

Passenger Information – The informed traveller

Investigation

In October 2017 we looked at the provision of information to passengers about timetables and fares. We looked in particular at travel over the Christmas period – a time when people rely on the railway to visit family and friends.

The industry's own analysis of discrepancies between the Network Rail-issued Weekly Engineering Circular (WEC) and the information actually in the database used by public-facing journey planners was used to assess the scale of changes to the timetable within the 12 week (T-12) horizon and to review the release of Advance Purchase fares. Public-facing journey planning websites were then used to assess the possible impact of this information on passengers.

Findings

Short-notice changes to the timetable

The industry's own data shows the number of trains or replacement buses that are showing incorrectly in, or are missing from, journey planner databases that passengers use.

Analysis for 20 October 2017: showing week 30 (21-27 October) to week 41 (6-12 Jan 2018)

| | Week 41 | Week 40 | Week 39 | Week 38 | Week 37 | Week 36 | Week 35 | Week 34 | Week 33 | Week 32 | Week 31 | Week 30 |
|-------|----------|----------------|-----------|-----------|----------|---------|----------------|-----------|-----------|-----------|----------------|-----------|
| | 6-12 Jan | 30 Dec – 5 Jan | 23-29 Dec | 16-22 Dec | 9-15 Dec | 2-8 Dec | 25 Nov – 1 Dec | 18-24 Nov | 11-17 Nov | 4 -10 Nov | 28 Oct – 3 Nov | 21-27 Oct |
| | T-12 | T-11 | T-10 | T-9 | T-8 | T-7 | T-6 | T-5 | T-4 | T-3 | T-2 | T-1 |
| Total | 2752 | 1654 | 2648 | 1641 | 1852 | 1674 | 1666 | 487 | 12 | 391 | 29 | 0 |

In addition to these, there are also several examples where the operator has failed to provide information for analysis. We appreciate that these numbers represent a small proportion of all trains in the timetable. Nonetheless, there are still a significant number of changes within the T-12 'window', particularly after T-6 when there were over 1000 'errors' a week. We are also particularly concerned at the number of incorrect journeys being displayed over the Christmas week (as highlighted).

This has an impact on passengers. Most journey planning websites display timetable information on a rolling 12-week basis - you generally cannot make a journey enquiry beyond that period. So unless the timetable is finalised by then it is possible to buy a ticket for a service that may subsequently be cancelled, re-timed, diverted or turned into a bus. If the timetable is accurate at T-12 then the effects of this are minimised – the timetable displayed is the one that will be delivered.

Appendix A shows results per Train Operating Company (TOC). The bulk (but by no means all) of the issues seem to rest with services on Great Western Railway and South Western Railway.

Reservations and Advance Purchase fares

Advance Purchase tickets are tied to a specific train. So until the timetable is finalised TOCs do not tend to issue them. We took a look at industry figures showing the percentage of reservable seats that were open for reservation – again with a particular emphasis on the Christmas week (23-29 December).

The results are displayed in Appendix B.

As of 6 October (12 weeks from Christmas) reservations had not opened on Chiltern, Greater Anglia, Great Western, London Midland, South Western and Southern; with Virgin Trains recording 15 per cent.

By 13 October (11 weeks out)) reservations for the Christmas week had still not opened on Great Western, London Midland, South Western Railway and Southern. Only 15 per cent of reservable services were open on Greater Anglia and 25 per cent on Virgin Trains.

The following week, 20 October (10 weeks out), reservations on Great Western and South Western had still not opened; Southern and Greater Anglia were at 15 per cent; London Midland were at 55 per cent and Virgin at 85 per cent.

The situation had improved a little by the following week (27 October – 9 weeks out): Southern (15 per cent), Great Western Railway (zero) and South Western Railway (zero).

On the most recent figures (3 November – eight weeks out from Christmas) Great Western has increased to 75 per cent but South Western was still at zero.

The impact on passengers

As mentioned earlier, journey planners typically display services 12 weeks in advance. So if the timetable changes within this 12-week window then passengers:

- may have planned a journey and made other commitments using the published data in full expectation that the journey being offered will run
- may have bought a ticket in good faith only to learn their journey is no longer running or has changed causing them inconvenience
- may have bought a more expensive ticket than they needed
- in the worst case scenario they could end up being stranded.

This has implications for passenger welfare, satisfaction and trust. Being forced to change plans can be very frustrating and breeds a sense of distrust in the railway. It

also raises consumer rights issues: were passengers misled into buying something they would not otherwise have purchased; did they pay more than they needed to?

The following examples give a flavour of the types of concerns we encountered when looking at websites:

- *Extreme late notification of engineering work (Appendix C)*

Great Western services on the weekend of 14/15 October were disrupted by a late notice request from Network Rail for an 'all-lines block' through Reading.

Even a few days before travel revised timings had still not been entered into journey planners - though on some websites a warning 'triangle' or 'pop-up window' had been added to this effect. GWR also tried to contact passengers. However, the simple fact is that people had made plans and paid money in good faith, only to find out later that they were not getting what they paid for.

- *Inaccurate/incomplete information (Appendix D)*

Paddington-Cardiff on 27 December.

As of 9 October the full, normal timetable for Wednesday 27 December was still showing for Paddington to Cardiff journeys – a day on which Paddington station is actually closed – see Appendix D(i).

This would be disappointing at any time, but is particularly so at Christmas as many passengers want to plan their festive travel arrangements well in advance.

