a Penalty Fare leaflet from a staffed station for your information.

DISABLED PEOPLE'S PROTECTION POLICY

Available from Southern Customer Services at
PO Box 3021
Bristol BS2 2BS.

To get advice about accessible travel or to book assistance please call 0800 136 1016; Minicom/textphone – 0800 138 1018, Fax – 0800 138 1017

CODE OF PRACTICE FOR COMMENTS, COMPLAINTS AND SUGGESTIONS

A copy of our Passengers Charter is available from our website or by contacting our customer service team. If you wish to contact us for information, to make a comment, suggestion or complaint you can call, email or write to us (details above) or pick up a comments form from any of our staffed stations.

VT

Virgin Trains

VT

The trading name of West Coast Trains Ltd

ADDRESS

Virgin Trains
85 Smallbrook Queensway
Birmingham B5 4HA
Telephone: 0845 000 8000 Textphone: 0121 654 7528
Website: www.virgintrains.com
Email: customer.relations@virgintrains.co.uk

**CHIEF EXECUTIVE
RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Tony Collins
Buy tickets for Virgin Trains and any other train company in Great Britain on the internet at www.virgintrains.com or by calling 0871 977 4222 (calls to this number cost 10p a minute from a BT landline; calls from other operators may vary and cost more) - between 0800 and 2200 7 days a week.

If you have a disability or have specific needs and wish to arrange assistance on your journey call the Virgin Trains JourneyCare service on 08457 44 33 66 (Textphone 08457 44 33 67) between 0800 and 2200 every day except Christmas Day or Boxing Day.

RESERVATION DETAILS

You are strongly advised to make a Seat Reservation in advance. Reservations can be made for the Quiet Zone carriage, where customers should refrain from using mobile phones or creating unnecessary noise. On routes to and from London, Standard Class Quiet Zone is in coach A and in coach H for First Class. On other routes, Quiet Zone is located in Standard Class, coach F. Seat reservations are free of charge.

CATERING ON TRAINS

In First Class on a Pendolino from Monday to Friday customers can enjoy a selection of snacks throughout the day, including a cooked breakfast on many morning peak services. In addition, Fairtrade tea, Fairtrade coffee, soft drinks and alcoholic drinks (alcohol is not offered with breakfast services) are served at seat throughout the day. A complimentary newspaper is also available. In First Class on Super Voyager from Monday to Friday customers can enjoy complimentary light refreshments, including Fairtrade tea, Fairtrade coffee, soft drinks and a newspaper with an at-seat service available, on most services. In Standard, we have a wide range of snacks and sandwiches, Fairtrade teas, fresh ground Fairtrade coffee, soft and alcoholic drinks and a selection of non-food items available at our onboard shop. The shop is generally open throughout. Pendolinos offer an at-seat trolley service to standard customers on Mondays to Fridays. For more information about our onboard service pick up a copy of Travelling with Virgin Trains.

CYCLES

Subject to availability of space cycles can be carried on all trains. Most trains can carry 3 cycles, and on journeys to and from London Euston, Pendolinos can carry tandems (however, tandems are not carried on Voyager services). An advance reservation is required for all journeys.

LOST PROPERTY

Call Customer Relations on 0845 000 8000 – 0830 to 1800 Mondays to Fridays, 0900 to 1600 Saturdays, answerphone available at all other times.

TRAIN SERVICE UPDATE

Details of any disruption to services or weekend engineering work are summarised on BBCi on digital TV. Details of Engineering work can also be found at www.virgintrains.com.

**PENALTY FARES
DISABLED PEOPLE'S
PROTECTION POLICY**

Penalty Fares are not applicable on any Virgin Trains service. Our Customer Relations Manager (at the address above) will be pleased to supply a free copy of the Disabled People's Protection Policy. It can also be downloaded at www.virgintrains.com. For information on station accessibility and to arrange special help please contact Virgin Trains JourneyCare (details above).

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

We want you to tell us what you think of our service, good or bad. A copy of our Code of Practice for handling comments, complaints and suggestions together with Virgin Trains Passenger's Charter is available free on request from our Customer Relations Manager at the above address.

WR

West Coast Railway Company

(Operators of the 'Jacobite' and 'Cambrian' Steam Services)

WR**ADDRESS**

Jesson Way
Carnforth
Lancashire LA5 9UR
Telephone: 01524 737751/737753
Fax: 01524 735518
Website: www.westcoastrailways.co.uk
Email: jacobite@wrc.co.uk

GENERAL MANAGER

Mrs Pat Marshall

COMMERCIAL MANAGER

James Shuttleworth

**RESERVATIONS AND
TICKETS BY TELEPHONE
AND ONLINE**

Advance bookings are recommended and can be made on line, at www.westcoastrailways.co.uk, by post (enclose SAE) to the Carnforth Office (address above) or by telephone, on 01524 737751/737753, during normal office hours. Credit cards accepted. Tickets can also be purchased from the WCR Guard/Train Manager, on the train, on the day of travel (subject to availability).

