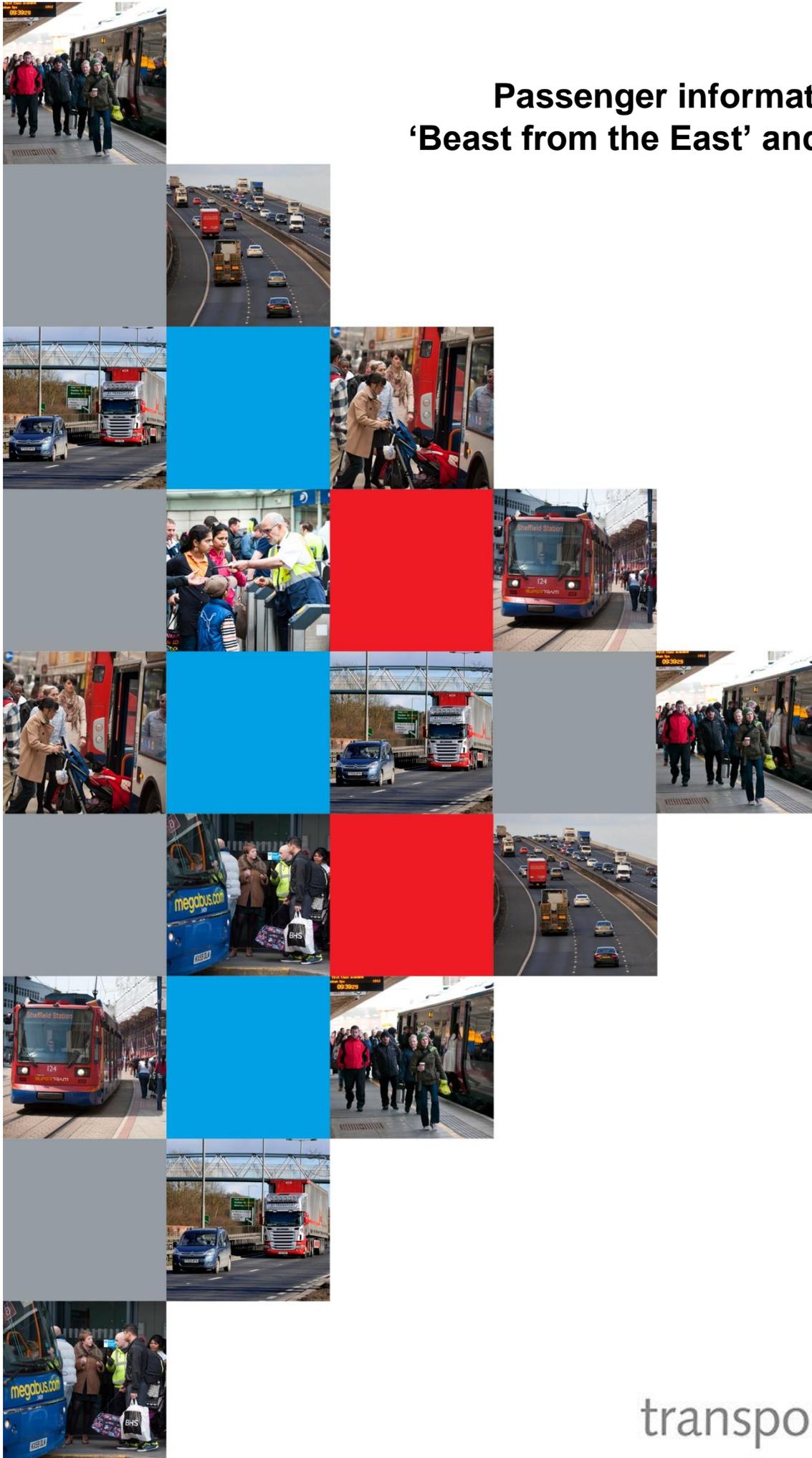


# Passenger information during the 'Beast from the East' and Storm Emma in March 2018

July 2018



## Passenger information during the 'Beast from the East' and Storm Emma, March 2018

Rail passengers in much of England, Scotland and Wales faced widespread disruption to their journeys in March 2018 because of snow and ice. The weather was dubbed the 'Beast from the East' and was followed closely by Storm Emma. Much of the country was hit by the coldest temperatures since 2013, with yellow and amber weather warnings for snow and ice being issued in several areas. Red alerts, the most severe warning – indicating a potential risk to life – were also issued for South West England, South Wales and Scotland. More background information from the Met Office is provided in Appendix B.

The way train operators deal with service disruption is the biggest factor influencing why passengers are dissatisfied with their journey overall. Transport Focus research demonstrates a clear link between passengers' views about disruption handling and how well train companies provided information. As a result, Transport Focus has worked with the industry for many years to improve provision of information during disruption. When widespread disruption occurs on the rail network, we review what and how information was provided to passengers. The reviews are then used to press for further improvement.

On the afternoon of Friday 2 March, when the disruption was arguably at its peak, we captured information provided to passengers on the National Rail Enquiries (NRE) website and individual train company websites. The screen shots in Appendix A provide a thorough snapshot of the information available to passengers at the time<sup>1</sup>.

When disruption of this scale hits the rail network, it can be difficult for operators to keep information accurate in an ever-changing situation. However, it is exactly at such times that passengers need reliable information the most. The information provided on 2 March seemed reasonably good overall. But our observations have led us to recommend further improvements to ensure that information is presented in clear, easily-digestible ways.

Transport Focus encourages train operators and NRE to implement the recommendations in this report and so improve the quality of information to passengers during future widespread service disruption.

**Transport Focus**  
**July 2018**

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<sup>1</sup> Due to the number of operators involved, and resources available, it was not possible to capture all of the sub-pages on each website. Instead we concentrated on homepages and the information that was easily accessed within one or two clicks.

## Transport Focus recommendations

### 1. Refund information

When advising passengers 'not to travel' it needs to be crystal clear whether this applies to all routes, or just some. If the intention is to deter passengers from making journeys, then it is important to make clear their rights to a refund. Without knowing what they are entitled to if they don't travel, passengers may set out anyway in case they lose the money they've already paid. To help make this clear, we **recommend** that during significant disruption 'refunds' are given a separate heading within the information provided about each train company's services.

### 2. Using other train companies' services

When advising passengers that their tickets will be accepted by other operators, we **recommend** being clear if those operators' services are also disrupted (or if disruptions are likely). In some cases, passengers were told that they could travel with an operator which was telling its own passengers not to travel.

### 3. Put what is running first

The volume of information for passengers can be overwhelming when an operator has services on several routes suspended, and those that are running become the exception. This makes it hard to see if the trains you need are running or not. In those circumstances we **recommend** that operators highlight what is running first, and then give details about what isn't. Conceptually, this is similar to the disruption mode used in customer information systems at stations.

### 4. Using plain English

We doubt that the industry term 'ticket easement' resonates with passengers. We **recommend** using plainer English, such as 'changes to ticket restrictions', so headings capture passengers' attention and help them find the information they need.

### 5. Timeliness of information

In five instances we found that the information about how individual operators were affected was more than three hours old on the National Rail Enquiries (NRE) website. In one instance it was five hours old. While the information shown might have been accurate, the fact it looked old may have caused passengers to question if it was up to date. We **recommend** that operators check the information NRE is showing at least once an hour and ask for the time stamp to be updated if the message is still accurate.

### 6. Website resilience

We **recommend** that all train companies (not just those who experienced problems with high volumes of web traffic on this occasion) ensure their websites can cope with a significant short-notice increase in web traffic.

## Other Transport Focus observations

- The phrase 'wintry weather' was the headline most widely used across the industry. We question whether this phrase conveyed the severity of the weather and disruption as it sounded more like the odd flurry of light snow.
- If mentioning departure times of specific trains within a message, those times need to be removed as soon as they are out of date. Displaying information about trains that have long since departed undermines trust in all other information on the page. If the times are out of date, passengers will wonder if the other information is wrong.
- Directional information is important. In several instances it wasn't clear whether trains were suspended in one or both directions.
- Where an operator serves a key destination or modal interchange, such as an airport, it is good practice to share onward travel information that might impact a passenger's decision to make the journey.

## Appendix A – detailed findings

### National Rail Enquiries (NRE)

On Friday 2 March, nearly all train operating companies were reporting significant disruption due to heavy snow and ‘wintry weather’.



*Screenshot from NRE taken at 2.07pm*

On its summary page, NRE was already warning that disruption would spill over into Saturday 3 March.

#### **Transport Focus comment:**

While it was used widely by the industry, we question whether the phrase ‘wintry weather’ helped convey the seriousness of the weather situation. ‘Wintry weather’ evokes images of walks in the snow and frost on windscreens – far removed from the red weather warnings issued by the Met Office, signifying that there was a ‘threat to life’.

## Arriva Trains Wales (at 2.10pm)

On National Rail Enquiries, the advice was clear to passengers not to travel, as there were 'NO TRAINS ON MOST ROUTES'. All services in the southern part of Wales were cancelled. Helpfully, a list of routes still running on 2 March was listed.

Incident created	28/02/2018 05:53
Last updated	02/03/2018 13:04
Route affected	Various Arriva Trains Wales routes
TOC(s) affected	<a href="#">Arriva Trains Wales</a>
Description	<p>Severe weather is affecting the Arriva Trains Wales Network</p> <p>***Passengers are advised NOT TO TRAVEL***</p> <p>***NO TRAINS ON MOST ROUTES***</p> <p>Following further deterioration of weather conditions overnight, and despite considerable effort by railway teams, unfortunately both Arriva Trains Wales and Network Rail have had to take the difficult decision to cancel all services in the Southern part of Wales. As a result, customers are advised not to attempt to travel on Arriva Trains Wales services for the whole of the South of Wales.</p> <p>Trains currently running (limited service)</p> <ul style="list-style-type: none"> <li>• Shrewsbury - Crewe</li> <li>• Crewe - Chester</li> <li>• Chester - Holyhead</li> <li>• Wrexham- Bidston</li> </ul>

Passengers were advised to travel only if 'absolutely necessary' and a list of the services suspended for the whole day was given. The website also listed the routes that would have a reduced service when lines reopened.

Passengers were told that tickets for 1 or 2 March would be valid 'in the coming days'. It also informed them that their tickets would be accepted by other operators where possible.

### Transport Focus comment:

Where ticket validity is extended, timescales must be provided so that passengers can be confident to reschedule their journeys at no extra cost. Other operators gave the date by which affected passengers should travel instead. The 'other operators' should also have been listed. There was no mention of the ability of passengers to claim a refund if they decided not to travel because of the disruption.

The same information was provided on the Arriva Trains Wales website under 'line updates', which made it easy to see the status of each route.

Real-time Train Service Information		Last updated: 14:13 02/03/2018	
Line Updates	Departures & Arrivals	Planned Alterations	Route Map
<b>Mainline routes</b>		<b>Valleys &amp; Cardiff local routes</b>	
<a href="#">Aberystwyth - Shrewsbury</a>	Do Not Travel	<a href="#">Barry - Bridgend</a>	Severe Delays
<a href="#">Cardiff - Cheltenham</a>	Do Not Travel	<a href="#">Cardiff - Barry Island</a>	Severe Delays
<a href="#">Cardiff - Shrewsbury</a>	Do Not Travel	<a href="#">Cardiff - Ebbw Vale</a>	Severe Delays
<a href="#">Chester - Manchester</a>	Do Not Travel	<a href="#">Cardiff - Maesteg</a>	Severe Delays
<a href="#">Llandudno - Blaenau Ffestiniog</a>	Do Not Travel	<a href="#">Cardiff - Penarth</a>	Severe Delays
<a href="#">Pwllheli - Machynlleth</a>	Do Not Travel	<a href="#">Cardiff - Pontypridd</a>	Severe Delays
<a href="#">Shrewsbury - Chester</a>	Do Not Travel	<a href="#">Cardiff - Rhymney</a>	Severe Delays
<a href="#">Shrewsbury - Birmingham</a>	Severe Delays	<a href="#">Cardiff Bay</a>	Severe Delays
<a href="#">Swansea - Shrewsbury (Heart of Wales)</a>	Severe Delays	<a href="#">Pontypridd - Aberdare</a>	Severe Delays
<a href="#">Swansea/Cartharthen - Pembrokeshire</a>	Severe Delays	<a href="#">Pontypridd - Merthyr Tydfil</a>	Severe Delays
<a href="#">Wrexham - Bidston</a>	Severe Delays	<a href="#">Pontypridd - Treherbert</a>	Severe Delays
<a href="#">Cardiff - Swansea</a>	No Planned Service	<a href="#">Radyr - Coryton (Cityline)</a>	Minor Delays
<a href="#">Chester - Crewe</a>	Amended Timetable		
<a href="#">Chester - Holyhead</a>	Amended Timetable		
<a href="#">Shrewsbury - Crewe/Manchester</a>	Amended Timetable		
<b>Ferries to Ireland</b>			
<a href="#">Fishguard to Rosslare</a>			Severe Delays
<a href="#">Holyhead to Dublin</a>			Severe Delays

## C2C (at 2.19pm)

On National Rail Enquiries, C2C passengers were advised that most peak trains were scheduled to run as normal, but that selected services would be cancelled. There was also specific information given about services that started at Leigh-on-Sea and Laindon. There was a warning that other services would be retimed, have stops added/removed and that some trains 'may have fewer carriages than normal'.

The C2C website displayed the same information, which was accessible by clicking through from the homepage. An 'all routes' update was also provided, as well as information about the ferry between Tilbury and Gravesend.

Passengers were advised that Greater Anglia, London Underground and London Buses were 'conveying' passengers by any reasonable route until further notice.