On 12 October a journey enquiry on the GWR website resulted in a 'pop-up window' being displayed warning that Advance Single fares will not be released until late October (Appendix Dii). However, this did not explicitly warn that the timetable would also change.

A subsequent search of the GWR website on 21 October found the following warning:

“At present, not all train times in online journey planners are correct. This applies to GWR.com and all other train booking websites. It also means that information at stations is incorrect too.

Network Rail are working hard on this, but in the meantime, we won't release our discounted Advance Single fares for travel over the Christmas period just yet.

We expect to be able to do so towards the end of October, but we'll update this page when we have more information.”

This is a better warning but it does not hide the fact that some of the information being displayed in journey planners was still wrong.

- *Conflicting advice/journey planner discrepancies (Appendix E)*
Conflicting advice about the best route from London when Paddington is closed.

A search (on 9 November) for services on 24 December from London Paddington to Swindon on GWR's website advises passengers to go via Waterloo and change at Reading. Advance Purchase tickets were not available and passengers were offered the higher 'walk up' price. However, National Rail Enquiries and Trainline advised travelling on through trains from Marylebone where Advance Purchase tickets were available.

The industry has presumably worked hard to divert trains into Marylebone, and yet GWR's own website was seemingly 'blind' to the existence of these services and their Advance fares, and as a result was charging passengers more to go via Waterloo.

- *Buying a ticket for a journey that could be impacted by engineering works (Appendix F)*
We tried purchasing a ticket on Friday 13 October for a Gatwick Express service the next day, Saturday 14 October.

Scheduled services were displayed. A red warning triangle was also displayed. If 'clicked' for a particular service a route map appeared which stated, 'it is not yet known how Gatwick Express will be affected by engineering works'.

However, it would still have allowed us to buy a ticket.

- *Access to Advance fares*

- London Liverpool Street-Cromer: 24 December 2017. Appendix G(i)
Greater Anglia's journey planner (as of 17 October) showed clearly that major engineering works are taking place over Christmas. This is good. However, elements of it were still not as clear as they could have been.

A bus was running from Newbury Park to Ingatestone with train connections then to Norwich and Cromer. However, the advice on how to get from Liverpool Street to Newbury Park simply said 'Transfer'. There was no mention that you are expected to use the London Underground Central Line to make this 'transfer'.

The fare quoted (as of 17 October) was the off-peak return £60.50. A subsequent journey search on 14 November found an Advance Purchase fare from London-Cromer for £10. No warning was given on the website (as of 9 October) that the cheaper Advance Purchase fares had not yet been released.

- London Waterloo – Bournemouth 24 December, return 27 December.-
Appendix G(ii)

Major engineering works are taking place over the Christmas period. As of 20 October these changes were reflected in journey planners. However, the only fares quoted are 'walk-up' fares – cheaper Advance Purchase fares have not been provided.

- *Not displaying rail replacement buses (Appendix H)*

It is a basic consumer principle that the description of goods and services should match what is actually provided. If a service is sold as a train, is it acceptable not to warn passengers that all, or part, of the journey is by bus?

If passengers are advised in advance of purchase then they have the ability to make an informed decision as to whether they still wish to travel.

The Arriva Trains Wales (ATW) website warned passengers of bus replacement services on late evening services over 23-27 October. One service, the 22:35 Manchester Piccadilly to Shrewsbury service was described as diverting and *“not calling at Wilmslow and Crewe. A replacement bus will run from Stockport to Crewe, calling additionally at Wilmslow.”*

However, on checking national Rail Enquiries the 22.36 train showed a stop at Crewe, with no mention of a bus.

Similar notices for 30 October to 3 November showed an amended late night service *“between Cardiff Central and Cardiff Bay / Rhymney, closing all lines after 23:05. Buses will replace trains between Cardiff Bay and Cardiff Queen Street.”* National Rail Enquiries showed trains still running to Cardiff Bay, with no mention of a bus.

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November 2017

Appendix A: Discrepancies between the WEC and data in information systems for 20 October 2017 – by TOC

| TOC | Week 41 T-12 | Week 40 T-11 | Week 39 T-10 | Week 38 T-9 | Week 37 T-8 | Week 36 T-7 | Week 35 T-6 | Week 34 T-5 | Week 33 T-4 | Week 32 T-3 | Week 31 T-2 | Week 30 T-1 |
|--------------------------|-----------------|-----------------|-----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Arriva Trains Wales | | 5 | 0 | | | | | | | | | |
| c2c | | | 0 | | | | | | | | | |
| Caledonian Sleeper | | | 0 | | | | | | | | | |
| Chiltern Railways | | | 0 | | | | | | | | 1 | |
| CrossCountry | | | 0 | | | | | | | | | |
| East Midlands Trains | F | 90 | 18 | | | | | | | | | |
| Gatwick Express | F | | 0 | | | | | | | | | |
| Grand Central | | | 0 | | | | | | | | | |
| Great Northern | F | | 0 | | | | | | | | | |
| Great Western Railway | 1771 | 894 | 1389 | 829 | 1300 | 1034 | | | 3 | 13 | | |
| Greater Anglia | 1 | 105 | 0 | | | | | | | | | |
| Heathrow Connect | F | F | F | F | F | F | F | F | F | | 5 | |
| Heathrow Express | F | F | F | F | F | F | F | F | F | | 13 | |
| Hull Trains | | | 0 | | | | | | | | | |
| London Midland | 2 | 536 | 1 | | | | | | | | | |
| London Overground | | | 1114 | 292 | | | | | | | | |
| Merseyrail | | | 0 | | | | | | | 370 | | |
| Northern | | 18 | 2 | | | | 2 | | 6 | 8 | | |
| ScotRail | | | 0 | | | | | | | | | |
| South Western Railway | 910 | | 0 | 520 | 521 | 640 | 1664 | 480 | 3 | | | |
| Southeastern | 68 | | 0 | | | | | | | | | |
| Southern | F | | 0 | | | | | 1 | | | | |
| TfL Rail | | 1 | 0 | | | | | | | | | |
| Thameslink | F | | 0 | | 30 | | | 2 | | | 10 | |
| TransPennine Express | | 3 | 24 | | 1 | | | 4 | | | | |
| Virgin Trains | | 2 | 100 | | | | | | | | | |
| Virgin Trains East Coast | F | | 0 | | | | | | | | | |
| TOTALS | 2752 | 1654 | 2648 | 1641 | 1852 | 1674 | 1666 | 487 | 12 | 391 | 29 | 0 |