RESERVATION DETAILS

Phone 01524 737751/737753

CATERING ON TRAINS

A buffet service, serving hot and cold drinks and cold snacks, is available on all trains.

CYCLES

Cycles carried free of charge, subject to space.

LOST PROPERTY

Telephone: 01524 737751/737753

PENALTY FARES

Penalty Fares do not apply on West Coast Railway Services.

TRAIN SERVICE UPDATE

For current train information please phone 08457 48 49 50 (calls may be recorded for training purposes).

**DISABLED PEOPLE'S
PROTECTION POLICY**

Available from the above address.

**CODE OF PRACTICE FOR
COMMENTS, COMPLAINTS
AND SUGGESTIONS**

West Coast Railway Company welcomes comments on services provided. Write to Carnforth office (address above).

ADDRESS

King's Place
 York Way
 London N1 9AG
 Telephone: 020 7557 8000
 Fax: 020 7557 9000
 Website: www.networkrail.co.uk

CHIEF EXECUTIVE

David Higgins

Network Rail is responsible for operating 17 managed stations, indicated in the index by the code **NR**. Details of facilities provided, including the Disabled Peoples Protection Policy, are obtainable from the Network Rail Station Manager at the following station addresses:—

London Bridge	Network Rail Offices, Platform 14, London Bridge Station, Station Approach, London SE1 9SP
London Cannon Street	Cannon Street Station, Cannon Street, London EC4N 6AP
London Charing Cross	Network Rail Offices, Charing Cross Station, The Strand, London WC2 5HS
London Euston	Room 430, Stephenson Room, East Colonnade, Euston, London NW1 2RT
London Fenchurch Street	Network Rail Office, Fenchurch Place, London EC3M 4AJ
London King's Cross	Room 304, West Side Offices, King's Cross Station, London N1 9AP
London Liverpool Street	Network Rail Station Reception, Platform 10, Liverpool Street Station, London EC2M 7PY
London Paddington	Room B115, Tournament House, Paddington Station, London W2 1FT
London Victoria	3rd Floor, Kent Side Offices, Victoria Station, London SW1V 1JU
London Waterloo	CP2-4-G General Offices, Waterloo Station, London SE1 8SW
Birmingham New Street	Reception, Network Rail Offices, Station Forecourt, Birmingham New Street Station, Birmingham B2 4ND
Edinburgh	Room 255, North Block, Waverley Station, Edinburgh EH1 1BB
Glasgow Central	Glasgow Central Station, Gordon Street, Glasgow G1 3SL
Leeds	Room 405, Administration Block, Leeds City Station, Leeds LS1 4DY
Manchester Piccadilly	9th Floor, Piccadilly Tower, Piccadilly Station, Manchester M60 7RA
Liverpool Lime Street	Station Manager, The Barrier Line Building, Liverpool Lime Street Station, Liverpool L1 1JF
London St Pancras International	Station Reception, St Pancras International Station, Pancras Road, London NW1 2QP

Staffed Left Luggage facilities, offering maximum security, are available at all Network Rail Stations.

If you wish to raise any issue concerning the rail infrastructure or the 17 managed stations operated by Network Rail (excluding matters concerning the running of trains or ticket purchase) please call the national 24 hour Helpline:- **08457 11 41 41**

Other Addresses

Department for Transport

Great Minster House, 33 Horseferry Road, London SW1P 4DR

Telephone: 0300 330 3000

Email: rail@dft.gsi.gov.uk

Office of Rail Regulation

One Kemble Street, London WC2B 4AN

Telephone: 020 7282 2000

Fax: 020 7282 2040

Chair of the Board: Anna Walker

Chief Executive: Richard Price

The main areas of the Regulator's statutory functions are:

- the issue, modification and enforcement of licences to operate trains, networks, stations and light maintenance depots;
- the approval of agreements for access by operators of railway assets to track, stations and light maintenance depots;
- the enforcement of domestic competition law; and consumer protection including a duty under the Railways Act 1993 in relation to the protection of the interests of users of railway services, including the disabled.