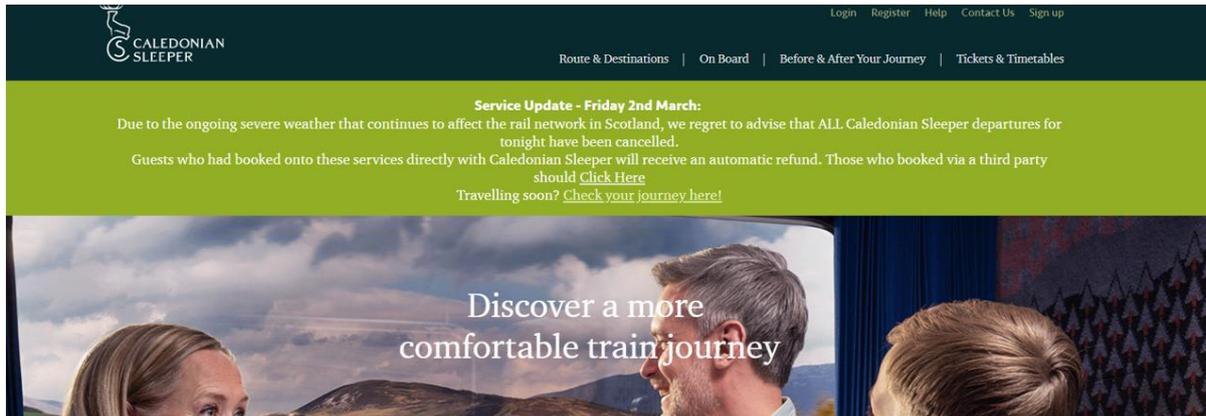
### **Transport Focus comment:**

Where advice about 'ticket acceptance' on other operators is given, for the avoidance of doubt it should make clear that passengers can use their existing tickets for free. For example, 'you can use your C2C rail ticket to travel at no extra charge on...'. Previous versions of the industry Approved Code of Practice - Provision of Customer Information advised against the use of the phrase 'ticket acceptance', as it is not clear to all passengers what this means.

In this instance, it would also have been advisable for C2C to warn that Greater Anglia was running a reduced timetable and would also be impacted by the snow. While there was clear reference to compensation, there was no mention of refunds or ticket restrictions being relaxed to help people complete their journey.

## Caledonian Sleeper (at 2.24pm)

On National Rail Enquiries there was clear advice to passengers that all services were cancelled for Friday 2 March. Passengers were told that they would automatically receive refunds if they had booked directly with Caledonian Sleeper. Those who booked with third-party retailers were given additional information via a link. The same advice was provided on the Caledonian Sleeper website.



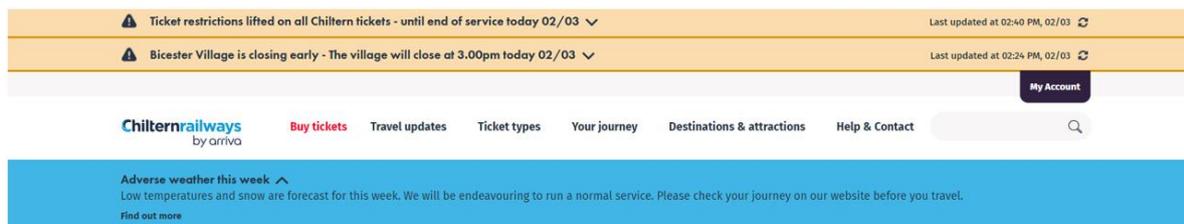
### Transport Focus comment:

We know that when services are cancelled Caledonian Sleeper gets in touch with passengers who bought tickets directly from the company. The problem and the impact was spelt out clearly to everyone; however, what was missing for those who didn't book with Caledonian Sleeper was practical advice about what to do, for example whether it was possible to rebook on services the following day.

## Chiltern Railways (at 2.28pm)

On National Rail Enquiries, Chiltern passengers were advised that services were subject to short-notice cancellations or delays of up to 30 minutes. Information was also provided about the early closure of Bicester Village (a large outlet shopping centre) and its amended opening hours the following day.

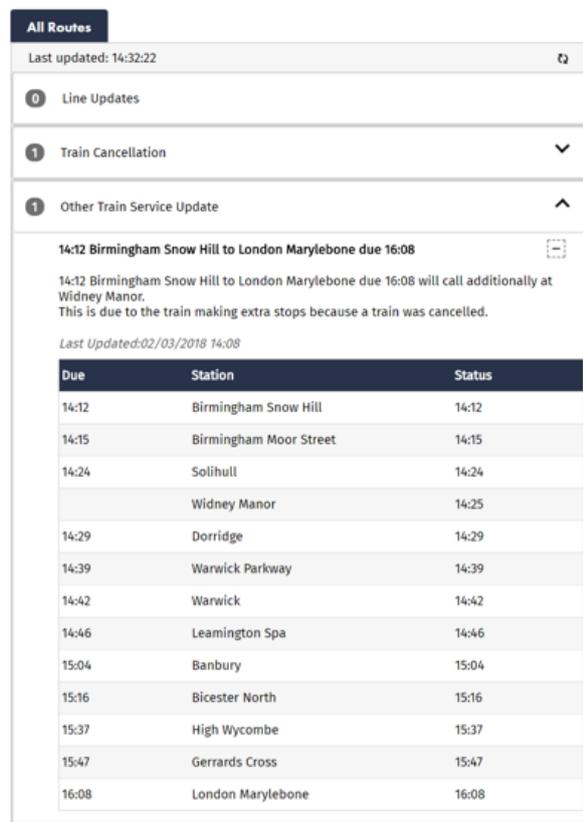
Passengers were advised that ticket restrictions on Chiltern services had been lifted for the day, so they could use their tickets on earlier trains than they had booked. No advice was offered about refunds.



The screenshot shows the Chiltern Railways homepage with two warning banners at the top. The first banner states: "Ticket restrictions lifted on all Chiltern tickets - until end of service today 02/03" with a refresh icon and "Last updated at 02:40 PM, 02/03". The second banner states: "Bicester Village is closing early - The village will close at 3.00pm today 02/03" with a refresh icon and "Last updated at 02:24 PM, 02/03". Below the banners is a navigation menu with links for "Buy tickets", "Travel updates", "Ticket types", "Your journey", "Destinations & attractions", and "Help & Contact". A search bar is also present. A blue banner below the navigation menu reads: "Adverse weather this week ^ Low temperatures and snow are forecast for this week. We will be endeavouring to run a normal service. Please check your journey on our website before you travel. Find out more".

### Chiltern homepage warning banner

When we clicked through to the additional information there were no line updates available, but it was possible to see how some individual services and stations were being impacted by the weather.

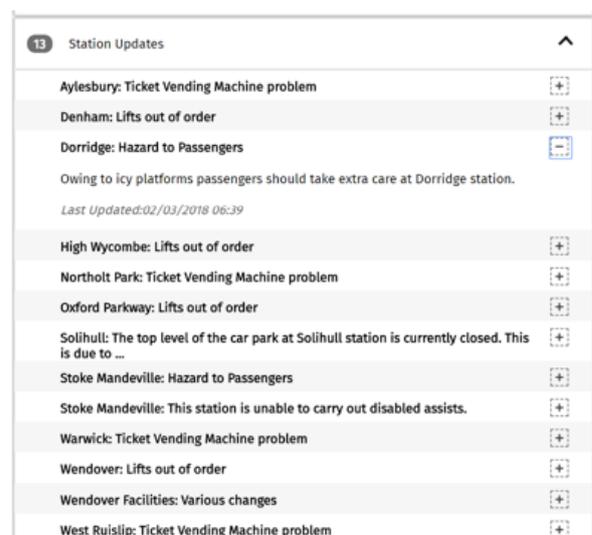


The screenshot shows the "All Routes" page on the Chiltern Railways website. It displays a list of routes with the following details:

- Last updated: 14:32:22
- 0 Line Updates
- 1 Train Cancellation
- 1 Other Train Service Update

The "Other Train Service Update" section shows a specific service: "14:12 Birmingham Snow Hill to London Marylebone due 16:08". A note indicates that this service will call additionally at Widney Manor due to a cancelled train. The last update was on 02/03/2018 at 14:08.

Due	Station	Status
14:12	Birmingham Snow Hill	14:12
14:15	Birmingham Moor Street	14:15
14:24	Solihull	14:24
	Widney Manor	14:25
14:29	Dorridge	14:29
14:39	Warwick Parkway	14:39
14:42	Warwick	14:42
14:46	Leamington Spa	14:46
15:04	Banbury	15:04
15:16	Bicester North	15:16
15:37	High Wycombe	15:37
15:47	Gerrards Cross	15:47
16:08	London Marylebone	16:08



The screenshot shows the "Station Updates" page on the Chiltern Railways website. It lists various issues at different stations:

- Aylesbury: Ticket Vending Machine problem
- Denham: Lifts out of order
- Dorridge: Hazard to Passengers. Owing to icy platforms passengers should take extra care at Dorridge station. Last Updated: 02/03/2018 06:39
- High Wycombe: Lifts out of order
- Northolt Park: Ticket Vending Machine problem
- Oxford Parkway: Lifts out of order
- Solihull: The top level of the car park at Solihull station is currently closed. This is due to ...
- Stoke Mandeville: Hazard to Passengers
- Stoke Mandeville: This station is unable to carry out disabled assists.
- Warwick: Ticket Vending Machine problem
- Wendover: Lifts out of order
- Wendover Facilities: Various changes
- West Ruislip: Ticket Vending Machine problem

## CrossCountry (at 2.34pm)

On National Rail Enquiries (NRE), CrossCountry passengers were advised that there was no service running to Scotland and that services between Edinburgh and Newcastle were unlikely to resume until 4pm at the earliest. An hourly service was running between Newcastle and Birmingham via Leeds and Wakefield Westgate. Information for other routes was also provided. Passengers were told that there was ‘mutual ticket acceptance on all reasonable routes’ with seven other operators, subject to them not also being disrupted.

### Ticket Acceptance:

Mutual ticket acceptance on all reasonable routes is in place with the following Train Operating Companies until further notice (subject to those companies not also being disrupted):

- Virgin Trains East Coast
- Northern
- TransPennine Express
- Great Western Railway
- South Western Railway
- Grand Central
- Chiltern Railways

### Transport Focus comment:

The intended meaning of the text was not clear. It could have been read in two different ways: either that CrossCountry passengers would not have their tickets accepted by other operators if those companies’ trains were also disrupted; or it was intended as a warning that the other operators’ trains may also experience delays. If the latter was intended, it would have been better to say ‘but passengers should be aware that these companies’ trains may also be affected by the weather.’

The phrase ‘mutual ticket acceptance’ will not be understood by all passengers and should be avoided. Plain English should be used instead, for example: “You can use your CrossCountry ticket on other operators’ trains at no extra charge.”

Passengers were told that if they were due to travel on any day 1-4 March, they could choose to travel on any of those dates. They were advised to travel as close as possible to the time of day for which they had originally booked. It was made clear that this entitlement applied only to those customers whose journey was entirely with CrossCountry trains.

### Transport Focus comment:

At the time we looked at the information provided for CrossCountry on NRE (2.34pm), passengers were told that the page had last been updated at 11.24am (which made it more than three hours old). With such a time lapse, passengers viewing the website might have thought it was out of date.

**Weather disruption affecting journeys until and including Sunday 4 March**

Advice for customers planning to travel with CrossCountry

[Expand to show more](#)



[Sign in](#)

[Register](#)

Due to disruption caused by poor weather conditions, CrossCountry will be accepting tickets at different times, to help customers complete their journeys.

Please click [here](#) for more details.

[Hide this message](#)

In addition to the information provided on NRE, CrossCountry also provided a clear summary of the problems it was facing, and why this was causing disruption to services. The operator also provided clear advice to passengers about their refund rights if they decided not to travel.

## Disruption to CrossCountry services due to weather conditions

### What is happening?

Due to snow and extreme weather conditions, CrossCountry train services are being badly disrupted today (Friday 2<sup>nd</sup> March).

After yesterday, when heavy snow fell on many parts of Britain and Storm Emma began striking the South Coast, many of our trains have been unable to return to their depots overnight for servicing and refueling. In addition, the extreme condition on the roads this morning has meant many of our train crews have been unable to reach depots and stations to take the trains out.

We are working closely with Network Rail and other train operators to limit the impact on customers where possible, and to return the railway to a full service as quickly as we are able. However, the continuing extreme weather conditions and the remote locations of many places where routes are blocked, mean it may be some time before we can provide a normal service. We will update this page regularly throughout today.

Information on individual routes and alternatives was then listed. Clear advice was given to passengers about claiming a refund if they decided not to travel as a result of the disruption.

### What if customers choose not to travel?

If customers choose to no longer travel then they can get a refund from the retailer they originally purchased their tickets through. If customers purchased tickets through the CrossCountry website or app, then we will refund tickets with no admin charges.

Last updated: 12:30, 2 March 2018.

## East Midlands Trains (at 2.45pm)

On National Rail Enquiries, East Midlands Trains (EMT) was advising that it would run as many trains as possible, but that some routes would have an amended timetable in place. Clear information was provided on 'ticket easements' and the status of services route by route. There was clear advice that passengers should not attempt to travel to and from St Pancras International unless absolutely necessary.

### **Ticket Easements:**

Ticket restrictions have been relaxed. This means that if you have an advance purchase ticket it will be valid for travel earlier or later than booked. Peak time restrictions have also been lifted to help you get to where you need to be. If you have a ticket dated for yesterday or today, you may use it between today and Sunday 4 March.

**East Midlands Trains will be running a revised timetable on some routes. Full timetables will be provided and online journey planners will be updated with the changes below later today.**

### **London St Pancras International / Nottingham / Sheffield:**

A reduced service will run on the London route. Trains are expected to be much busier than normal and may still be subject to late notice delays or alterations. It is advised that you do not travel to / from London St Pancras International unless it is absolutely necessary to do so.

Trains are currently only able to use one line between Kettering and Leicester due to a snow drift blocking the other line. This is causing delays of up to 20 minutes to trains between Kettering and Leicester.

A timetable can be viewed [here](#).