Grey highlight signifies 'Christmas week'

Appendix B

Percentage of reservable seats open for reservation

Showing availability approaching Christmas

- 6 October 2017 (Christmas week T-12)
- 13 October 2017 (Christmas week T-11)
- 20 October 2017 (Christmas week T-10)
- 27 October 2017 (Christmas week T-9)
- 3 November 2017 (Christmas week T-8)
- 10 November 2017 (Christmas week T-7)

Percentage of reservable services open for reservation - Correct at 6/10/17

Blue Current reporting period (T12) **Grey** Partially Open
Green Coming weeks **Red** Not Open

| | | | | | | | | | | | | Christmas & Boxing Day | | |
|--------------------------|----------|----------|----------|----------|----------|----------|----------|----------|---------|----------|----------|------------------------|------|------|
| | 7/10/17 | 14/10/17 | 21/10/17 | 28/10/17 | 4/11/17 | 11/11/17 | 18/11/17 | 25/11/17 | 2/12/17 | 9/12/17 | 16/12/17 | 23/12/17 | | |
| | 13/10/17 | 20/10/17 | 27/10/17 | 3/11/17 | 10/11/17 | 17/11/17 | 24/11/17 | 1/12/17 | 8/12/17 | 15/12/17 | 22/12/17 | 29/12/17 | | |
| | T-1 | T-2 | T-3 | T-4 | T-5 | T-6 | T-7 | T-8 | T-9 | T-10 | T-11 | T-12 | | |
| Week number | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 |
| Arriva Trains Wales | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Caledonian Sleeper | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Chiltern Railways | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% | 0% | 0% |
| CrossCountry | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| East Midlands Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| Grand Central | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Greater Anglia | 100% | 100% | 100% | 100% | 100% | 95% | 95% | 95% | 92% | 100% | 100% | 0% | 0% | 0% |
| Great Western Railway | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% | 75% | 75% | 0% | 0% | 0% |
| Hull Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| London Midland * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 15% | 0% | 0% | 0% | 0% |
| Northern* | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 85% | 0% |
| ScotRail | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| South Western Railway * | 100% | 100% | 100% | 100% | 100% | 100% | 90% | 90% | 90% | 75% | 0% | 0% | 0% | 0% |
| Southern * | 100% | 90% | 100% | 75% | 75% | 75% | 75% | 75% | 75% | 0% | 0% | 0% | 0% | 0% |
| TransPennine Express | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 80% |
| Virgin Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 15% | 0% | 0% |
| Virgin Trains East Coast | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% |

* These TOCs do not offer seat reservations but have quota controlled advance purchase products

Percentage of reservable services open for reservation - Correct at 13/10/17

Blue Current reporting period (T12) **Grey** Partially Open
Green Coming weeks **Red** Not Open

| | | | | | | | | | | | Christmas & Boxing Day | New Years Day | | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|------------------------|---------------|-----------|-----------|
| | 14/10/17 | 21/10/17 | 28/10/17 | 4/11/17 | 11/11/17 | 18/11/17 | 25/11/17 | 2/12/17 | 9/12/17 | 16/12/17 | 23/12/17 | 30/12/17 | | |
| | 20/10/17 | 27/10/17 | 3/11/17 | 10/11/17 | 17/11/17 | 24/11/17 | 1/12/17 | 8/12/17 | 15/12/17 | 22/12/17 | 29/12/17 | 5/1/18 | | |
| | T-1 | T-2 | T-3 | T-4 | T-5 | T-6 | T-7 | T-8 | T-9 | T-10 | T-11 | T-12 | | |
| Week number | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 |
| Arriva Trains Wales | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Caledonian Sleeper | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Chiltern Railways | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| CrossCountry | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| East Midlands Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| Grand Central | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Greater Anglia | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 15% | 60% | 0% | 0% |
| Great Western Railway | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% | 75% | 0% | 0% | 0% | 0% |
| Hull Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| London Midland * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% | 0% | 0% |
| Northern* | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 55% | 0% |
| ScotRail | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| South Western Railway * | 100% | 100% | 100% | 100% | 100% | 90% | 90% | 90% | 75% | 0% | 0% | 0% | 0% | 0% |
| Southern * | 90% | 100% | 75% | 75% | 75% | 75% | 75% | 75% | 0% | 0% | 0% | 0% | 0% | 0% |
| TransPennine Express | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Virgin Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 45% | 75% | 75% |
| Virgin Trains East Coast | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% |