Publications are available from:

Sue MacSwan, The Library, ORR, 1 Waterhouse Square, 138–142 Holborn, London EC1N 2TQ

Telephone: 020 7282 2001

Email: rail.library@orr.gsi.gov.uk

Association of Train Operating Companies (ATOC)

3rd Floor, 40 Bernard Street, London WC1N 1BY

Telephone: 020 7841 8000

Chief Executive: Michael Roberts

ATOC represents the interests of most of the national and international passenger Train Operating Companies whose services are shown in this timetable. It manages a range of network services, products and responsibilities on behalf of these train operators including:

- the National Rail Conditions of Carriage (the passenger's contract with the train operators)
- the National Rail Enquiries Service
- the licensing of rail appointed travel agents
- National Railcards, the London Travelcard and Network Railcard.

London Underground Limited

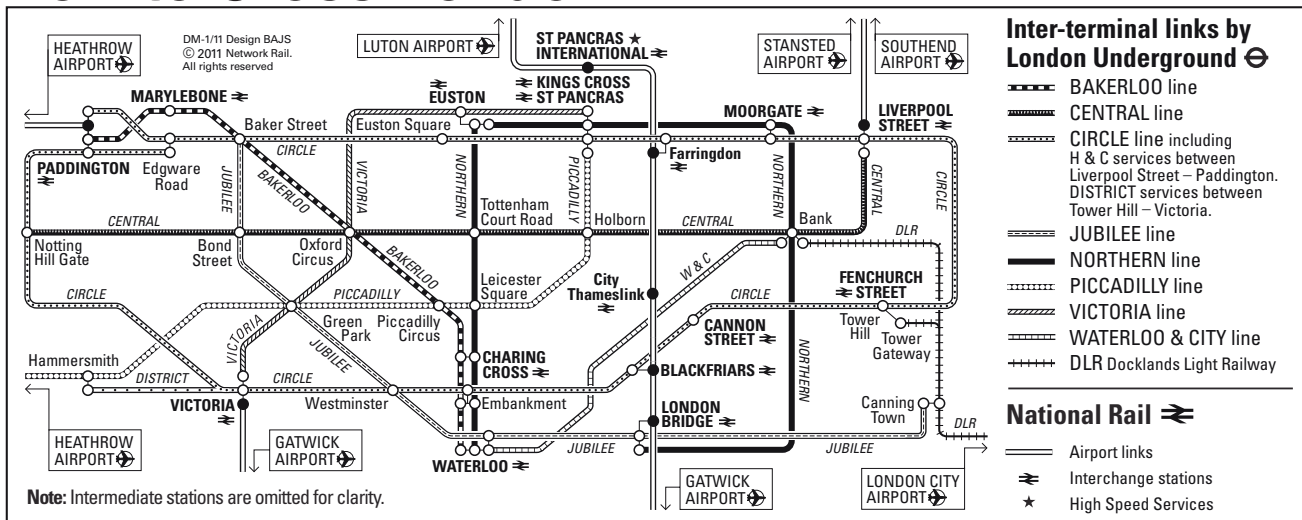
Head Office

55 Broadway, London SW1H 0BD

Telephone: 020 7222 5600

Responsible for the operation of stations indicated in the Stations Index by the code **LT**

How to Cross London



Introduction

The time taken to travel between London's stations will vary from journey to journey dependent on distance, mode of transport, time of day and the need to change en route. The quickest way to cross London is usually by the Underground network with frequent services operating between the following hours*:

- 0530 to 0015 on Monday to Friday
- 0630 to 0115 on Saturday
- 0700 to 0001 on Sunday

(* Times shown are approximate)

Buses also link many of London's main terminal stations including an extensive network of Night Bus services.

Ticket & Fares

Rail tickets for journeys routed via London are valid for transfer by London Underground or First Capital Connect services between London terminal stations, and other designated interchange stations* appropriate to the route of the through journey being made, at no extra cost. For example a Brighton to Leeds ticket is valid on London Underground services from Victoria to Kings Cross (Victoria Line), or alternatively on First Capital Connect services to St Pancras International. A Chelmsford to Southampton ticket is valid on London Underground services to Waterloo via either Liverpool Street (Circle Line) or Stratford (Jubilee Line).

(*NB. check on which cross London routes your ticket is valid before you travel. A break of journey is permitted at an intermediate Underground station, but a further ticket must be purchased in order to continue the journey)

London's Fare Zones – National Rail, Underground and Docklands Light Railway (DLR) stations within the Greater London area are in one of nine Fare Zones. Single and return tickets are available for through journeys to and from all Underground and DLR stations with prices determined by the number of zones crossed or travelled through.