### **Leicester / Nottingham / Lincoln Central / Grimsby:**

Trains will not run between Lincoln Central and Grimsby Town. Customers are advised not to travel on this route as no replacement transport is available.

Customers are advised not to travel as no trains will be stopping at Market Rasen, Barnetby, Habrough, Grimsby Town or Cleethorpes and no replacement road transport available.

### **Transport Focus comment:**

Although the information beneath the heading was clear, the heading itself 'ticket easements' should be avoided as it is industry jargon that won't be understood by passengers. 'Changes to ticket restrictions' would have been better.

On the EMT website the information was expanded for some of the routes.

**London St Pancras/Nottingham/Sheffield Route - Reduced Timetable** ✕

We will be running a reduced service on our London route on Friday 2nd March 2018. Our trains are expected to be much busier than normal and may still be subject to late notice delays or alterations. We advise that you do not travel to/from London St Pancras unless it is absolutely necessary to do so.

Please click [here](#) for a copy of our revised timetable for Friday 2nd March

Below is an overview of our typical timetable and any alterations planned. **Please note that peak times will vary.**

**From London St Pancras**

- XX:01 London St Pancras to Corby - Will not run
- XX:15 London St Pancras to Nottingham - Will not run.
- XX:26 London St Pancras to Sheffield - Will not run
- XX:29 London St Pancras to Nottingham - Will run as scheduled
- XX:58 London St Pancras to Sheffield - Will run as scheduled

**To London St Pancras**

- XX:05 Nottingham to London St Pancras - Will run as scheduled
- XX:19 Corby to London St Pancras - Will not run
- XX:29 Sheffield to London St Pancras - Will not run
- XX:32 Nottingham to London St Pancras - Will not run
- XX:49 Sheffield to London St Pancras - Will run as scheduled

Severe weather has also caused a snow drift at East Langton. This is between Leicester and Kettering and is disrupting our trains on the London St Pancras/Nottingham/Sheffield route.

All of our trains on the route will need to run through platform 1 at Market Harborough and may meet with delays of 15-20 minutes.

At present we are expecting the line to fully reopen in the next 2-3 hours. Our advertised revised service is expected to resume on the affected route at around 13:00.

While EMT was unable to confirm the impact of the weather on services the following day, it warned of further bad weather and encouraged passengers to check back later that day.

## Refunds

If your tickets were purchased over the phone or via our website please return them to-

East Midlands Trains  
 Refunds Department  
 PO Box 23972  
 Edinburgh  
 EH3 5DA

We advise that tickets are posted via Recorded Delivery to ensure your tickets arrive safely. If they have not yet been collected and were bought online, you can request a refund by logging into [My Account](#) and going to the Order Status and Refund applications section. Please note the the conditions of some tickets may mean that they cannot be refunded.

If bought at a station, they need to be returned to the relevant station ticket office, which will process the refund.

We do not offer refunds on Print at Home tickets.

### Transport Focus comment:

EMT's advice about refunds was clear. However, given the exceptional circumstances we would have expected the website to clearly mention that refunds would not be subject to an administration fee for any passenger who didn't travel because their train had been cancelled or delayed. This is made clear in the National Rail Conditions of Travel, which explain that this also applies to those who have begun their journey but are unable to complete it and so return to their point of origin. In this situation, the National Rail Conditions of Travel do not limit the right to a refund depending on how the ticket was issued. We would have expected EMT to make it clear that this applied to all passengers, including those with print-at-home tickets.

## Grand Central (at 2.54pm)

As well as the general information about the snow, National Rail Enquiries (NRE) provided information from Grand Central confirming which trains were scheduled to run.

The following services are planned to run on Friday 2 March:

- 14:33 Bradford Interchange to London Kings Cross
- 08:42 Sunderland to London Kings Cross\*
- 12:53 London Kings Cross to Sunderland\*
- 20:55 Doncaster to Sunderland\*\*

\*Service will not call at Eaglescliffe or Hartlepool, and will additionally call at Darlington. Passengers for these stations are advised to take a Northern service between Darlington and their respective stations.

\*\*19:18 service from London Kings Cross will start at Doncaster and additionally not call at Eaglescliffe or Hartlepool, see above for advice.

Passengers were advised that if they had a ticket for any Grand Central service that day, they could use 'any reasonable route' with seven other operators. Passengers were also told they could defer travel as their tickets would be valid on any Grand Central service between Saturday 3 March and Monday 5 March. There was an appropriate health warning about Saturday services being busy and that standing might be required if a reservation wasn't held. A more detailed explanation about getting a refund without an administration fee was not given.<sup>2</sup>

On the Grand Central website itself, some of the information appeared to lag behind that which had been provided to NRE. Instead of listing the services that would be running, cancellations from much earlier in the day were still showing.

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<sup>2</sup> When a passenger decided not to travel because their train had been cancelled/ delayed, or where they had begun their journey but were unable to complete it due to delays/cancellations and returned to their point of origin.

**Description**

Heavy snow and extreme weather means Grand Central will operate a **limited timetable today, Friday 2nd March.**

We strongly advise you **check before your travel** using the real-time [Journey Planner](#) or [Live Departure Boards](#). Please allow extra time to travel to the station.

Services which do run may be subject to delays and alterations.

**The following services are cancelled:**

- 06:55 Bradford Interchange to London Kings Cross
- 07:54 Bradford Interchange to London Kings Cross
- 06:45 Sunderland to London Kings Cross
- 08:03 London Kings Cross to Sunderland

Customers with tickets for **any** Grand Central services for today, may use any reasonable route via Virgin Trains East Coast, CrossCountry, Northern, Hull Trains, East Midlands Trains, Tyne & Wear Metro or TransPennine Express.

**Transport Focus comment:**

While the information on the Grand Central website was clear, at the time it was advising passengers that they could travel on Hull Trains services, Hull Trains was advising passengers not to travel.

Wintry weather affecting Hull Trains	
Incident created	28/02/2018 11:35
Last updated	02/03/2018 13:48
Route affected	Hull Trains between London Kings Cross and Hull / Beverley
TOC(s) affected	<a href="#">Hull Trains</a>
Description	<p>Adverse weather means Hull Trains is running a severely reduced service today.</p> <p>***Passengers are advised <b>NOT TO TRAVEL</b>***</p> <p>Tickets dated for 1st and 2nd March will be valid for travel at any time between Saturday 3rd and Wednesday 7th March.</p>

## Greater Anglia (at 3.08pm)

On the National Rail Enquiries and Greater Anglia websites, there was clear information about which services were operating at a reduced frequency, and those that were not running at all.

**Stansted Express:** 4 trains per hour in both directions between Stansted Airport and London Liverpool Street.

**No services are operating on the following routes:**

- Norwich - Sheringham
- Norwich - Great Yarmouth
- Norwich - Lowestoft
- Ipswich - Lowestoft

**A Saturday service will operate on the following routes (in both directions):**

- Norwich / Ipswich / Clacton-On-Sea / Colchester / Chelmsford and all stations to London Liverpool Street
- Southend Victoria to London Liverpool Street
- Southminster to Wickford - Currently disrupted
- Braintree to Witham
- Marks Tey to Sudbury
- Colchester to Clacton-on-Sea and Walton-on-the-Naze
- Harwich to Manningtree - Currently disrupted
- Ipswich to Felixstowe
- Ipswich to Cambridge / Peterborough
- Norwich to Cambridge

**A Sunday service with earlier first and later last trains than on a normal Sunday, will operate as follows:**

- Cambridge, Bishops Stortford, Harlow and all stations in between to London Liverpool Street
- Hertford East to Broxbourne

We expect to see ongoing delays and disruption, as the extreme conditions are causing faults and problems with both trains and the rail infrastructure, as well as challenges for teams trying to get around, in what are treacherous road conditions in many places.

Further bad weather is also forecast for this afternoon, which may create further problems.

Passengers were also advised, on both sites, that ticket restrictions had been removed on Great Anglia until the end of service on Sunday 4 March. If a passenger's ticket had time restrictions, they were allowed to travel earlier or later on the day for which they had booked.

The information below on the Great Anglia website provided a good picture of some of the challenges that the operator faced and set the scene well for passengers.

We expect to see ongoing delays and disruption, as the extreme conditions are causing faults and problems with both trains and the rail infrastructure, as well as challenges for our teams and those of Network Rail trying to get around, in what are treacherous road conditions in many places. Further bad weather is also forecast for this afternoon, which may create further problems. However, we will continue to do everything we can to run the best possible service across our network.

Ticket restrictions have been lifted on all Greater Anglia routes up to and including Wednesday 07 March.

Please check details before you travel and allow extra time for your journey.

If your journey has been affected by disruption, you can claim compensation through our delay repay scheme.

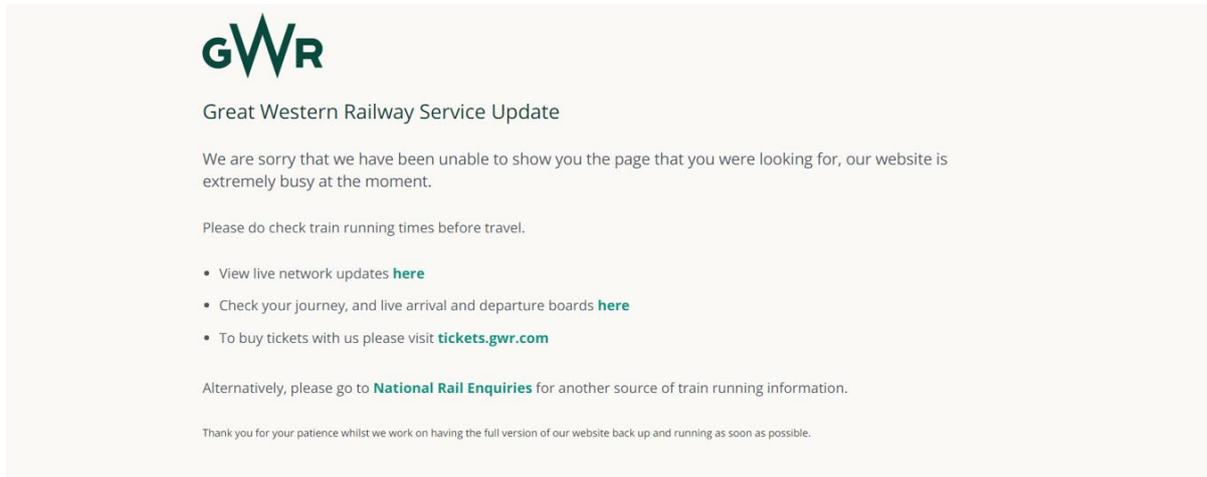
*Taken from the Greater Anglia website at 3.12pm*

**Transport Focus comment:**

Greater Anglia provided clear information on the state of the service and advised passengers to travel only if necessary. However, we did not see any information for passengers about their right to a refund if they did not travel. Had this been provided, some passengers may have decided against travelling and avoided getting caught in the disruption.

## Great Western Railway (GWR) (at 3.23pm)

At the time we tried to access the GWR website it was having problems, so the information provided by National Rail Enquiries (NRE) was even more important than for other operators.



**GWR**

Great Western Railway Service Update

We are sorry that we have been unable to show you the page that you were looking for, our website is extremely busy at the moment.

Please do check train running times before travel.

- View live network updates [here](#)
- Check your journey, and live arrival and departure boards [here](#)
- To buy tickets with us please visit [tickets.gwr.com](https://tickets.gwr.com)

Alternatively, please go to [National Rail Enquiries](#) for another source of train running information.

Thank you for your patience whilst we work on having the full version of our website back up and running as soon as possible.

On NRE, GWR was able to provide both an overview and a route-by-route breakdown of what was and wasn't running. It also included a recommendation to not travel on many of those routes.

TOC(s) affected	Great Western Railway:
<b>Description</b>	<p>There are weather warnings for snow and ice this week. Background information on how winter weather can affect the railway is available from <a href="#">Network Rail</a>.</p> <p>Trains across the whole Great Western Network may be delayed, cancelled or revised until the end of service today.</p> <p>We recommend that passengers DO NOT TRAVEL on many routes due to the adverse weather.</p> <p><b>An overview of routes operating:</b></p> <ul style="list-style-type: none"> <li>• Swansea (calling at Cardiff Central): Extremely limited service, where weather permits</li> <li>• South Cotswolds (change at Swindon for shuttle service): Extremely limited service, where weather permits</li> <li>• Devon and Cornwall: No service at present. Services are only able to run as far as Newton Abbot due to Dawlish sea wall closure</li> <li>• London and Thames Valley services will operate to a significantly reduced service, these may be delayed or cancelled at short notice.</li> </ul>

**Following routes are SUSPENDED:**

- Newbury - Bedwyn: Temporarily suspended
- Reading and Gatwick Airport: London Underground are accepting Great Western Railway tickets between London Paddington, London Waterloo and London Victoria. Southern are accepting Great Western Railway tickets between London Victoria, Redhill and Gatwick Airport.
- Bristol Temple Meads - Severn Beach
- Night Riviera Sleeper service: Night Riviera Sleeper service has been cancelled in both directions on Friday 2 March.
- Cardiff Central - Portsmouth Harbour
- Bristol Temple Meads - Brighton
- Bristol Temple Meads - Weymouth
- Exeter St Davids - Barnstaple
- Exeter St Davids - Exmouth
- Exeter St Davids - Paignton
- Exeter St Davids - Penzance
- Westbury - Weymouth
- Oxford and Hereford

**Branch Line - SUSPENDED:**

- St Erth - St Ives
- Truro - Falmouth Docks
- Par - Newquay
- Liskeard - Looe
- Plymouth - Gunnislake You are advised not to travel between Plymouth and Gunnislake.

Further advice was offered to passengers about the other operators with which they could travel. A clear right to a full refund was also mentioned for those passengers who chose not to travel. Advance and Off-Peak ticket holders were advised that they could travel on any GWR service up to and including Monday 5 March. Season ticket holders were told that a Passenger's Charter 'void day' had been declared for Thursday 1 March.