* These TOCs do not offer seat reservations but have quota controlled advance purchase products

Percentage of reservable services open for reservation - Correct at 20/10/17

Blue Current reporting period (T12)
Green Coming weeks

Grey Partially Open
Red Not Open

| Week number | | | | | | | | | | Christmas & Boxing Day | New Years Day | | | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------------|---------------|-------------|-----------|-----------|
| | 21/10/17 | 28/10/17 | 4/11/17 | 11/11/17 | 18/11/17 | 25/11/17 | 2/12/17 | 9/12/17 | 16/12/17 | 23/12/17 | 30/12/17 | 6/1/18 | | |
| | 27/10/17 | 3/11/17 | 10/11/17 | 17/11/17 | 24/11/17 | 1/12/17 | 8/12/17 | 15/12/17 | 22/12/17 | 29/12/17 | 5/1/18 | 12/1/18 | | |
| | T-1 | T-2 | T-3 | T-4 | T-5 | T-6 | T-7 | T-8 | T-9 | T-10 | T-11 | T-12 | | |
| | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 |
| Arriva Trains Wales | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Caledonian Sleeper | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Chiltern Railways | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| CrossCountry | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| East Midlands Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| Grand Central | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Greater Anglia | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 15% | 60% | 0% | 0% |
| Great Western Railway | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% | 75% | 0% | 75% | 75% | 75% | 75% |
| Hull Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| London Midland * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 55% | 0% | 100% | 0% | 0% |
| Northern* | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 55% | 0% |
| ScotRail | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| South Western Railway * | 100% | 100% | 100% | 100% | 90% | 90% | 90% | 75% | 0% | 0% | 0% | 0% | 0% | 0% |
| Southern * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 15% | 45% | 0% | 0% | 0% |
| TransPennine Express | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% |
| Virgin Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 85% | 45% | 100% | 75% | 75% |
| Virgin Trains East Coast | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% |

* These TOCs do not offer seat reservations but have quota controlled advance purchase products

Percentage of reservable services open for reservation - Correct at 27/10/17

Blue Current reporting period (T12) **Grey** Partially Open
Green Coming weeks **Red** Not Open

| | | | | | | | | | Christmas & Boxing Day | New Years Day | | | | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------------|---------------|-------------|-------------|-----------|-----------|
| | 28/10/17 | 4/11/17 | 11/11/17 | 18/11/17 | 25/11/17 | 2/12/17 | 9/12/17 | 16/12/17 | 23/12/17 | 30/12/17 | 6/1/18 | 13/1/18 | | |
| | 3/11/17 | 10/11/17 | 17/11/17 | 24/11/17 | 1/12/17 | 8/12/17 | 15/12/17 | 22/12/17 | 29/12/17 | 5/1/18 | 12/1/18 | 19/1/18 | | |
| | T-1 | T-2 | T-3 | T-4 | T-5 | T-6 | T-7 | T-8 | T-9 | T-10 | T-11 | T-12 | | |
| Week number | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 |
| Arriva Trains Wales | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Caledonian Sleeper | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Chiltern Railways | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| CrossCountry | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| East Midlands Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| Grand Central | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Greater Anglia | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| Great Western Railway | 100% | 100% | 100% | 100% | 100% | 75% | 75% | 75% | 0% | 75% | 75% | 75% | 75% | 75% |
| Hull Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| London Midland * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 100% | 100% | 0% | 0% |
| Northern* | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 55% | 0% |
| ScotRail | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| South Western Railway * | 100% | 100% | 100% | 90% | 90% | 90% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Southern * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 15% | 45% | 0% | 0% | 0% | 0% |
| TransPennine Express | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Virgin Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% |
| Virgin Trains East Coast | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% |

* These TOCs do not offer seat reservations but have quota controlled advance purchase products

Percentage of reservable services open for reservation - Correct at 3/11/17

Blue Current reporting period (T12) **Grey** Partially Open
Green Coming weeks **Red** Not Open

| | | | | | | | | Christmas & Boxing Day | New Years Day | | | | | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------------------|---------------|-------------|-------------|-------------|-----------|-----------|
| | 4/11/17 | 11/11/17 | 18/11/17 | 25/11/17 | 2/12/17 | 9/12/17 | 16/12/17 | 23/12/17 | 30/12/17 | 6/1/18 | 13/1/18 | 20/1/18 | | |
| | 10/11/17 | 17/11/17 | 24/11/17 | 1/12/17 | 8/12/17 | 15/12/17 | 22/12/17 | 29/12/17 | 5/1/18 | 12/1/18 | 19/1/18 | 26/1/18 | | |
| | T-1 | T-2 | T-3 | T-4 | T-5 | T-6 | T-7 | T-8 | T-9 | T-10 | T-11 | T-12 | | |
| Week number | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 |
| Arriva Trains Wales | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Caledonian Sleeper | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Chiltern Railways | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| CrossCountry | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| East Midlands Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| Grand Central | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Greater Anglia | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| Great Western Railway | 100% | 100% | 100% | 100% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% |
| Hull Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| London Midland * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 100% | 100% | 100% | 0% | 0% |
| Northern* | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 55% | 0% |
| ScotRail | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| South Western Railway * | 100% | 100% | 90% | 90% | 90% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Southern * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% | 0% | 0% |
| TransPennine Express | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Virgin Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% |
| Virgin Trains East Coast | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% |