A range of day and longer period Travelcards are also available and provide unlimited travel on National Rail, London Underground, London Overground, Docklands Light Railway and Tramlink services within the Fare Zones for which they are valid. All Travelcards, irrespective of the zones for which they are issued, can also be used on any London bus displaying this sign

For information on ticket prices and availability contact your local staffed station, call National Rail Enquiries anytime on **08457 48 49 50*** (Textphone **0845 60 50 600**),

or visit www.nationalrail.co.uk. * Calls may be recorded for training purposes.

More detailed information about London's Underground and Bus services, also Docklands Light Railway and London Tramlink is available anytime from London Travel Information on **0843 222 1234** (textphone **020 7918 3015**) or visit www.tfl.gov.uk.

First Capital Connect and Southeastern

First Capital Connect operates fast, direct services from Bedford, Luton and St Albans via Central London to East Croydon, Gatwick Airport and Brighton and stopping trains between Luton, St Albans, North London, the City, Streatham, Wimbledon and Sutton. There are nine Central London First Capital Connect stations with Underground connections. First Capital Connect connects with East Midlands Trains at Luton, Luton Airport Parkway, London St Pancras and Bedford – see Tables 52 and 53.

Southeastern, in partnership with First Capital Connect also operate trains between Kentish Town, the City and Sevenoaks and at peak times between Bedford, Luton, the City and various destinations in Kent.

London Overground

Direct trains run between:

- Richmond and Stratford
- Clapham Junction and Willesden Jn/ Stratford
- Watford Junction and Euston
- Gospel Oak and Barking
- Highbury & Islington and Clapham Jn/ Crystal Palace
- Dalston Junction and New Cross/ West Croydon

Southern Services

Direct trains are provided between South Croydon, South London, Clapham Junction and stations to Watford Junction and Milton Keynes Central. These trains also stop at Imperial Wharf, West Brompton, Kensington (Olympia) and Shepherd's Bush. See table 176.

These trains provide connections to most of the Southern network at Clapham Junction.

Passengers requiring step free interchange for Southern main line trains to Gatwick Airport and the Sussex Coast should change at East Croydon, and step free interchange for Southern Metro trains is usually available at Balham.

Interchange for the West Midlands and North West is available at either Watford Junction or Milton Keynes Central.

Cross London Transfer Times (in minutes)

	Blackfriars	Cannon Street	Charing Cross	Euston	Farringdon	Fenchurch Street*	Kings Cross	Liverpool Street	London Bridge	Marylebone	Paddington	St Pancras International †	Victoria	Waterloo
Blackfriars	–	23	23	49	(b)	27	(b)	40	(b)	45	49	(b)	44	40
Cannon Street	23	–	34	60	44	30	55	43	(a)	56	60	58	55	51
Charing Cross	23	34	–	44	n/a	38	50	51	(a)	38	43	52	47	(a)
Euston	49	60	44	–	n/a	57	35	43	52	51	43	38	54	53
Farringdon	(b)	44	n/a	n/a	–	40	n/a	29	(b)	45	39	n/a	n/a	n/a
Fenchurch Street*	27	30	38	57	40	–	52	26	47	68	60	52	68	56
Kings Cross	(b)	55	50	35	n/a	52	–	41	50	50	45	30	56	55
Liverpool Street	40	43	51	43	29	26	41	–	49	56	55	41	63	62
London Bridge	(b)	(a)	(a)	52	(b)	47	50	49	–	58	62	60	n/a	(a)
Marylebone	45	56	38	51	45	68	50	56	58	–	32	53	58	47
Paddington	49	60	43	43	39	60	45	55	62	32	–	45	62	51
St Pancras International †	(b)	58	52	38	(b)	52	30	41	60	53	45	–	56	61
Victoria	44	55	47	54	n/a	68	56	63	n/a	58	62	56	–	62
Waterloo	40	51	(a)	53	n/a	56	55	62	(a)	47	51	61	62	–

All times are based on use of London Underground services and are shown as a guide only – extra time should be allowed during the early morning/late evening and on Sundays.

* Tower Hill Underground Station

† An additional 35 minutes should be allowed for Eurostar Connections

(a) Direct train services available (operated by Southeastern)

(b) Direct train services available (operated by First Capital Connect)

n/a Transfer not likely to be required as part of a through rail journey

Some other useful transfers

If your journey requires a transfer between any of the following pairs of stations, you should allow a margin of at least the number of minutes shown when planning connections. All transfers are assumed to be by foot unless otherwise stated.