**Transport Focus Comment:**

Where the advice was not to travel, it should have been made crystal clear to which routes this applied. Where routes were suspended, the implications were clear, but for those where services were limited, it was less so. The phrase 'do not travel on many routes' is ambiguous and leaves room for confusion.

## Heathrow Connect (at 3.27pm)

On National Rail Enquiries, the advice was clear: “No Heathrow Connect service today”. It explained that this was due to ‘a shortage of available trains’. Passengers holding pre-purchased tickets were told that they could use Heathrow Express or GWR services between London Paddington and Hayes and Harlington, and then the 140 bus to the airport. No advice was provided about refunds.

No Heathrow Connect service today ^

<b>Incident created</b>	01/03/2018 04:40	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <b>Live updates</b> <span style="float: right; border: 1px solid #0070c0; padding: 2px 5px; color: white; font-weight: normal;">Follow</span> </div>
<b>Last updated</b>	02/03/2018 13:52	
<b>Route affected</b>	Trains between London Paddington and Heathrow Airport T123 / Heathrow Airport T4	
<b>.TOC(s) affected</b>	<a href="#">Heathrow Connect</a>	
<b>Description</b>	<p>A shortage of available trains means no Heathrow Connect services are able to run today, Friday 2 March.</p> <p><b>Alternative travel advice:</b> Pre-purchased tickets are being accepted on Heathrow Express services. Customers can use Great Western Railway services between London Paddington and Hayes &amp; Harlington, then the <a href="#">140 bus</a> to and from Heathrow Airport.</p> <p><b>Check before you travel:</b> You can check your journey using the National Rail Enquiries real-time <a href="#">Journey Planner</a></p>	

This advice was replicated on the Heathrow Connect website itself.



### Service updates

#### ⚡ No services in either direction

There are no services in either direction until the end of the day due to the adverse weather conditions.

Pre-purchased tickets are being accepted on Heathrow Express services and customers should use GWR services between London Paddington and Hayes & Harlington then the 140 bus to and from Heathrow Airport.

Last Updated 13:01 2 March 2018

## Heathrow Express (at 3.30pm)

On National Rail Enquiries, Heathrow Express passengers received clear information about the reduced service in operation and were given the times that trains would depart London Paddington and the Heathrow terminals. Similar information was provided on the Heathrow Express website.

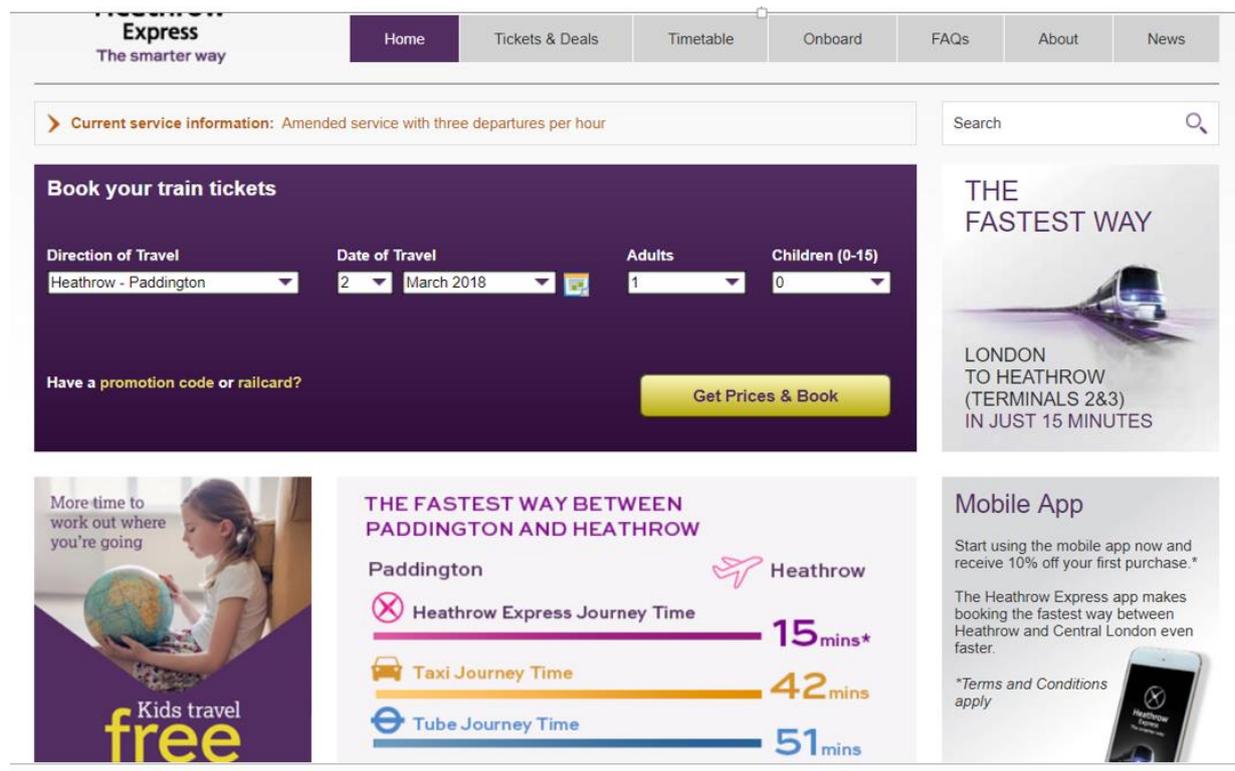
> **Current service information:** Amended service with three departures per hour

Search



### Transport Focus comment:

The fact that an amended service was in operation could easily have been missed by those passengers visiting the Heathrow Express website. The static banner that features on most operator websites during disruption was just a small scrolling information bar in the case of Heathrow Express. The message 'Amended service with three departures per hour' appeared only for a short time before moving on to the next story. Although it reappeared, it could easily have been missed. We recommend something much more obvious to alert passengers when there is a problem.



**Heathrow Express**  
The smarter way

Home Tickets & Deals Timetable Onboard FAQs About News

> **Current service information:** Amended service with three departures per hour

Search

**Book your train tickets**

Direction of Travel: Heathrow - Paddington

Date of Travel: 2 March 2018

Adults: 1 Children (0-15): 0

Have a [promotion code](#) or railcard?

[Get Prices & Book](#)

**THE FASTEST WAY**

LONDON TO HEATHROW (TERMINALS 2&3) IN JUST 15 MINUTES

More time to work out where you're going

**Kids travel free**

**THE FASTEST WAY BETWEEN PADDINGTON AND HEATHROW**

Journey Type	Time
Heathrow Express Journey Time	15 mins*
Taxi Journey Time	42 mins
Tube Journey Time	51 mins

**Mobile App**

Start using the mobile app now and receive 10% off your first purchase.\*

The Heathrow Express app makes booking the fastest way between Heathrow and Central London even faster.

\*Terms and Conditions apply

## Hull Trains (at 3.47pm)

On National Rail Enquiries, the advice to Hull Train passengers was not to travel and that tickets dated for the first two days of March would be valid for travel at any time 3-7 March. For 'urgent' journeys only, passengers were told that they could use Virgin Trains East Coast (VTEC) between London and Grantham/Retford/Doncaster, but that VTEC was also running a reduced service. Information was given on the limited shuttle service that Hull Trains was providing between Hull and Doncaster.

### Today, Friday 2 March:

Hull Trains are only running a limited shuttle service between Hull and Doncaster (and vice versa). On these days, no Hull Trains services are operating between London Kings Cross and Doncaster, and vice versa.

**Southbound services:** The following services will operate, calling at Brough, Howden and Selby at the usual times, although delays are possible:

- 06:26 Hull to Doncaster
- 08:23 Hull to Doncaster
- 10:30 Hull to Doncaster
- 12:33 Hull to Doncaster
- 15:12 Hull to Doncaster
- 17:10 Hull to Doncaster
- 19:11 Hull to Doncaster

**Northbound services:** The following services will operate, but will be subject to delay. All trains will also call at Selby, Howden and Brough.

- 09:06 Doncaster to Hull
- 11:25 Doncaster to Hull
- 13:26 Doncaster to Hull
- 15:26 Doncaster to Hull
- 17:26 Doncaster to Hull
- 20:34 Doncaster to Hull (please note that this service will not run through to Cottingham and Beverley)
- 22:08 Doncaster to Hull

Passengers were warned: "Given the nature of the weather at present, a complete suspension of services is possible at any time". A list of services that Hull Trains planned to run was provided. Passengers were given clear information about their right to a refund without an administration fee.

If you choose not to travel at all, please return your tickets to the original point of purchase. An administration fee will not be charged on tickets submitted for refund dated for travel on 1st and 2nd March.

*Taken from National Rail Enquiries Hull Trains information page*

On the Hull Trains website itself, similar information was offered, but in addition there was a clear message that services the following day were expected to be reduced.

**Services on Saturday 3rd March**

Owing to forecasted severe weather in the South of England, Hull Trains now expects to run a reduced service on Saturday 3rd March. We are currently working on our service plan for this date and will provide updates here as soon as we can.

*Taken from the Hull Trains website*

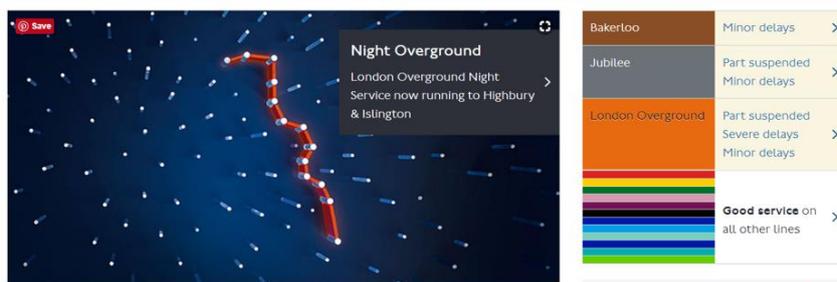
## London Overground (at 3.43pm)

On National Rail Enquiries (NRE), London Overground passengers were given information on which lines were suspended and which were running to an amended timetable. They were also given a list of other operators that were accepting London Overground tickets, with a warning that some of those would also be impacted by the severe weather. No information was provided on the ability of passengers to claim a refund; though a majority were likely to be contactless/Oyster users.

TOC(s) affected	<a href="#">London Overground</a>
Description	<p>The Met Office are advising yellow weather warnings for snow and ice across parts of the London Overground network.</p> <p>We strongly advise you <b>check before your travel</b> using our real-time <a href="#">Journey Planner</a> or <a href="#">Live Departure Boards</a>.</p> <p><b>Alternations for today:</b></p> <ul style="list-style-type: none"> <li>• No trains between Highbury &amp; Islington and Stratford - replacement buses will run between these stations subject to road conditions</li> <li>• No trains between Surrey Quays and New Cross / Clapham Junction</li> </ul> <p><b>North London Line - Amended services:</b></p> <ul style="list-style-type: none"> <li>• Two trains per hour between Clapham Junction and Willesden Junction</li> <li>• Two trains per hour between Clapham Junction and Highbury and Islington</li> <li>• Four trains per hour between Richmond and Highbury and Islington</li> </ul> <p><b>Alternative travel advice:</b></p> <p>You may use your ticket on the following operators via any reasonable route. Please note, some of these operators may also be affected by the severe weather.</p> <ul style="list-style-type: none"> <li>• <a href="#">Docklands Light Railway</a></li> <li>• <a href="#">London Buses</a></li> <li>• <a href="#">London Underground</a></li> <li>• <a href="#">Tramlink</a></li> <li>• Great Western Railway</li> <li>• Greater Anglia</li> <li>• Great Northern</li> <li>• Southeastern</li> <li>• Southern</li> <li>• South Western Railway</li> <li>• TfL Rail</li> <li>• Thameslink</li> </ul>

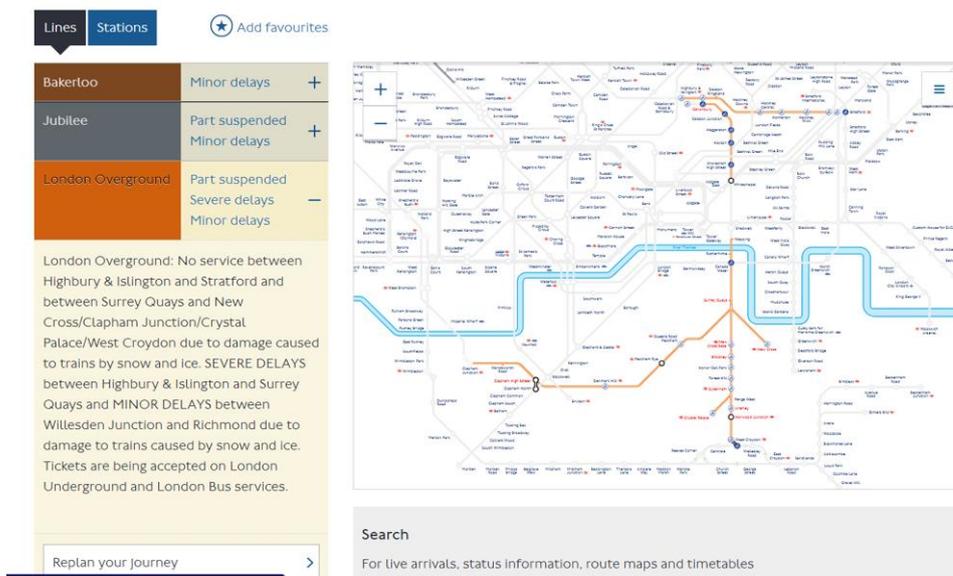
At first sight the Transport for London (TfL) website appeared to offer the same information as NRE. However, we could see reference to ticket acceptance only in relation to other TfL services, rather than the list of operators referred to by NRE. There was also no reference to the replacement bus service between Highbury & Islington and Stratford. Furthermore, while the TfL website mentioned severe and minor delays on parts of the network, there was no reference to the amended timetable running on some routes.