* These TOCs do not offer seat reservations but have quota controlled advance purchase products

Percentage of reservable services open for reservation - Correct at 10/11/17

Blue Current reporting period (T12)
 Grey Partially Open
Green Coming weeks
 Red Not Open

| | | | | | | | Christmas & Boxing Day | New Years Day | | | | | | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------------------------|------------------|------------|-------------|-------------|-------------|-----------|-----------|
| | 11/11/17 | 18/11/17 | 25/11/17 | 2/12/17 | 9/12/17 | 16/12/17 | 23/12/17 | 30/12/17 | 6/1/18 | 13/1/18 | 20/1/18 | 27/1/18 | | |
| | 17/11/17 | 24/11/17 | 1/12/17 | 8/12/17 | 15/12/17 | 22/12/17 | 29/12/17 | 5/1/18 | 12/1/18 | 19/1/18 | 26/1/18 | 2/2/18 | | |
| | T-1 | T-2 | T-3 | T-4 | T-5 | T-6 | T-7 | T-8 | T-9 | T-10 | T-11 | T-12 | | |
| Week number | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 |
| Arriva Trains Wales | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Caledonian Sleeper | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Chiltern Railways | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| CrossCountry | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| East Midlands Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| Grand Central | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 25% | 0% |
| Greater Anglia | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| Great Western Railway | 100% | 100% | 100% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% |
| Hull Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| London Midland * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| Northern* | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 55% | 0% |
| ScotRail | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% |
| South Western Railway * | 100% | 100% | 90% | 90% | 90% | 75% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Southern * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 0% | 0% | 0% | 0% |
| TransPennine Express | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Virgin Trains | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 90% | 75% |
| Virgin Trains East Coast | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 75% |

* These TOCs do not offer seat reservations but have quota controlled advance purchase products

Appendix C: Very late notice changes – 14/15 October – Great Western

NRE (National Rail Enquiries)

Outward Sat 14 Oct

Return from £76.10 | 2 Singles from £88.40

Earlier trains **Long journey? Why not upgrade to First Class from £150.80**

| Dep. | From | To | Arr. | Dur. | Chg. | Status |
|-------|------------------------------------|-----------------------------------|-------|--------|------|---------------------|
| 09:57 | London Paddington [PAD] Platform 4 | Cardiff Central [CDF] Platform 4 | 14:04 | 4h 57m | 3 | Details bus service |
| 10:15 | London Paddington [PAD] Platform 5 | Cardiff Central [CDF] Platform 4B | 15:31 | 5h 16m | 5 | Details bus service |
| 11:15 | London Paddington [PAD] Platform 5 | Cardiff Central [CDF] Platform 4 | 15:54 | 4h 39m | 3 | Details bus service |
| 11:57 | London Paddington [PAD] Platform 4 | Cardiff Central [CDF] Platform 4 | 16:54 | 4h 57m | 3 | Details bus service |
| 12:15 | London Paddington [PAD] Platform 5 | Cardiff Central [CDF] Platform 4B | 17:29 | 5h 14m | 5 | Details bus service |

Service Update
Emergency electrification work in the Reading area on Saturday 14 and Sunday 15 October. These changes are not currently shown in the National Rail Enquiries Journey Planner, please check back nearer to the time of travel. [More details](#)

Bus service
All or part of this journey will be made by bus.

Return Sun 15 Oct

Earlier trains

| Dep. | From | To | Arr. | Dur. | Chg. | Status |
|-------|-----------------------|------------------------------------|-------|--------|------|---------------------|
| 12:47 | Cardiff Central [CDF] | London Paddington [PAD] Platform 2 | 15:44 | 2h 57m | 1 | Details bus service |
| 13:55 | Cardiff Central [CDF] | London Paddington [PAD] Platform 2 | 16:51 | 2h 56m | 1 | Details bus service |
| 14:55 | Cardiff Central [CDF] | London Paddington [PAD] Platform 2 | 17:52 | 2h 57m | 1 | Details bus service |
| 15:55 | Cardiff Central [CDF] | London Paddington [PAD] Platform 2 | 18:43 | 2h 48m | 1 | Details bus service |

117/1200/dep#

GWR website

Adventures start here

There are disruptions on your journey.

Replacement buses are running between Bristol Parkway and Cardiff Central.

Network Rail are carrying out emergency work in the Reading area. Journey planners should be updated by Thursday 12 October. Please think about travelling on a different day.

Find out more at GWR.com/Reading2017

Network Rail are upgrading the railway

Continue to tickets

Screenshots taken 9 October

Appendix D: London Paddington-Cardiff

D(i) Showing direct services from Paddington despite Paddington station being closed