Ash Vale – North Camp	19	Hackney Central – Downs	14
Bicester North – Town	30	Harringay – Green Lanes	14
Burnley Central – Manchester Rd	25	Heath High Level – Low Level	10
Burscough Bridge – Junction	20	Hertford North – East	34
Canterbury East – West	25	Maidstone Barracks – East	16
Catford – Bridge	10	New Mills Central – Newtown	25
Clock House – Kent House	15	Penge East – West	19
Dorchester South – West	15	Purley Oaks – Sanderstead	10
Dorking – Dorking Deepdene	9	Seven Sisters – South Tottenham	14
East Croydon – West Croydon	25	Southend Central – Victoria	17
Edenbridge – Edenbridge Town	20	Upper Warlingham – Whyteleafe	10
Enfield Chase – Town	29	Walthamstow Central – Queen's Rd	14
Falkirk High – Grahamston	44	West Hampstead – Thameslink	11
Farnborough Main – North	24	Windsor & Eton Central – Riverside	14
Forest Gate – Wanstead Park	13	Yeovil Junction – Yeovil Pen Mill	15*
Gainsborough Central – Lea Rd	33	Glasgow Central-Glasgow Queen Street	15

* This is a bus service which runs every 30 mins between 0700 and 1900 Mondays to Saturdays.

For table numbers of trains to and from London please see the end of the Station Index section

Airport Links

Aberdeen Airport

Aberdeen Airport is close to Dyce station, from where trains operate to Aberdeen, Elgin and Inverness. There are also some direct trains to Glasgow and Edinburgh. A shuttle bus runs between Dyce station and the airport, connecting with most trains during the day.

For full bus timetable information, call **0871 200 22 33**, or visit **www.travelinescotland.com**

Birmingham International Airport

Birmingham Airport is alongside Birmingham International station. The free Air-Rail Link transit system operates to the passenger terminals about every 2 minutes with a journey time of less than 2 minutes. Birmingham International station is served by direct trains from London Euston and Manchester Piccadilly. In addition a frequent service operates between Birmingham New Street and Birmingham International providing connections at Birmingham New Street to and from all parts of the country. (See Tables 65, 66, 68, 71, 74 and 116). Regular buses operated by National Express West Midlands (966) also run from Solihull station (see Tables 71 and 115) and through fares are available by purchasing a PlusBus ticket. The journey time is approximately 20 minutes and through ticketing is available. Solihull is served by Chiltern Railways services from London Marylebone, Gerrards Cross, Beaconsfield, High Wycombe, Princes Risborough, Haddenham & Thame Parkway, Bicester North, Banbury, Leamington Spa and Warwick and by London Midland local services.

Bournemouth (Hurn) International Airport

Bournemouth (Hurn) International Airport now has an hourly bus service to and from Bournemouth station. See www.bournemouth-airport-shuttle.co.uk or phone 01202 557007 for details.

Bristol International Airport

The Bristol Airport Flyer is the only express link between Bristol Temple Meads station, Bristol Bus Station, Clifton and Bristol Airport. The journey time to the city centre is approximately 30 minutes with services operating (every 10 minutes at Peak times) daily between 0230 and 0045.

Cardiff International Airport

The airport is served by a bus link from Rhose Cardiff International Rail Station to/from the airport is operated by New Adventure Travel. Full details of the timetable and further information can be obtained from Traveline on **0871 200 22 33** or visit **www.traveline.info**.

Bus Service X91 also operates from Cardiff Central Bus Station (Stand F1) directly to the airport. Journey time is approximately 40 minutes and through ticketing is available from any rail station. The airport is also served by bus X5 which is operated by Watts Coaches on a Sunday with a two hourly frequency.

Durham Tees Valley Airport

Durham Tees Valley Airport is located 7 miles east of Darlington Rail station. For information about Durham Tees Valley Airport visit www.durhamteesvalleyairport.com.

From Darlington - Arriva service 12 operates half-hourly throughout the day Mondays to Saturdays and hourly early mornings, evenings and Sundays, from Parkgate outside Darlington Station direct to the airport site. Journey time is approximately 25 minutes.

Please note that when the service is operating two buses an hour that one bus an hour serves the airport terminal directly whilst the other terminates at the hotel on the airport site. The hotel is a 10-minute walk from the terminal building.

For more information please telephone Traveline on **0871 200 22 33** or visit **www.traveline.info**

East Midlands Airport

East Midlands Airport is located close to East Midlands Parkway Station, served by East Midlands Trains. A taxi transfer service operates between East Midlands Parkway and the Airport.

From Nottingham - a Skylink bus operates with a journey time of approximately 55 minutes; and from Long

From Derby – a Kinch bus service operates with a journey time of approximately 20 minutes.