## London Overground

**Night Overground**  
London Overground Night  
Service now running to Highbury & Islington

Bakerloo	Minor delays
Jubilee	Part suspended Minor delays
London Overground	Part suspended Severe delays Minor delays
<b>Good service on all other lines</b>	



Lines Stations Add favourites

Bakerloo	Minor delays	+
Jubilee	Part suspended Minor delays	+
London Overground	Part suspended Severe delays Minor delays	-

London Overground: No service between Highbury & Islington and Stratford and between Surrey Quays and New Cross/Clapham Junction/Crystal Palace/West Croydon due to damage caused to trains by snow and ice. SEVERE DELAYS between Highbury & Islington and Surrey Quays and MINOR DELAYS between Willesden Junction and Richmond due to damage to trains caused by snow and ice. Tickets are being accepted on London Underground and London Bus services.

Replan your journey >

Search  
For live arrivals, status information, route maps and timetables

*Taken from the TfL website at 3.47pm*

### Transport Focus comment:

We would not expect the information on NRE to be matched word-for-word on an operator's website; however, the information itself needs to be consistent to help avoid confusion and maintain trust among passengers. In this instance, the information offered by TfL appeared to be missing details provided by NRE that would have benefited passengers who wanted to travel during the disruption.

## London Northwestern Railway (at 4.50pm)

On National Rail Enquiries (NRE), London Northwestern Railway provided information about those routes affected by severe weather. They also advised passengers of “changes to ticket restrictions” for the remainder of the day. Advance ticket holders were permitted to use any train on London Northwestern or West Midlands Railway, while Off-Peak ticket holders could travel at peak times.

### Changes to ticket restrictions:

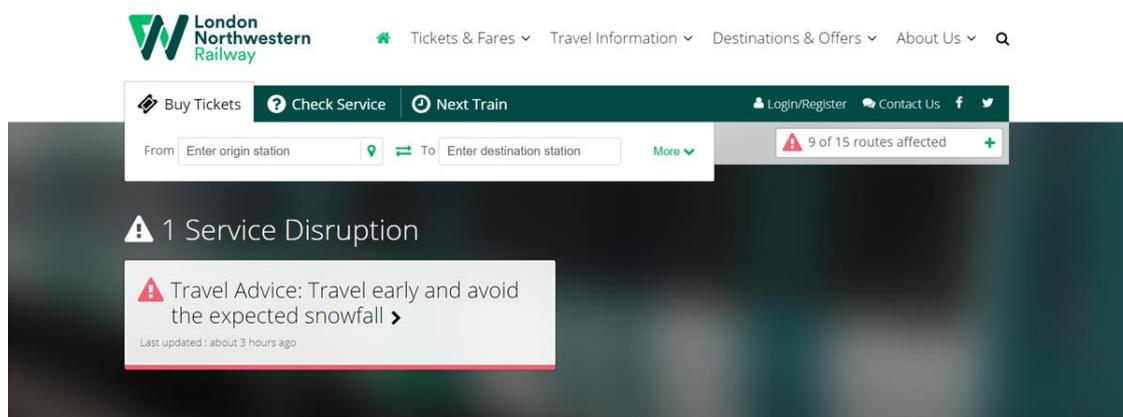
Because of today's weather conditions across the network, London Northwestern Railway have lifted all evening peak ticket restrictions today. Holders of tickets which have time restrictions may travel at any time this evening.

In addition, customers holding London Northwestern Railway 'Advance' tickets (where you have to travel on a specified train) for travel today will be permitted to use any alternative West Midlands Railway or London Northwestern Railway service for the rest of today.

*Taken from National Rail Enquiries website at 3.50pm*

### Transport Focus comment:

At the time we looked at the information for London Northwestern on NRE (3.50pm), passengers were told that the page had last been updated at 11.49am – which made it four hours old. With such a time lapse, passengers viewing the website might have thought it was out of date.



The screenshot shows the London Northwestern Railway website interface. At the top, there is a navigation bar with the logo and menu items: Tickets & Fares, Travel Information, Destinations & Offers, and About Us. Below this is a secondary navigation bar with buttons for Buy Tickets, Check Service, Next Train, Login/Register, and Contact Us. A search bar is also present. The main content area features a search form with 'From' and 'To' fields, and a 'More' dropdown. A prominent alert box displays a warning icon and the text: '1 Service Disruption' and 'Travel Advice: Travel early and avoid the expected snowfall >'. Below the alert, it states 'Last updated: about 3 hours ago'. In the top right corner of the main content area, a notification indicates '9 of 15 routes affected'.

London Northwestern explained on its website that due to the possibility of the weather worsening, it was advisable to ‘make your journey as early as possible.’

## Travel Advice: Travel early and avoid the expected snowfall

[f Share](#) [Tweet](#)

We have been experiencing weather related problems over several of our routes today - and the weather forecast for the rest of the day on our network doesn't look good.

Many customers have chosen not to travel today - and we're conscious that should the weather deteriorate this afternoon, our service maybe affected. We are recommending, where possible, you make your journey as early as possible this afternoon. We don't want you to get caught out and find yourself significantly delayed - or unable complete your journey, should the forecast weather cause us problems.

We have lifted our evening peak restrictions from both Birmingham and London Euston to help make your journey easier.

We would encourage our customers to check our website, as well as the [National Rail Enquiries Real Time Journey Planner](#) or our [Live Departures and Arrivals Boards](#).

When we compared the above with the message on NRE, we got a very different sense of urgency. While NRE advised that Advance ticket holders could use their tickets for the rest of the day, London Northwestern effectively advised passengers to travel early in case trains were disrupted later.

### **Transport Focus comment:**

While the information provided on NRE regarding London Northwestern was clear, it did not reflect the key message displayed on the London Northwestern website to 'travel as early as possible'. This was a missed opportunity.

The London Northwestern website was also much more detailed about the impact of the weather on its different routes. Passengers were able to click through on each of the routes to see an explanation of how services were impacted.

**Live travel updates** Latest update: 15:54

---

**⚠ Birmingham New Street Lines - 4 of 7 routes with *major disruption*** -

**⚠ Coventry via Birmingham Intl - *Major disruption*** -

**Disruption details**  
 Due to heavy snow between Birmingham New Street and London Euston fewer trains are able to run.  
 Impact:  
 Train services running to and from these stations may be cancelled or delayed by up to 40 minutes. Disruption is expected until the end of the day.  
[More](#)

For more information go to [JourneyCheck](#) or [Live departure boards](#)

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**⚠ Cross City - *Major disruption*** +

**⚠ Hereford via Worcester - *Major disruption*** +

**⚠ Wolverhampton - *Major disruption*** -

**Disruption details**

---

**⚠ Wolverhampton - *Major disruption*** -

**Disruption details**

Due to heavy snow between Birmingham New Street and London Euston fewer trains are able to run.

Impact:  
 Train services running to and from these stations may be cancelled or delayed by up to 40 minutes. Disruption is expected until the end of the day.

Customer Advice:  
 Trains on the route between Birmingham - Northampton - Milton Keynes - London Euston are currently 20 to 40 minutes late because of weather related problems. We will see this level of delay to service for the rest of the day. We are recommending, where possible, you make your journey as early as possible this afternoon. We don't want you to get caught out and find yourself significantly delayed - or unable complete your journey, should the forecast weather cause us problems.

What are my options?  
 We will update our real time information system with information about the train service, as we become aware of problems. Using the the Real Time Journey Planner and Live Arrival and Departure Boards on our website and at our stations will show you our current train services.  
 If you choose not to travel, if you have already purchased a ticket, you will be able to get a refund from the place you bought your ticket.

Changes to ticket restrictions  
 Because of todays weather conditions across the network, we have lifted all evening peak ticket restrictions today. Holders of tickets which have time restrictions may travel at any time this evening.  
 In addition, customers holding West Midlands Trains 'Advance' tickets (where you have to travel on a specified train) for travel today will be permitted to use any alternative West Midlands Railway or London Northwestern Railway service for the rest of today.

## Merseyrail (at 4.05pm)

On National Rail Enquiries (NRE) the advice for Merseyrail passengers was clear – trains would be running, but at a reduced frequency of every 30 minutes.

Passengers were also advised that the page would be updated should the weather cause any other problems.

Wintry weather affecting Merseyrail ^

<b>Incident created</b>	28/02/2018 08:14	Live updates <a href="#">Follow</a>
<b>Last updated</b>	02/03/2018 12:25	
<b>Route affected</b>	Various Merseyrail routes	
<b>.TOC(s) affected</b>	<a href="#">Merseyrail</a>	
<b>Description</b>	<p>There are yellow weather warnings for snow and ice across the Merseyrail region this week.</p> <p>Trains will run every 30 minutes on all lines throughout the day, with some alterations to the times of the last trains. We will update you here if trains become significantly impacted by the weather.</p> <p>A timetable for Merseyrail can be found <a href="#">here</a>.</p> <p><b>Additional information:</b> This week has seen more employees than ever before working through the night to keep trains running and prevent them from becoming frozen, however, the sub-zero temperatures have caused trains to freeze within half an hour of being used. This has resulted in a reduced number of trains being available to fulfil the normal timetable and passengers may have experienced disruption to their journeys.</p> <p><b>Check before you travel:</b> We strongly advise you <b>check before your travel</b> using the real-time <a href="#">Journey Planner</a> or <a href="#">Live Departure Boards</a>.</p> <p><b>Twitter:</b> If you would like to follow this incident on Twitter, please use <a href="#">#UKSnowME</a></p>	

### Transport Focus comment:

When we looked at the information provided for Merseyrail on NRE (4.03pm), passengers were told that the page had last been updated at 12.25pm – which made it nearly four hours old. With such a time lapse, passengers viewing the website might have thought it was out of date.

The message on NRE was reinforced on the Merseyrail website, with an additional warning that the adverse weather was expected to continue into the weekend.

## Timetable Changes - 2 to 4 March 2018

[Share](#)

**Friday 2 March**  
Adverse Weather Timetable Changes

**Saturday 3 March**  
Strike Action

**Sunday 4 March**  
Adverse Weather Timetable Changes

Adverse weather conditions are expected to continue this weekend. To minimise disruption and keep train services as reliable as possible, changes have been made to all train timetables.

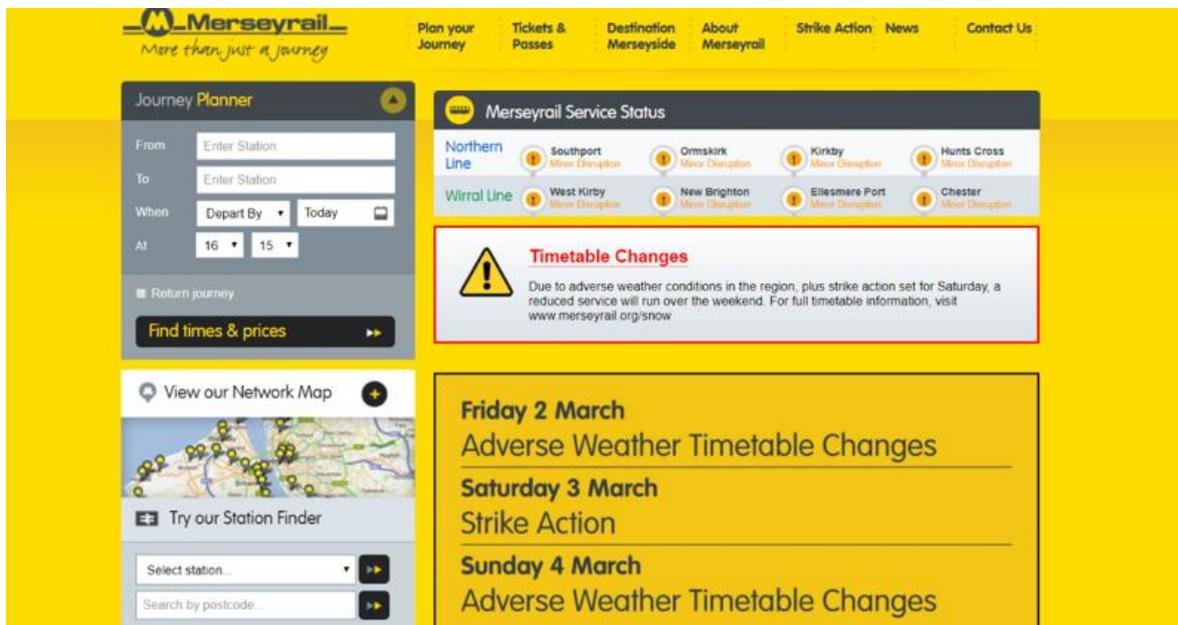
Friday 2 March 2018

**Adverse Weather Timetable Changes**

A 30 minute timetable will run across the Merseyrail network until end of service. There may be changes to the last train times on some lines.

[Full information and timetables can be found here.](#)

In addition to the above, passengers were able to see, line-by-line, at what time trains would depart from each station.



The screenshot shows the Merseyrail website interface. At the top, there is a navigation menu with links for 'Plan your Journey', 'Tickets & Passes', 'Destination Merseyside', 'About Merseyrail', 'Strike Action', 'News', and 'Contact Us'. The main content area is divided into several sections:

- Journey Planner:** A form with fields for 'From' (Enter Station), 'To' (Enter Station), 'When' (Depart By Today), and 'At' (16:15). It includes a 'Return journey' checkbox and a 'Find times & prices' button.
- View our Network Map:** A map showing the Merseyrail network with station locations marked.
- Try our Station Finder:** A search bar with 'Select station...' and 'Search by postcode...' options.
- Merseyrail Service Status:** A section showing the status of various lines:
  - Northern Line:** Southport (Minor Disruption), Ormskirk (Minor Disruption), Kirkby (Minor Disruption), Hunts Cross (Minor Disruption).
  - Wirral Line:** West Kirby (Minor Disruption), New Brighton (Minor Disruption), Ellesmere Port (Minor Disruption), Chester (Minor Disruption).
- Timetable Changes:** A prominent warning box with a yellow triangle icon. The text reads: 'Due to adverse weather conditions in the region, plus strike action set for Saturday, a reduced service will run over the weekend. For full timetable information, visit [www.merseyrail.org/snow](http://www.merseyrail.org/snow)'.
- Summary of Timetable Changes:** A yellow box at the bottom right, identical to the one shown in the previous image, summarizing the changes for Friday 2 March (Adverse Weather), Saturday 3 March (Strike Action), and Sunday 4 March (Adverse Weather).