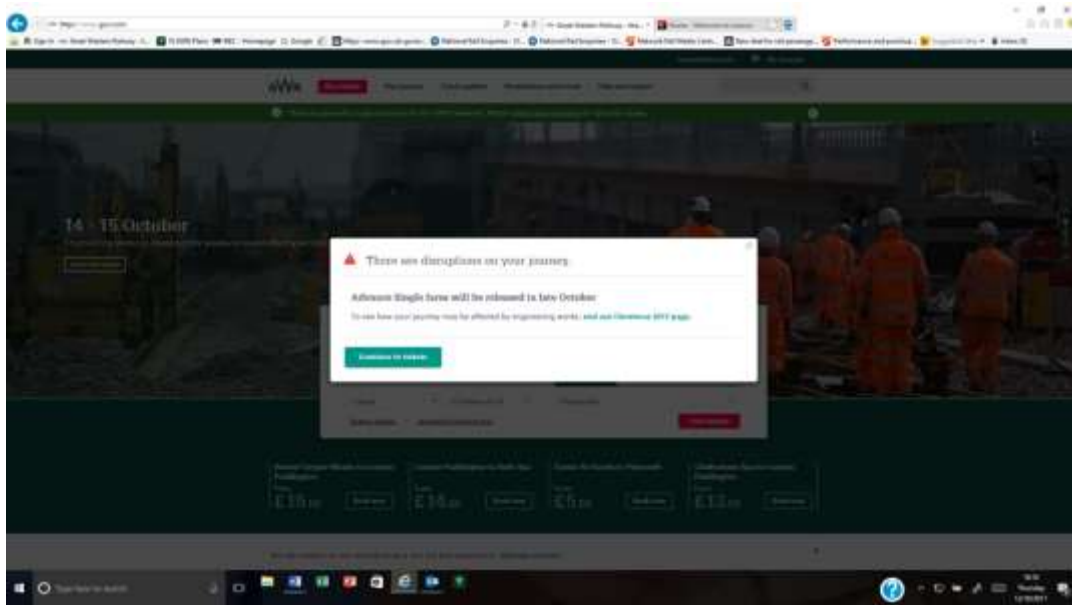
The screenshot shows the National Rail Enquiries website interface. The main heading is "Train times & tickets" for the route "London Paddington [PAD] to Cardiff (All stations)". The page displays a table of train services for "Outward Wed 27 Dec". A red oval highlights the "Chg" column in the table, which contains a yellow warning icon and the text "Long journey? This rail upgrade is in. Class from £144.50".

| Dep. | From | To | Arr. | Dep. | Chg. | Status | |
|-------|------------------------------------|----------------------------------|-------|--------|------|---------|---|
| 08:15 | London Paddington [PAD] Platform 2 | Cardiff Central [CDF] Platform 3 | 10:22 | 2h 07m | ⚠ | Details | ✓ |
| 08:45 | London Paddington [PAD] Platform 4 | Cardiff Central [CDF] Platform 3 | 10:48 | 2h 03m | ⚠ | Details | ✓ |
| 09:15 | London Paddington [PAD] Platform 3 | Cardiff Central [CDF] Platform 2 | 11:23 | 2h 08m | ⚠ | Details | ✓ |
| 09:45 | London Paddington [PAD] Platform 1 | Cardiff Central [CDF] Platform 3 | 11:45 | 2h 00m | ⚠ | Details | ✓ |
| 10:15 | London Paddington [PAD] Platform 1 | Cardiff Central [CDF] Platform 3 | 12:21 | 2h 06m | ⚠ | Details | ✓ |

On the right side of the page, there is an advertisement for Google Drive with the text "Try it free for 14 days".

Screenshot: 9 October 2017.

D(ii) – Pop-up warning on GWR website



Screenshot 12 October 2017

Appendix E: conflicting advice on websites. London Paddington-Swindon 27 December.

National Rail Enquiries – showing direct route via Marylebone with £21 advance fare

Outward Sun 24 Dec

Earlier trains

Long journey? Why not upgrade to First Class from £27.00

| Dep. | From | To | Arr. | Dur. | Chg. | Status | Based on 1 adult |
|-------|-------------------------|-------------------------------------|-------|--------|------|---------|-----------------------|
| 09:20 | London Paddington [PAD] | Swindon (Wilts) [SWI] Platform 4 | 11:16 | 1h 56m | 1 | Details | £29.90 Buy Now |
| 10:20 | London Paddington [PAD] | Swindon (Wilts) [SWI] Platform 4 | 12:16 | 1h 56m | 1 | Details | £21.00 Buy Now |
| 11:20 | London Paddington [PAD] | Swindon (Wilts) [SWI] Platform 4 | 13:16 | 1h 56m | 1 | Details | £29.90 Buy Now |
| 12:20 | London Paddington [PAD] | Swindon (Wilts) [SWI] Platform 4 | 14:16 | 1h 56m | 1 | Details | £21.00 Buy Now |

Outward Sun 24 Dec

Earlier trains

Long journey? Why not upgrade to First Class from £27.00

| Dep. | From | To | Arr. | Dur. | Chg. | Status | Based on 1 adult |
|-------|-------------------------|-------------------------------------|-------|--------|------|---------|-----------------------|
| 09:20 | London Paddington [PAD] | Swindon (Wilts) [SWI] Platform 4 | 11:16 | 1h 56m | 1 | Details | £29.90 Buy Now |
| 09:20 | London Paddington [PAD] | London Marylebone [MYB] | 09:32 | | | Details | £21.00 Buy Now |
| 09:42 | London Marylebone [MYB] | Swindon (Wilts) [SWI] | 11:16 | | | Details | £21.00 Buy Now |
| 11:20 | London Paddington [PAD] | Swindon (Wilts) [SWI] Platform 4 | 13:16 | 1h 56m | 1 | Details | £29.90 Buy Now |
| 12:20 | London Paddington [PAD] | Swindon (Wilts) [SWI] Platform 4 | 14:16 | 1h 56m | 1 | Details | £21.00 Buy Now |