Eaton with a journey time of approximately 20 minutes. A bus add-on ticket is available. For more information, please telephone Traveline on 0871 200 2233 or visit traveline.info

Edinburgh Airport

There are two ways to get to Edinburgh Airport by rail and bus:

- If you are travelling from Fife, Dundee and other areas north, you should catch a train to Inverkeithing – from here a frequent bus service operates to Edinburgh Airport
- If you are travelling from other parts of Scotland, including the Glasgow area, you should catch a train to Haymarket or Edinburgh Waverley – a frequent bus service operates to Edinburgh Airport from both these stations

For full bus timetable information, call **0871 200 22 33**, or visit **www.travelinescotland.com**

Exeter International Airport

Stagecoach operates an hourly daytime service (Service Number 56) from Exeter St. Davids station forecourt direct to Exeter Airport. For more information call Traveline on **0871 200 22 33** or visit **www.traveline.info**.

Airport Links (continued)

Glasgow Airport

There are three ways to get to Glasgow Airport by rail and bus:

- If you are travelling from Ayrshire or Inverclyde, you should catch a train to Paisley Gilmour Street – a frequent bus service operates from here to Glasgow Airport
- If you are travelling from north west Glasgow, Milngavie, Dumbarton, Helensburgh and the West Highlands, you should catch a train to Partick – from here a frequent bus service operates to Glasgow Airport
- If you are travelling from other parts of Scotland, including Edinburgh and the central belt, you should catch a train to Glasgow Central or Glasgow Queen Street – a frequent bus service operates to Glasgow Airport from both these stations

For full bus timetable information, call **0871 200 22 33**, or visit **www.travelinescotland.com**

Leeds Bradford International Airport

Leeds Bradford International Airport is located to the north of the cities of Bradford and Leeds, to the south of Harrogate and to the west of York. For more information on Leeds Bradford International Airport visit **www.leedsbradfordairport.co.uk**

From Leeds - Centrebus Airport Direct 757, operates half hourly throughout the day Mondays to Saturdays (hourly early mornings, evenings and Sundays) every day from Stand S7 from outside Leeds Rail Station (Leeds Station Interchange). The journey time is approximately 40 minutes. Through ticketing is available.

From Bradford - a half hourly combined service, provided by Centrebus Airport Direct services 737 and 747, operates throughout the day from Bradford Interchange rail station. Airport Direct 747 also operates close to Bradford Forster Square rail station (hourly). The journey time from Bradford is approximately 40 minutes. Through ticketing is available with a PlusBus ticket.

From Harrogate - Airport Direct 737, operates hourly, every day from Harrogate Bus Station to the airport. The journey time from Harrogate is approximately 35 minutes.

From York - There is no bus service between York and the airport. If you are travelling from the North East, please travel via Leeds, purchasing a combined rail and bus travel ticket.

Centrebus Airport Direct services 737, 747 and 757 run alongside other local bus services which link to Leeds Bradford International Airport.

For more information please telephone Traveline on **0871 200 22 33** or visit **www.traveline.info**

Liverpool John Lennon Airport

Regular bus services operate between Liverpool John Lennon Airport and the Liverpool South Parkway station; journey time is 10 minutes. Liverpool South Parkway is served by direct services from North, South and East

Liverpool, Leeds, York, Sheffield, Nottingham, Manchester, Warrington, Southport, Crewe, Stafford, Wolverhampton and Birmingham.

The airport is located to the south of the city centre. A direct bus service operates between Lime Street, Moorfields and James Street stations to the airport seven days a week. Buses run every 30 minutes between 0600 & 0100 hours from the Liverpool City Centre Stations to the Airport, and between 0515 and 0015 from the Airport to the Liverpool City Centre Stations. Journey time is approximately 45 minutes.

For further information please contact **0871 200 22 33**, or visit **www.traveline.info**.

London City Airport

London City Airport is located in London's Docklands, to the east of the capital. There are no National Rail services direct to the airport.

Access to the airport is available via the Docklands Light Railway to and from London City Airport Station which is located next to the terminal building. Between Central London and the airport, passengers can travel on the London Underground Jubilee Line and change at Canning Town for the Docklands Light Railway. Connections between National Rail and the Docklands Light Railway are available at Greenwich, Lewisham, Limehouse, Stratford and Woolwich Arsenal.

For further information on London City Airport telephone **020 7646 0088** or visit **www.londoncityairport.com**.

London Gatwick Airport

Gatwick has its own railway station underneath the South Terminal. Access to the North Terminal is via a free transit.

Airport to/from London

Gatwick Express operate a dedicated non-stop service every 15 minutes throughout most of the day between London Victoria and Gatwick Airport (See Table 186).

Southern provides frequent trains throughout the day and hourly throughout the night between London Victoria and Gatwick Airport (See Table 186).