## Adverse Weather Timetable Changes



### Due to adverse weather conditions in the region, a reduced train service will run on the Merseyrail network on Friday 2 March.

Services will start from 0700, and trains will run every 30 minutes on all lines throughout the day, with some alterations to the times of the last trains.

This week has seen more employees than ever before working through the night to keep trains running and prevent them from becoming frozen, however, the sub-zero temperatures overnight are causing the moisture and liquid within the engines to freeze which prevents the trains from working. This has resulted in a reduced number of trains being available to fulfil the normal timetable and passengers may have experienced disruption to their journeys.

We apologise for any inconvenience these changes may cause, and wish you a safe journey on our network.

Please see below for amended timetables:

Southport Line						
Hunts Cross - Southport						
Station	First Trains		Minutes past each hour		Until	Last Train
Hunts Cross	07:06	07:36	06	36	22:36	23:21
Liverpool South Parkway	07:09	07:39	09	39	22:39	23:24
Cressington	07:12	07:42	12	42	22:42	23:27
Aigburth	07:14	07:44	14	44	22:44	23:29
St Michaels	07:16	07:46	16	46	22:46	23:31
Brunswick	07:19	07:49	19	49	22:49	23:34

## Northern (at 4.28pm)

The message on the National Rail Enquiries website was very clear that passengers should ‘only travel if absolutely necessary’ and that services across the entire network would be impacted by the weather. The website explained that due to the poor conditions on the roads, rail replacement services couldn’t be provided in some locations. A list of the routes suspended or with amended services was provided. Passengers were advised not to travel between Morpeth and Chathill.

Northern advised passengers that ticket restrictions had been lifted on all of its services and that its tickets would be valid on other operators’ services via any reasonable route.

### Alternative travel advice:

Customers using rail replacement transport please remember that all journey times will be increased significantly, this will be further affected by the poor road conditions.

All ticket restrictions have been lifted on Northern services today as a result of today's disruption. Please travel on services closest to the booked train time when travelling with 'Advance' tickets, and on the most reasonable route available to your original journey.

Northern Rail tickets are valid, via any reasonable route on all other train operating companies services.

### Check before you travel:

You can check your journey using the National Rail Enquiries real-time [Journey Planner](#)

### Transport Focus comment:

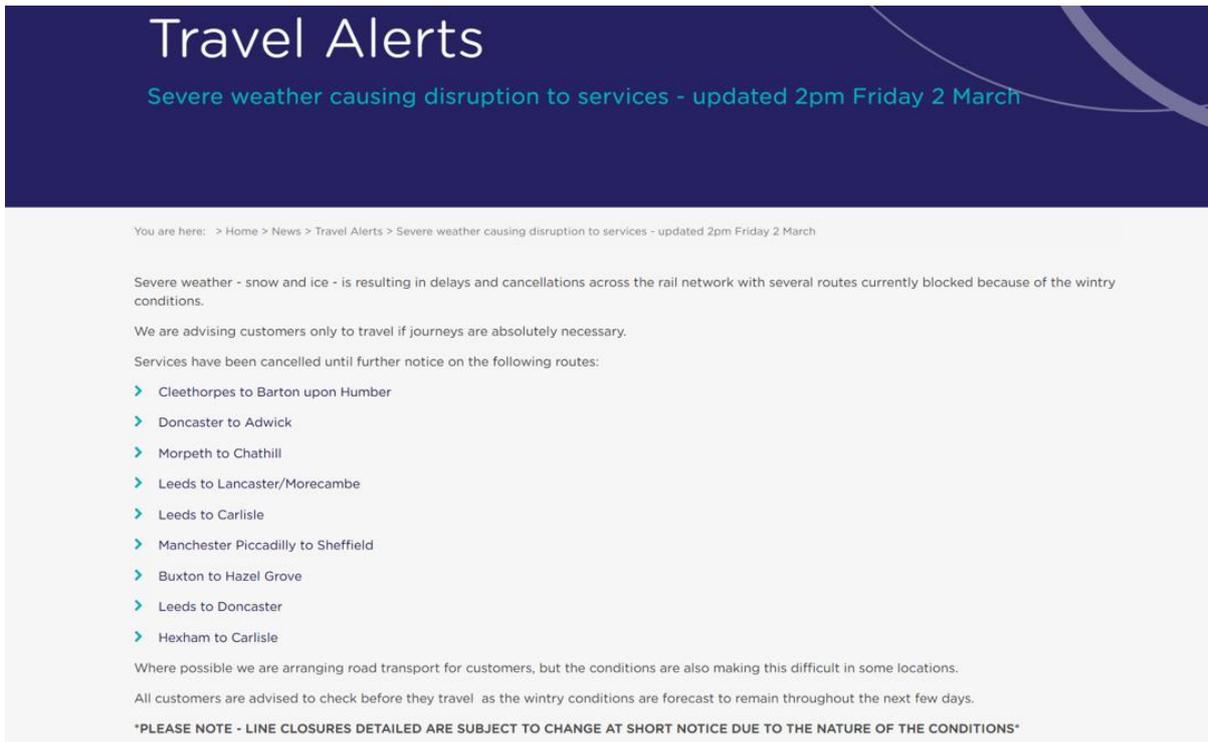
The advice provided on the relaxation of ticket restrictions could have been made clearer, as other operators had done. For example, the ability of those with Off-Peak tickets to travel at peak times and the full list of operators accepting those tickets.

There was also no mention of a passenger’s right to a full refund if they decided not to travel as a result of the disruption – only to compensation for a delay to their journey. If the advice to passengers was ‘only travel if absolutely necessary’ then clear information about refunds should have been provided. Some may have chosen not to travel had they known they could get a full refund.

### Homepage banner showing there is disruption:



### Overall update:



### Service updates by line of route:



## ScotRail (at 4.37pm)

On National Rail Enquiries (NRE) passengers were informed that only a small number of ScotRail services would be running and were advised 'NOT TO TRAVEL'. However, those routes where there was a limited service in operation were clearly listed.

TOC(s) affected	ScotRail
Description	<p>The Met Office have issues weather warnings across Scotland. ScotRail are running a very small number of services on a limited number of lines where it is safe to do so.</p> <p>***ScotRail are advising customers <b>NOT TO TRAVEL</b>***</p> <p>We strongly advise you check before your travel using the National Rail Enquiries real-time <a href="#">Journey Planner</a> or <a href="#">Live Departure Boards</a></p> <p>The following routes are operating limited services:</p> <p><i>Aberdeen - Inverness</i></p> <p><i>Inverness - Perth</i></p> <p><i>Inverness - Kyle of Lochalsh</i></p> <p><i>Ayr - Girvan</i></p> <p><i>Glasgow Queen Street (high level) - Edinburgh via Falkirk High</i></p> <p>-These will run half-hourly, and depart on the hour and half hour from Glasgow Queen Street, and at 15 and 45 minutes past the hour from Edinburgh Waverley.</p> <p>-All trains will call at Bishopbriggs, Lenzie, Croy, Falkirk High, Polmont, Linlithgow, Edinburgh Park and Haymarket in both directions.</p>

This was followed by an exhaustive list of more than 20 services that were suspended.

### Transport Focus comment:

While it was important to spell out exactly which services were and weren't running, simply stating 'All services apart from those listed below are suspended' may have made the information quicker and easier for passengers to digest.

### Major disruption to ScotRail services

<b>Incident created</b>	27/02/2018 17:28	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <b>Live updates</b> <a href="#">Follow</a> </div>
<b>Last updated</b>	02/03/2018 15:46	
<b>Route affected</b>	Various ScotRail routes	

**TOC(s) affected** **ScotRail**

**Description**

The Met Office have issues weather warnings across Scotland. ScotRail are running a very small number of services on a limited number of lines where it is safe to do so.

\*\*\*ScotRail are advising customers **NOT TO TRAVEL**\*\*\*

We strongly advise you check before your travel using the National Rail Enquiries real-time [Journey Planner](#) or [Live Departure Boards](#)

**The following routes are operating limited services:**

**Aberdeen - Inverness**

**Inverness - Perth**

**Inverness - Kyle of Lochalsh**

**Ayr - Girvan**  
**Glasgow Queen Street (high level) - Edinburgh via Falkirk High**  
 -These will run half-hourly, and depart on the hour and half hour from Glasgow Queen Street, and at 15 and 45 minutes past the hour from Edinburgh Waverley.

-All trains will call at Bishopbriggs, Lenzie, Croy, Falkirk High, Polmont, Linlithgow, Edinburgh Park and Haymarket in both directions.

**Glasgow Central (high level) - Ayr**  
 -These will depart at 04 minutes and 34 minutes past the hour from Glasgow Central and at 06 and 36 minutes past the hour from Ayr

**Glasgow Central (high level) to Kilmarnock**  
 -These will depart at 13 minutes past the hour from Glasgow Central, and 58 minutes past the hour from Kilmarnock. These services will call additionally at Barhead.

**Edinburgh to Aberdeen**  
 -These will depart at 30 minutes past the hour from Edinburgh, and just after 'on the hour' from Aberdeen.

**The following routes are SUSPENDED:**

**To/From Glasgow Queen Street**  
 -Glasgow Queen Street to Alloa/Dunblane  
 -Glasgow Queen Street to Anniesland  
 -Glasgow Queen Street to Aberdeen  
 -Glasgow Queen Street to Falkirk Grahamston

**To/From Glasgow Central**  
 -Glasgow Central to Lanark  
 -Glasgow Central to Neilston  
 -Glasgow Central to Newton  
 -Glasgow Central to Edinburgh Waverley via Shotts/Carstairs  
 -Glasgow Central to East Kilbride  
 -Glasgow Central to Paisley Canal  
 -Glasgow Central to Ardrossan Harbour  
 -Glasgow Central to Gourock  
 -Glasgow Central to Largs  
 -Glasgow Central to Wemyss Bay  
 -Glasgow Central Inner & Outer Cathcart Circles  
 -Glasgow Central/Dumfries and Carlisle

**To/From Edinburgh**  
 -Edinburgh to Dunblane/Alloa  
 -Edinburgh to Tweedbank  
 -Edinburgh to North Berwick/Dunbar  
 -Edinburgh to Glenrothes with Thornton  
 -Edinburgh to Cowdenbeath  
 -Edinburgh to Perth  
 -Edinburgh to Helensburgh Central via Bathgate  
 -Edinburgh to Glasgow Central via Shotts  
 -Edinburgh to Milngavie via Bathgate  
 -Edinburgh to Ayr via Carstairs

**Via Glasgow Queen Street low level/Glasgow Central low level**  
 -Edinburgh to Milngavie via Bathgate  
 -Edinburgh to Helensburgh Central via Bathgate  
 -Dalmuir to Larkhall/Motherwell via Whifflet or Hamilton Central  
 -Dumbarton Central/Milngavie to Motherwell/Cumbernauld  
 -Larkhall to Milngavie  
 -Balloch to Airdrie

**To/From Inverness**  
 -Inverness to Wick

Background information from ScotRail on the need for an amended service, and what they are doing to keep you moving, is available [here](#)

**Twitter:**  
 If you would like to follow this incident on Twitter, please use [#UKSnowSR](#)

**Compensation:**  
 You may be entitled to [compensation](#) if you experience a delay in completing your journey. Please keep your train ticket and make a note of your journey, as both will be required to support any claim.

**Feedback:**  
 We want to make information better – tell us how! Fill out this online [Disruption Survey](#).

**Transport Focus comment:**

On the ScotRail website there was clear advice that passengers should not travel due to disruption to ‘Central Belt services’. While a familiar phrase in Scotland, would visitors from other countries have understood which routes were ‘Central Belt services’?

When we clicked through, other pages on the ScotRail website reinforced the message of ‘do not travel’ and provided a list of last train times to key destinations.

PLEASE DO NOT TRAVEL.



**Current advice to all customers: Do not travel! The Met Office’s weather warning is now yellow. But there remains a lot of snow around and drifting snow in some areas.**

Again, we will be winding down earlier than normal this evening (02 March). Tomorrow (03 March) we may have to test the lines again to ensure safety before we are able to start running trains.

For the latest travel information, download our [free app](#), visit [@ScotRail on Twitter](#), or take a look at [journeycheck.com/scotrail](http://journeycheck.com/scotrail).

Times of last trains on all routes this evening (02 March):

From Edinburgh

- > 2105 for local stations to Dundee
  - o Calling at: Haymarket, Edinburgh Gateway, Dalmeny, North Queensferry, Inverkeithing, Dalgety Bay, Aberdour, Burntisland, Kinghorn, Kirkcaldy, Markinch, Ladybank, Cupar and Leuchars.
- > 2143 to Aberdeen
- > 2200 to Glasgow Queen Street

From Glasgow Queen Street

- > 2200 to Edinburgh

From Dundee

- > 2214 for local stations to Edinburgh
  - o Calling at: Leuchars, Cupar, Ladybank, Markinch, Kirkcaldy, Kinghorn, Burntisland, Aberdour, Dalgety Bay

The information provided on NRE about which services were suspended and which were amended was also provided. On the ScotRail website, however, the information was more manageable, as passengers were able to select which information they wanted to view in full, using a drop-down viewing option.

Edinburgh to Aberdeen  
 > These will depart at 30 minutes past the hour from Edinburgh, and just after ‘on the hour’ from Aberdeen.