Screenshots 9 November 2017

GWR Website – showing route via Waterloo (involving changes of train and a £29.90 ‘walk-up’ fare)

| Dep | Arr | Chg | Dur | Single |
|-------|-------|-----|--------|--------|
| 07:33 | 10:37 | 2 | 3h 4m | £29.90 |
| 09:03 | 11:46 | 2 | 2h 43m | £29.90 |
| 10:03 | 12:46 | 2 | 2h 43m | £29.90 |
| 11:03 | 13:46 | 2 | 2h 43m | £29.90 |
| 12:03 | 14:46 | 2 | 2h 43m | £29.90 |
| 13:03 | 15:46 | 2 | 2h 43m | £29.90 |
| 14:03 | 16:46 | 2 | 2h 43m | £29.90 |

Route details

21m Journey time

09:24 London Waterloo

Connection time: 15m

09:39 South Western Railway towards Reading
1h 25m Show all calling points

11:02

Connection time: 13m

11:15 Great Western Railway towards Bristol Temple Meads
31m Show all calling points

Order Summary

Total: £0.00

Screenshots 9 November 2017

Appendix F: Gatwick Airport to London Victoria 14 October

The evening before travel the journey planner was still saying “it is not yet known how Gatwick Express will be affected by engineering work”.

CR EXPRESS

London Victoria(VIC) to Gatwick Airport(GTW)

1 Adult No Railcards [Change journey details](#)

Outward Sat 14 Oct 2017

| Earlier | | Later |
|---|---|---|
| VIC 12:00 ⚠️ GTW 12:36 On time Direct | VIC 12:30 ⚠️ GTW 13:05 On time Direct | VIC 13:00 ⚠️ GTW 13:36 On time Direct |

Filters: Standard (checked), First Class

Anytime Fully flexible, for travel at any time of day
from **£17.80**

Map: 12:00 VIC → 12:36 GTW - Sat 14 Oct

London Victoria (VIC)
Gatwick Airport (GTW)

Leaves at: 12:00
Arrives at: 12:36
Duration: 36m
Changes: 0

⚠️ It is not yet known how Gatwick Express will be affected by engineering work

Train facilities: First Class

Calling points: 12:00 London Victoria, 12:36 Gatwick Airport

Screenshots 13 October 2017

Appendix G

(i) Access to Advance fares: London Liverpool Street to Cromer 24 December

Screenshot 20 October 2017 showing off-peak fare

| | 11:30 | 12:30 | 14:30 | 16:30 | 18:30 | 20:30 |
|--|---------|---------|---------|---------|---------|---------|
| Depart | LST | LST | CMR | CMR | CMR | CMR |
| Arrive | CMR | CMR | LST | LST | LST | LST |
| Duration | 3h 05m | 3h 47m | 3h 45m | 3h 35m | 3h 40m | 3h 33m |
| Changes | 2 | 2 | 2 | 2 | 2 | 2 |
| Cheapest Standard Single | £160.00 | £160.00 | £160.00 | £160.00 | £160.00 | £160.00 |
| Cheapest 1st Class Single | £110.00 | £110.00 | £110.00 | £110.00 | £110.00 | £110.00 |
| Off-peak Return Any off-peak train Returns within 1 month | £80.00 | £80.00 | £80.00 | £80.00 | £80.00 | £80.00 |
| Advance Return Any train of day Returns within 1 month | £105.00 | £105.00 | £105.00 | £105.00 | £105.00 | £105.00 |
| Cheapest First Return Any off-peak train Returns within 1 month | £74.00 | £74.00 | £74.00 | £74.00 | £74.00 | £74.00 |

Screenshot 14 November 2017 – showing Advance Fare

| Dep. | From | To | Arr. | Dur. | Chg. | Status | Single from |
|-------|-------------------------------|--------------|-------|--------|------|---------|-------------|
| 11:30 | London Liverpool Street (LST) | Cromer (CMR) | 14:34 | 4h 14m | 2 | Details | £53.50 |
| 11:35 | London Liverpool Street (LST) | Cromer (CMR) | 14:34 | 3h 59m | 2 | Details | £10.00 |
| 12:10 | London Liverpool Street (LST) | Cromer (CMR) | 14:34 | 4h 14m | 2 | Details | £53.50 |
| 12:25 | London Liverpool Street (LST) | Cromer (CMR) | 14:34 | 4h 09m | 2 | Details | £10.00 |

Sun 24 Dec 2017
London Liverpool Street (LST) to Cromer (CMR)

Journey summary

Outward Journey (24 Dec 2017)

| Depart | Arrive | Travel by | Train company | Duration |
|--------|--------|-----------|----------------|----------|
| 11:30 | 11:37 | Train | Greater Anglia | 07m 32s |
| 11:37 | 12:02 | Train | Greater Anglia | 25m 38s |
| 12:45 | 14:31 | Train | Greater Anglia | 1h 46m |
| 14:30 | 15:24 | Train | Greater Anglia | 54m 44s |

(ii) Access to Advance fares: London Waterloo – Bournemouth

The screenshot displays the National Rail website interface for booking a train from London Waterloo to Bournemouth. The page is divided into three main sections: Outward, Return, and Order Summary.