First Capital Connect operate direct services throughout the day between London St Pancras International, Farringdon, City Thameslink, London Blackfriars, London Bridge and Gatwick Airport (generally every 15 mins, See Table 52), a reduced frequency operates throughout the night.

Airport to/from Reading

First Great Western operate a direct rail service between Reading and Gatwick – (See Table 148). Customers using this route should allow at least 7 minutes at Reading to make a connection.

Other direct services to/from Airport

Southern also operates direct services to/from Hastings, Southampton, Portsmouth and intermediate stations on the South Coast (See Tables 186, 187, 188, 189) Clapham Jn and East Croydon (See Table 186).

First Great Western operate services from Wokingham, North Camp and Guildford (See Table 148).

Airport Links (continued)

First Capital Connect provide regular direct services from Gatwick Airport to St. Albans, Luton, Bedford, East Croydon, Haywards Heath and Brighton (See Table 52). At Luton Airport Parkway, Luton and Bedford, they also offer convenient connections with East Midlands Trains to Leicester, Derby, Nottingham and Sheffield (See Table 53).

London Heathrow Airport

Airport to/from Central London

Heathrow Express operates a direct high-speed rail service from the Airport to London Paddington. Stations are located in all Heathrow terminals - Heathrow Central (Terminals 1, 2 & 3), Terminal 4 and Terminal 5. Journey time is 15 minutes between Paddington and Terminals 1, 2 and 3, with a further 6 minutes to Terminal 5. Trains run every 15 minutes. A free transfer service operates to Terminal 4 from Heathrow Central, departing every 15 minutes and arriving in 4 minutes.

- 0510 to 2325 from Paddington
- 0507 to 2342 from Heathrow Terminal 5 (0503 to 2348 on Sundays)
- 0512 to 2348 from Heathrow Terminal 1, 2 and 3 (0508 to 2353 on Sundays)

For further details see Table 118.

Through tickets can be purchased from any National Rail or London Underground Station to the airport via Heathrow Express.

For further information visit www.heathrowexpress.com.

Heathrow Connect operates a local rail service every 30 minutes between Heathrow Central and London Paddington, calling at Hayes & Harlington, Southall, Hanwell, West Ealing and Ealing Broadway. For details see Table 117.

Through tickets are available from most stations.

The London Underground Piccadilly Line connects central London with all five terminals (Terminal 1/2/3, Terminal 4 and Terminal 5).

Through single and return tickets can be issued to customers travelling via a Rail terminus in Zone 1. Sample journey time from Piccadilly Circus to the Airport is approximately one hour.

Airport to/from Reading

RailAir coaches leave from Reading railway station every 20 minutes during the daytime on Mondays to Fridays (every 30 minutes early weekday mornings and evenings, on weekends and public holidays). The luxury, air-conditioned coaches run non-stop to Terminals 1, 2 and 3 in 40-50 minutes. On the return journey from Heathrow Airport they only pick up passengers at Heathrow Central Bus Station (stands one and two) and not the terminals. Customers travelling to/from Terminal 4 should use Heathrow Connect from Terminal 1.

Follow the RailAir signs from your platform at Reading station. You can buy your ticket in the RailAir lounge, or combined rail and coach tickets are also available from many stations. You should allow 15 minutes at Reading to transfer between train and coach.

For further information telephone **0118 957 9425** or visit www.RailAir.com.

Airport to/from Woking

Coaches leave at half-hourly intervals throughout most of the day to/from Terminal 5 and Heathrow Central Bus Station (for Terminals 1, 2 and 3) (see Table 158A).

Customers travelling to Heathrow should exit on platform 5 and the coach leaves from outside the station.

On arrival at Woking customers should allow at least 10 minutes to transfer to your train after the arrival of the coach at the station. Combined rail and coach tickets are available from most National Rail stations and from the Railair sales points at the airport. Tickets may also be booked at www.nationalexpress.com or by calling **08717 818 181**. For through trains and coach times, telephone **08457 48 49 50**. (calls may be recorded for training purposes)

Airport to/from Feltham

London Buses operates frequent bus services from Feltham Station to Heathrow Airport. Route 285 operates to Hatton Cross and Heathrow Central Bus Station for Terminals 1, 2 and 3. Buses operate every 10 minutes during the day, 15 minutes in the evenings and on Sundays and 30 minutes throughout the night.

Route 490 operates to Hatton Cross and Terminals 4 and 5. Buses operate every 12 minutes during the day, 20 minutes in the evenings and on Sundays.

Customers should allow 10 minutes at Feltham to transfer between train and bus from the station forecourt adjoining platform 1.