Aberdeen - Inverness  
 Inverness - Perth  
 Inverness - Kyle of Lochalsh  
 Ayr to Stranraer

The following services are suspended all day:

To/From Glasgow Queen Street	-
> Glasgow Queen Street to Alloa/Dunblane > Glasgow Queen Street to Annesland > Glasgow Queen Street to Aberdeen > Glasgow Queen Street to Falkirk Grahamston	
To/From Glasgow Central	+
To/From Edinburgh	+
Via Glasgow Queen Street low level/Glasgow Central low level	+
To/From Inverness	+

[Live journey information is available here](#)

## Southeastern (at 4.42pm)

On National Rail Enquiries (NRE), Southeastern passengers were told that there was 'severe disruption' across the whole network, 'with no trains running in east Kent'. Passengers were asked 'not to travel at the moment' while Southeastern worked with Network Rail to get things up and running again.

Further on in the message, passengers were advised that some lines were open, but with delays, while trains running to London were unable to call at Lewisham due to icy conditions on the platform. Given the disruption, passengers were urged to make their way to the station only if their train had been confirmed as running. Passengers were advised that a train showing 'delayed' should not be taken as confirmation that it would definitely run.

TOC(s) affected	<a href="#">Southeastern</a>
Description	<p>The forecast is for snowfall and icy conditions to continue across the south east over the next few days. Southeastern are working in partnership with Network Rail to ensure they can run as many trains as possible to get you where you need to be.</p> <p>There is SEVERE disruption across the Southeastern network at the moment, with no trains running in east Kent. Please DO NOT TRAVEL at the moment, they're working with Network Rail to get things up and running as quickly as they can.</p>

The line between CHARING CROSS / SEVENOAKS / TONBRIDGE / HASTINGS & ASHFORD is OPEN and trains running (some delays) if you're travelling to stations on these routes, please look to travel as soon as you can.

Train Services are also running on the, CANNON STREET- GRAVESEND via WOOLWICH & CHARING CROSS- DARTFORD via BEXLEYHEATH (towards Dartford only but with delays).

TRAINS TOWARDS LONDON unable to call at LEWISHAM due to dangerous icy conditions on the platforms.

Given the severe disruption on many routes and no trains in east Kent, please do not head to the station unless your train is **CONFIRMED** as running (showing 'Delayed' is not confirmation) Stay somewhere warm & keep an eye on this website for further information.

**Passengers are advised \*\*\*NOT to TRAVEL at the moment\*\*\***

Southeastern are working with Network Rail to get things up and running as quickly as we can.

We strongly advise you check before your travel using the National Rail Enquiries real-time [Journey Planner](#) or [Live Departure Boards](#).

**Transport Focus comment:**

It wasn't fully clear whether the advice 'not to travel' applied to the whole network or just a section of it (in this case East Kent). However passengers benefitted from Southeastern being clear about what was running. While the right idea, the cautionary message that passengers should not assume a train marked 'delayed' would eventually run could have been explained more clearly.

Information was provided on the reduced service that Southeastern had already scheduled due to the weather and its experiences of the previous day. Some rail replacement bus services were in operation, but passengers were told that the ability to provide those depended on the condition of the roads.

Passengers were recommended to postpone their journeys or to complete them as early as possible. This was followed by another request not to travel. A summary of the status on each route was then provided.

**\*\*\* INFORMATION FOR FRIDAY 2 MARCH \*\*\***

The forecast is for heavy snowfall on Friday afternoon and overnight into Saturday.

Because of this, Southeastern will continue to run the same modified timetable today as yesterday. In addition, Southeastern will be running an hourly train service between Dover Priory and Ramsgate. Journey planners have been updated with train times for Friday 1 March. The 'normal' timetable has been removed from journey planning systems.

Southeastern will also be running a replacement bus service between:

- Dover Priory and Faversham via Canterbury East
- Medway Valley Line between Paddock Wood and Strood
- Sheerness Line between Sittingbourne and Sheerness-on-Sea

Please note that the buses are weather dependent, and may not run if road conditions deteriorate.

If you can, you are strongly recommend to postpone your journey. If you do decide to travel, please allow yourself extra time. On Friday afternoon in particular, please try to travel as early as you possibly can given the heavy snow forecast.

A summary of the current status on each route can be found below:

- **Woolwich Line** - REVISED SERVICE Half-hourly service between London Cannon Street and Gravesend. Half-hourly service between London Cannon Street and Slade Green. Higham station will be closed. Services towards London NOT CALLING AT LEWISHAM
- **Bexleyheath Line** - REVISED SERVICE Half-hourly service between London Charing Cross and Dartford via Bexleyheath operating towards Dartford only
- **Sidcup Line** - REVISED SERVICE SUSPENDED
- **Hayes Line** - REVISED SERVICE Half-hourly service between London Cannon Street and Hayes. Services towards London NOT CALLING AT LEWISHAM
- **Grove Park Line** - REVISED SERVICE Half-hourly service between London Charing Cross and Orpington. Knockholt station will be closed. No service between Grove Park and Bromley North.
- **Bromley South Line** - MAJOR DISRUPTION- Half-hourly service between London Victoria and Bromley South ONLY
- **Sole Street Line** - MAJOR DISRUPTION - PART SUSPENDED Major disruption between Sole Street and Faversham because of a train fault and icy rail conditions. **DO NOT TRAVEL between Swanley and Ramsgate.** Replacement buses between Faversham and Dover Priory via Canterbury East are being disrupted by heavy delays on the A2. Some stations will be closed.
- **Maidstone East Line** - SERVICE SUSPENDED - Route CLOSED in both directions because of a large snow drift and power supply problems caused by ice. **DO NOT TRAVEL.**
- **Paddock Wood Line** - REVISED SERVICE Hourly service between London Charing Cross and Ashford International via Tonbridge, with additional services at peak times. Some stations will be closed
- **Hastings Line** - REVISED SERVICE Half-hourly service between London Charing Cross and Tunbridge Wells. Hourly 'shuttle' service between Tonbridge and Hastings. Some stations will be closed.
- **Medway Valley Line** - SERVICE SUSPENDED Replacement buses running between Strood and Paddock Wood depending on road conditions
- **Sheerness Line** - SERVICE SUSPENDED - Replacement buses running between Sheerness and Sittingbourne depending on road conditions
- **High Speed via Ashford** - MAJOR DISRUPTION - REVISED SERVICE Hourly service between London St Pancras International and Ramsgate via Canterbury West. Hourly service between London St Pancras International and Dover Priory. Some additional services during peak hours. Major Disruption between Ramsgate & Dover due to icy rail

In addition to the above there was clear advice from Southeastern that it would be running a modified timetable the following day, and that 'journey planning systems' would be updated later that evening.

**Transport Focus comment:**

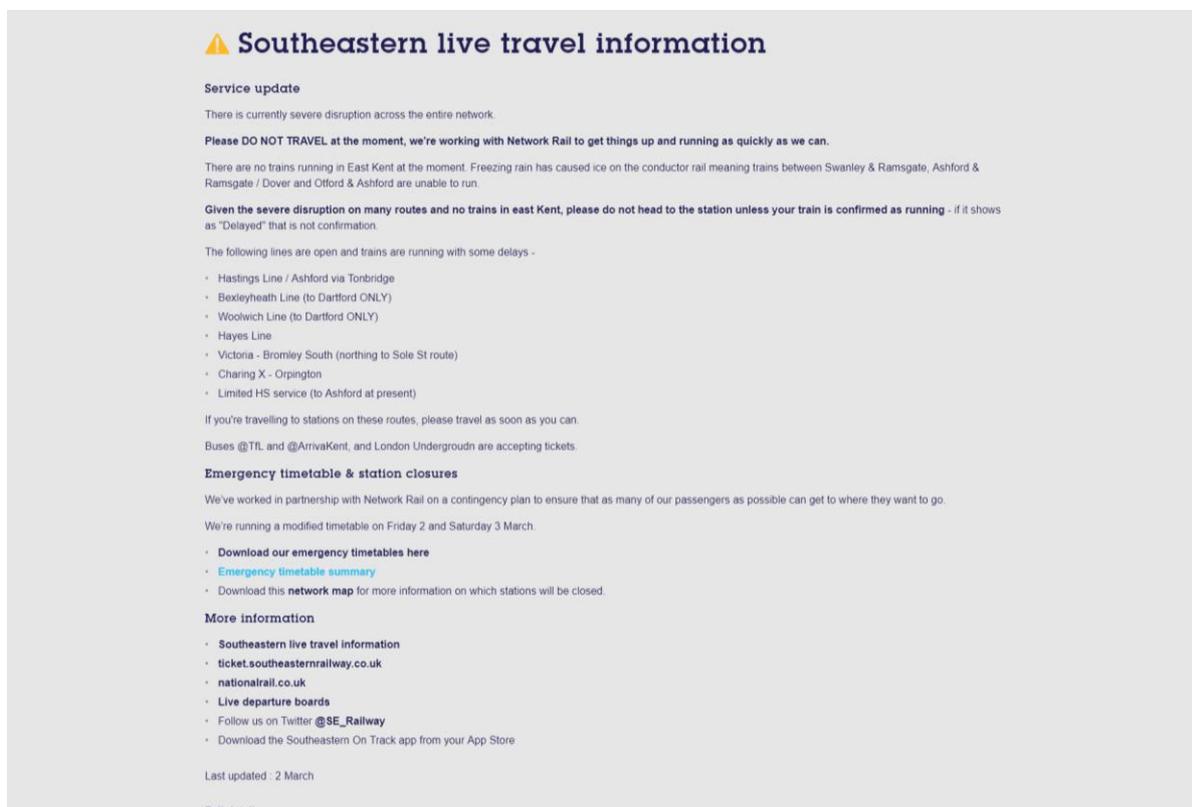
While each of the bullet points on its own was clear, when looking at them together the quantity of information may have been overwhelming to passengers. It may have been less daunting had the different routes been grouped by service status. For example, 'these routes are running near-normally', 'these routes are running with a severely reduced frequency', 'these routes are suspended'.

On the Southeastern website the message ‘Do not travel at the moment’ was much clearer. It was also at the top of the page before any other advice was given, and therefore clearly applied to all passengers. The summary of which services were running was also easier to pick out when compared to the text on NRE.

### Transport Focus comment:

When describing where trains were running, there wasn’t absolute clarity about whether trains were running in both directions or just one. For example, on NRE it stated that train services were running ‘Charing Cross – Dartford via Bexleyheath (towards Dartford only but with delays)’. This could have been misconstrued as ‘services are running in only one direction, towards Dartford’. Further down the NRE page, however, it also said of the same line ‘Bexleyheath line - revised service, half hourly service between London Charing Cross and Dartford via Bexleyheath operating towards Dartford only’. The use of ‘between’ implied in both directions, though it could have been interpreted differently. On the Southeastern site it was presented a third way: “The following lines are open, and trains are running with some delays ... Bexleyheath Line (to Dartford ONLY)”.

Did this mean services were running in one direction only and stopping short of their intended destination at Dartford? Or were services running in both directions? For this reason, we encourage operators to use the phrase ‘in both directions’ or ‘in x direction only’ and to make the directional information as clear as possible to passengers.



**⚠ Southeastern live travel information**

**Service update**

There is currently severe disruption across the entire network.

**Please DO NOT TRAVEL at the moment, we're working with Network Rail to get things up and running as quickly as we can.**

There are no trains running in East Kent at the moment. Freezing rain has caused ice on the conductor rail meaning trains between Swanley & Ramsgate, Ashford & Ramsgate / Dover and Otford & Ashford are unable to run.

**Given the severe disruption on many routes and no trains in east Kent, please do not head to the station unless your train is confirmed as running - if it shows as "Delayed" that is not confirmation.**

The following lines are open and trains are running with some delays -

- Hastings Line / Ashford via Tonbridge
- Bexleyheath Line (to Dartford ONLY)
- Woolwich Line (to Dartford ONLY)
- Hayes Line
- Victoria - Bromley South (northing to Sole St route)
- Charing X - Orpington
- Limited HS service (to Ashford at present)

If you're travelling to stations on these routes, please travel as soon as you can.

Buses @TfL and @ArrivaKent, and London Underground are accepting tickets.

**Emergency timetable & station closures**

We've worked in partnership with Network Rail on a contingency plan to ensure that as many of our passengers as possible can get to where they want to go.

We're running a modified timetable on Friday 2 and Saturday 3 March.

- [Download our emergency timetables here](#)
- [Emergency timetable summary](#)
- Download this [network map](#) for more information on which stations will be closed.

**More information**

- [Southeastern live travel information](#)
- [ticket.southeasternrailway.co.uk](http://ticket.southeasternrailway.co.uk)
- [nationalrail.co.uk](http://nationalrail.co.uk)
- [Live departure boards](#)
- Follow us on Twitter [@SE\\_Railway](https://twitter.com/SE_Railway)
- Download the Southeastern On Track app from your App Store

Last updated : 2 March

[Full details](#)

When we clicked on 'Full details' it provided further information, presented line by line (see next page). As per our comment in relation to NRE, the advice 'NOT to travel at the moment' should perhaps have featured at the top of (see next page), as it did on the Southeastern homepage. That way the message would have been seen above everything else.

**▲ WINTRY WEATHER AFFECTING UK JOURNEYS THIS WEEK** [Full details](#) ↓

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**▲ Latest wintry weather travel information from Southeastern** [Hide details](#) ↑

The forecast is for snowfall and icy conditions to continue across the south east over the next few days. Southeastern are working in partnership with Network Rail to ensure they can run as many trains as possible to get you where you need to be.

There is SEVERE disruption across the Southeastern network at the moment, with no trains running in east Kent. Please DO NOT TRAVEL at the moment, they're working with Network Rail to get things up and running as quickly as they can.