Outward Journey (Sun 24 Dec 2017):

| Dep | Arr | Chg | Dur | Single | Return |
|-------|-------|-----|--------|--------|--------|
| 15:15 | 17:47 | 1 | 2h 32m | £45.20 | £58.40 |

Return Journey (Wed 27 Dec 2017):

| Dep | Arr | Chg | Dur | Single |
|-------|-------|-----|--------|--------|
| 10:13 | 12:59 | 2 | 2h 46m | £51.70 |
| 11:06 | 13:31 | 1 | 2h 25m | £51.70 |
| 11:13 | 13:59 | 2 | 2h 46m | £51.70 |
| 12:06 | 14:31 | 1 | 2h 25m | £51.70 |
| 12:14 | 14:59 | 2 | 2h 45m | £51.70 |
| 13:06 | 15:31 | 1 | 2h 25m | £51.70 |
| 13:13 | 15:59 | 2 | 2h 46m | £51.70 |

Order Summary:

Please select your Outward journey to continue

Earn Nectar points on every train ticket

Total: £0.00
(All passengers)

[Continue](#)

Need help?
The most popular questions people ask when they're buying from us

[View help](#)

I would like to...

- [Contact SWR >](#)
- [Buy season tickets >](#)
- [Buy Rewards / Rewards ticket >](#)

Screenshot 20 October 2017

Appendix H: Bus replacement services not showing

Amended overnight Arriva Trains Wales services from Monday 23 October to Friday 27 October

Start: 23/10/2017 05:00:00
End: 28/10/2017 04:45:00

Engineering work is taking place at various locations on the Arriva Trains Wales network. The following services will be amended:

Monday to Friday:

- The 19:34 Cardiff to Holyhead terminates at Rhyd, a replacement bus service will be in operation between Rhyd and Holyhead.
- The 20:17 Cardiff Central to Manchester Piccadilly will be replaced by a train between Crewe and Manchester Piccadilly.
- The 21:36 Crewe to Holyhead terminates at Rhyd, a replacement bus service will be in operation between Rhyd and Holyhead.
- The 21:38 Merthyr Tydfil to Bridgend, will be replaced by a bus between Barry and Bridgend.
- The 22:35 Manchester Piccadilly to Shrewsbury service will divert not calling at Wilmshurst and Crewe. A replacement bus will run from Stockport to Crewe, calling additionally at Wilmshurst.**
- The 22:38 Merthyr Tydfil to Cardiff Central, will be replaced by a bus between Pontypridd and Cardiff Central.
- The 22:45 Barry Island to Pontypridd, will be replaced by a bus between Cardiff Central and Pontypridd.
- The 22:55 Birmingham New Street to Holyhead terminates at Rhyd, a replacement bus service will be in operation between Rhyd and Holyhead.
- The 22:55 Cardiff Central to Radyr will be replaced by a bus.
- The 23:14 Radyr to Barry Island, will start at Cardiff Queen Street. A replacement bus will run between Radyr and Cardiff Queen Street.

Customers for the 02:40 ferry from Holyhead should travel on earlier services to make their connection.

The 04:25 Holyhead to Cardiff Central starts at Rhyd, a replacement bus service will be in operation between Rhyd and Holyhead to connect into this service.

The 04:38 Llandudno Jn to Crewe service starts at Rhyd.

Check before you travel:

You can plan your journey using the National Rail Enquiries [Journey Planner](#)

Bicycles:

Non folding bicycles are not allowed on rail replacement bus services at any time. Folding bicycles are allowed if fully folded. For more information, please see [here](#).

Project information:

You can read more about [engineering work](#) and why it is necessary.

Routes Affected:

National Rail Enquiries Home Train times & tickets Stations & on train Changes to train times

Journey planner Live departure boards Season ticket calculator Your ticket Discounts Travel tools Special offers

Route details

[Add to calendar](#) [Test travel](#) [Print](#) [Save](#)

[Back to train times and fares](#)

Manchester Piccadilly (MAN) to Shrewsbury (SHR)
Wednesday 25 October 2017

| Departing | Arriving | Duration | Changes | Check fares |
|-----------|----------|----------|---------|-------------|
| 22:36 | 00:38 | 1h 02m | 0 | Check fares |

There are currently no reported service disruptions [Set up Journey Alerts](#)

Ticket type: Advance (Standard)
Class:
Price: £10.00

[Tickets sold for this service only](#)
[Other valid routes](#)

| Travel by | Leaving | From | Platform | To | Arriving | Platform | Duration | Additional info |
|-----------|---------|-----------------------------|----------|------------------|----------|----------|----------|---|
| | 22:36 | Manchester Piccadilly (MAN) | 10 | Shrewsbury (SHR) | 00:38 | 76 | 1h 02m | Train Bus Bicycle |

| Calling points | Arrives | Departs |
|-------------------------------|---------|---------|
| Stockport (STP) | 22:41 | 22:44 |
| Crewe (CRE) | 23:35 | 23:41 |
| Burtonwood (BUR) | 23:40 | 23:40 |
| Wharfedale (WHF) | 23:54 | 23:54 |
| Whitchurch (Shropshire) (WTC) | 00:01 | 00:01 |
| Chase (CHS) | 00:07 | 00:07 |
| Wem (WEM) | 00:12 | 00:12 |
| Yarwood (YWD) | 00:17 | 00:17 |

Arriva Trains Wales service from Manchester Piccadilly to Shrewsbury — [Hide calling points](#)

[Routes, availability and fares are subject to these provisions](#)