Other direct services to/from Airport

A coach service, Green Line 724, runs throughout the day between Heathrow, West Drayton, Uxbridge, Rickmansworth, Watford, St. Albans, Hatfield, Welwyn Garden City, Hertford and Harlow. Tickets can only be purchased on the coach. A frequent bus service (route 140) runs 24 hours between Hayes & Harlington and Heathrow Airport (Central Bus Station).

For further information telephone **0870 608 7261** (Green Line Travel Information)

London Luton Airport

A frequent dedicated shuttle bus links Luton Airport with Luton Airport Parkway station - journey time 10 minutes. Luton Airport Parkway is served by frequent First Capital Connect services direct to Bedford, Central London, South London, Gatwick Airport and Brighton – see Table 52 for details. East Midlands Trains services link Luton Airport Parkway with St Pancras International and Leicester, Derby, Nottingham and Sheffield – see Table 53 for details.

In addition a coach link operates between the Airport, Luton railway station and town centre and Milton Keynes Central railway station and town centre.

Airport Links (continued)

London Stansted Airport

Stansted Airport has its own railway station right in the heart of the airport terminal building.

The Stansted Express is a dedicated rail service operating between London Liverpool Street and Stansted Airport station (See Table 22). Trains run every 15 minutes throughout the day, seven days per week.

CrossCountry operates an hourly express service seven days a week between Birmingham and Stansted Airport calling at Leicester, Peterborough and Cambridge – see Table 49 – offering connections with services to Yorkshire and the North East. Customers should be advised to arrive at the airport 1 hour 45 minutes prior to their latest check-in time.

London Southend Airport

Southend Airport is served by its own brand new station adjacent to the airport, operated by Stobart Group. The station is served by trains on the London Liverpool Street to Southend Victoria line, generally every 20 minutes (every 10 minutes at peak times). Journey times to and from London are 52-54 minutes off-peak (55-56 minutes at peak times) and 62 minutes on Sundays.

Manchester Airport

The airport railway station is right in the heart of the airport complex, linked by covered travellers. The station is served by up to 8 trains per hour from Manchester Piccadilly and direct services operate between Middlesbrough, Newcastle, York, Leeds, Huddersfield, Cleethorpes, Doncaster, Sheffield, Edinburgh, Glasgow, Carlisle, Barrow-in-Furness, Windermere, Lancaster, Preston, Liverpool and the Airport. Additional regular services operate during the day, to/from many stations which can be found under the entry for Manchester Airport in the index in this timetable.

Newcastle Airport

Tyne & Wear Metro trains operate every 12 - 15 minutes most of the day between Newcastle Central Station and Newcastle Airport providing links with Northern, East Coast, First TransPennine Express and CrossCountry services. The journey time is about 25 minutes.

Tyne & Wear Metro services also run to Sunderland Rail station, a journey time of about an hour providing connections with Northern and Grand Central services.

Through ticketing is available to Newcastle Airport via the Tyne & Wear Metro.

For information please telephone Traveline on **0871 200 22 33** or visit **www.traveline.info**

Prestwick International Airport

Prestwick International Airport has its own rail station, served by fast and frequent trains from Glasgow, Paisley, Ayr and intermediate stations.

See Table 221 for details.

Robin Hood Airport

Doncaster Airport or Doncaster Sheffield

Robin Hood Airport is situated 7 miles south of Doncaster. For more information on Robin Hood Airport visit **www.robinhoodairport.com**

From Doncaster - First service 91 runs half hourly throughout the day Mondays to Saturdays, hourly early mornings, evenings and Sundays from Doncaster Frenchgate Interchange, which is adjacent to Doncaster Rail station, direct to the airport. Journey time is approximately 25 minutes.

Through ticketing is available to Robin Hood Airport via service 91.

Service 91 runs alongside other local bus services which link to Robin Hood Airport, including service X19 from Barnsley.

For more information please telephone Traveline on **0871 200 22 33** or visit **www.traveline.info**

Southampton Airport

Southampton Airport (Parkway) station is adjacent to Southampton Airport.

South West Trains operate up to 3 trains per hour between London Waterloo, Winchester and Southampton Airport (Parkway) with up to 2 direct services to Bournemouth, Poole, Wareham and Weymouth and most intermediate stations (See Table 158).

CrossCountry services link Southampton Airport Parkway with Bournemouth, Reading, Oxford, Newcastle and Manchester (see Table 51).

On Saturdays Southern operate trains every two hours between Brighton, Worthing, Chichester, Havant, Cosham, Fareham and Southampton Airport, at other times use Southern's regular trains to Southampton Central and connecting train to Southampton Airport.