The following lines are open but running with some delays:

- London Charing Cross-Hastings/Ashford International via Tonbridge
- London Charing Cross-Orpington via Grove Park (no Bromley North Shuttle please use London Buses)
- London Cannon Street-Dartford Only via Woolwich
- London Charing Cross-Dartford via Bexleyheath
- London Victoria-Bromley South only
- High Speed St Pancras-Ebbsfleet International Shuttle service & St Pancras-Ashford International shuttle service

Given the severe disruption on many routes and no trains in east Kent, please do not head to the station unless your train is **CONFIRMED** as running (showing 'Delayed' is not confirmation) Stay somewhere warm & keep an eye on this website for further information.

**Passengers are advised \*\*\*NOT to TRAVEL at the moment\*\*\***

Southeastern are working with Network Rail to get things up and running as quickly as we can.

We strongly advise you check before your travel using the National Rail Enquiries real-time **Journey Planner** or **Live Departure Boards**.

Southeastern are running a modified timetable today to enable them to provide a more reliable service. This will mean reduced services on some routes and some stations and routes will be closed. A map is available [here](#). Those trains that are running will be at different times to normal, and trains will also start later than usual. You can download the amended timetables [here](#).

In the London area, you'll be able to use **London Buses**, **London Underground** or the **Docklands Light Railway** to complete your journey. You can also use **Arriva** Fast Track Buses between Dartford and Gravesend at no extra cost. Arriva Buses Kent are accepting Southeastern passengers on all reasonable routes across Kent.

**\*\*\* INFORMATION FOR FRIDAY 2 MARCH \*\*\***

The forecast is for heavy snowfall on Friday afternoon and overnight into Saturday.

Because of this, Southeastern will continue to run the same modified timetable today as yesterday. In addition, Southeastern will be running an hourly train service between Dover Priory and Ramsgate. Journey planners have been updated with train times for Friday 1 March. The 'normal' timetable has been removed from journey planning systems.

Southeastern will also be running a replacement bus service between:

- Dover Priory and Faversham via Canterbury East
- Medway Valley Line between Paddock Wood and Strood
- Sheerness Line between Sittingbourne and Sheerness-on-Sea

Please note that the buses are weather dependent, and may not run if road conditions deteriorate.

If you can, you are strongly recommend to postpone your journey. If you do decide to travel, please allow yourself extra time. On Friday afternoon in particular, please try to travel as early as you possibly can given the heavy snow forecast.

There is SEVERE disruption across the network at the moment, with no trains running in east Kent. Please DO NOT TRAVEL at the moment, Southeastern are working with Network Rail to get things up and running as quickly as they can.

**A summary of the current status on each route can be found below:**

- **Woolwich Line** - REVISED SERVICE Half-hourly service between London Cannon Street and Gravesend. Half-hourly service between London Cannon Street and Slade Green. Higham station will be closed. Services towards London NOT CALLING AT LEWISHAM
- **Bexleyheath Line** - REVISED SERVICE Half-hourly service between London Charing Cross and Dartford via Bexleyheath operating towards Dartford only
- **Sidcup Line** - REVISED SERVICE SUSPENDED
- **Hayes Line** - REVISED SERVICE Half-hourly service between London Cannon Street and Hayes. Services towards London NOT CALLING AT LEWISHAM
- **Grove Park Line** - REVISED SERVICE Half-hourly service between London Charing Cross and Orpington. Knockholt station will be closed. No service between Grove Park and Bromley North.
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- **Maidstone East Line** - SERVICE SUSPENDED - Route CLOSED in both directions because of a large snow drift and power supply problems caused by ice. **DO NOT TRAVEL**
- **Paddock Wood Line** - REVISED SERVICE Hourly service between London Charing Cross and Ashford International via Tonbridge, with additional services at peak times. Some stations will be closed
- **Hastings Line** - REVISED SERVICE Half-hourly service between London Charing Cross and Tunbridge Wells. Hourly 'shuttle' service between Tonbridge and Hastings. Some stations will be closed.
- **Medway Valley Line** - SERVICE SUSPENDED Replacement buses running between Strood and Paddock Wood depending on road conditions
- **Sheerness Line** - SERVICE SUSPENDED - Replacement buses running between Sheerness and Sittingbourne depending on road conditions
- **High Speed via Ashford** - MAJOR DISRUPTION - REVISED SERVICE Hourly service between London St Pancras International and Ramsgate via Canterbury West. Hourly service between London St Pancras International and Dover Priory. Some additional services during peak hours. Major Disruption between Ramsgate & Dover due to icy rail conditions. **DO NOT TRAVEL east of Ashford.**
- **High Speed via Gravesend** - REVISED SERVICE Hourly service between London St Pancras International and Faversham, with some additional services during peak hours

**\*\*\* INFORMATION FOR SATURDAY 3 MARCH \*\*\***

Southeastern will also be running the modified timetable on Saturday, and journey planning systems will be updated on Friday evening to reflect this, so please use the timetables [here](#) until then.

**Additional information:**  
Details on how winter weather can affect the railway is available from [Network Rail](#) and [Southeastern](#).

**Check before you travel:**  
If you're planning on travelling this week, please make sure you check before you travel using the National Rail Enquiries real-time **Journey Planner**.

**Twitter:**  
If you would like to follow this incident on Twitter, please use [#UKSnowSE](#)

**Compensation:**  
You may be entitled to **compensation** if you experience a delay in completing your journey today. Please keep your train ticket and make a note of your journey, as both will be required to support any claim.

**Feedback:**  
We want to make information better - tell us how! Fill out this online [Disruption Survey](#).

Last updated: 16:43

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**▲ Services finishing earlier than usual this evening** [Full details](#) ↓

## Gatwick Express, Southern and Thameslink (GTR) at 4.58pm

On National Rail Enquiries (NRE) passengers for GTR services were advised to travel as early as possible in the afternoon and to aim to complete their journeys by 3pm. Those wanting stations between Havant and Southampton/Portsmouth were urged not to travel at all. The advice then went on to explain that South Western Railway would be shutting down its services from 8pm, that Great Western had suspended its trains between Gatwick/Redhill/Reigate, and that Southeastern was also severely disrupted. It also explained that South Western Railway tickets would not be accepted on GTR services after 8pm.

TOC(s) affected	<u>Gatwick Express</u> , <u>Southern</u> , <u>Thameslink</u>
<b>Description</b>	<p>The Met Office has issued a number of yellow weather warnings due to severe snowfall and storm conditions across all of the United Kingdom until Saturday 3 March.</p> <p>Train services running across the whole Southern, Thameslink and Gatwick Express (Govia Thameslink Railway) network may be cancelled, delayed or revised.</p> <p><b>WE STRONGLY ADVISE THAT YOU TRAVEL AS EARLY AS POSSIBLE THIS AFTERNOON AND AIM TO COMPLETE YOUR JOURNEY BEFORE 15:00.</b></p> <p>Please <b>DO NOT</b> attempt to travel between Havant and Southampton Central/ Portsmouth today.</p> <p><b>DO NOT TRAVEL IF NOT NECESSARY</b></p> <p>South Western Railway have stated that they will be shutting down their service from 20:00. Southern / Thameslink will not accept South Western Railway tickets after this time. Great Western Railway are also suspended between Gatwick Airport / Redhill / Reigate. Southeastern are also severely disrupted.</p> <p>We strongly advise you <b>check before your travel</b> using the National Rail Enquiries real-time <a href="#">Journey Planner</a> or <a href="#">Live Departure Boards</a>.</p>

Ticket restrictions for the three GTR operators were 'lifted' and those with Advance tickets for the weekend were permitted to travel from any station on Friday 2 March. Information on some of the routes was then provided along with a list of those that 'may be suspended'. Passengers were given details of some local bus routes they could use between Redhill and Reigate.

**Ticket Easements:**

All ticket restrictions for Southern, Thameslink and Gatwick Express have been lifted

This weekend dated advance ticket restrictions have been lifted and you are permitted to travel from any station today.

**Transport Focus comment:**

As with other operators, given the extensive list of services that were impacted and 'might be' suspended, it would have been beneficial to simply state which routes **were** running. Passengers would also have benefitted from being given more information about what ticket restrictions being lifted actually meant – what could do now do that normally they could not? For example, would those with Gatwick Express tickets have known this meant they could use Southern or Thameslink services?

Given that the screenshot above referring to 3pm was taken at 4.58pm, some passengers would have found it unhelpful and frustrating to be advised to try and complete their journey by nearly two hours earlier.

NRE gave an explanation from GTR about what it and Network Rail had been doing to try and overcome the weather problems.

No information was provided to passengers to explain that they would be eligible for a full refund without an administration fee if they chose not to travel because of the disruption.

We understand from GTR that all three of its websites experienced significant problems during the snow disruption, and that only limited information was made available.

The advice not to travel was, however, made clear on the Southern site.

**⚠ Travel information**

**Adverse weather travel advice - DO NOT TRAVEL UNLESS ABSOLUTELY NECESSARY**

The Met Office have issued weather warnings for snow and ice across our network. **We strongly advise you to complete your journey as early as possible.**

**Train services are currently affected by a number of incidents across our network.** We **CANNOT** guarantee alternative transport such as replacement buses due to hazardous road conditions.

Please take extra care whilst moving around our stations and when getting on and off of trains as surfaces may be slippery.

Restrictions on tickets have been lifted today, please find more information on ticket advice below this banner.

**For information on how your train is running and the service we plan to operate today please use the following:**

- **National Rail Enquiries** - Telephone 08457 48 49 50
- **Southern Service Update**

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**Airport flight delays and cancellations**

Airports are expecting cancellations and delays to flights today. You should check the status of your flight with your airline before making your journey today and not travel to the airport if your flight is cancelled. If you are flying, you should allow extra time for your journey and check before you travel.

Last updated : 2 March, 12:30

**Transport Focus comment:**

Southern helpfully told passengers to check the status of their flight before attempting their journey to the airport and to allow extra time to get there. It would have been helpful if this message had been reinforced on the NRE website.

Further down the homepage, Southern provided passengers with a clearer explanation about the ticket restrictions that had been lifted. It stated: “All time and route restrictions on tickets are lifted on Great Northern, Gatwick Express, Southern and Thameslink trains services”. It then went on to explain to passengers what they could do if they wanted to travel the following day or on the Monday (5 March). Specific advice was also given to those holding Advance tickets dated Friday 2 March should they wish to obtain a refund.

## Tickets and travel advice - Friday 2 March

If you wish to continue to travel on Friday 2 March all time and route restrictions on tickets are lifted on Great Northern, Gatwick Express, Southern and Thameslink train services.

If you are travelling on trains services by other operators to complete your journey, details can be found [here](#).

If you do not wish to travel today any tickets dated for Friday 2nd March 2018 for journeys on Great Northern, Gatwick Express, Southern or Thameslink train services can be used up to and including Monday 5th March subject to the following:

- The ticket must be used for the same journey that is on the ticket e.g. A Stevenage to London Terminals ticket should NOT be used for a journey from Stevenage to Cambridge.
- Only First Class tickets can be used in First Class accommodation
- Route restrictions on these tickets still apply e.g. Thameslink Only routed tickets can only be used on Thameslink train services.
- They can only be used on Great Northern, Gatwick Express, Southern or Thameslink train services subject to the restrictions on the ticket

**Please be aware of any engineering works that may affect your journey if you intend to travel over the weekend. Please check our [planned engineering works](#).**

If you hold a 'Southern Only' routed Advance ticket dated 2nd March 2018 will need to travel on the closest possible timed train on Saturday 3rd March 2018 Monday 5th March 2018 that is on your reservation coupon.

If your ticket is for a journey that involves using another Train Company or Transport for London services it is important to check whether any restrictions are in place with that operator and details can be found [here](#).

If you decide not to travel you will need to return the unused ticket to where it was purchased, where you will be given a full refund. If you purchased your ticket from us please check our [refund advice](#).

**I have a Off Peak or a Super Off Peak ticket which I know has an evening peak restriction does this apply as I need to get home?**

No all our normal evening peak restrictions have been removed today.

**I have an Advance ticket for a specific train later today, can I catch an earlier train?**

Yes you can catch any train service today to complete your journey.

**I am able to stay in London tonight can I use the return portion of my day ticket tomorrow?**

Yes so long as you travel on one of our train services. As your ticket will not work the ticket barriers please show your ticket to the member of staff working at the gateline at the station and they will let you through.

It is also worth remembering that many of our train services are subject to alteration this weekend due to engineering works so please double check your journey using the [National Rail Enquiries website](#).

**I have bought a One Day Travelcard for today but I am no longer going to travel, can I use it tomorrow for a day trip to London?**

No if you purchased this from us, please visit your local staffed Ticket Office to arrange for this to be exchanged for one with tomorrow's date.

Helpfully, Southern allowed those passengers with tickets dated for travel on Sunday 4 March to travel on Monday 5 March, without any time restrictions.

## Engineering work is taking place between Redhill and Gatwick Airport from Saturday 3 until 05:00 on Monday 5 March

If you decide to travel you may need to use rail replacement buses to complete your journey, and journey times will be extended so please allow extra time.

If you decide not to travel, tickets dated for Sunday 4th March 2018 for journeys on Great Northern, Gatwick Express, Southern or Thameslink train services can be used on Monday 5th March 2018 subject to the following:

- The ticket must be used for the same journey that is on the ticket e.g. A Brighton to East Croydon ticket should not be used for a journey from Brighton to Eastbourne.
- Only First Class tickets can be used in First Class accommodation
- Route restrictions on these tickets still apply e.g. Thameslink Only routed tickets can only be used on Thameslink train services.
- They can only be used on Great Northern, Gatwick Express, Southern or Thameslink train services subject to the restrictions on the ticket

Your ticket will not be subject to any time restrictions on Monday 5th March 2018 but as they will be dated for Sunday they will not work the ticket barriers and you will need to be let through gatelines by members of staff.

If your ticket is for a journey that involves using another Train Company or Transport for London services there are restrictions in place, so you will need to either travel on Sunday 4th March 2018, decide not to travel and apply for a refund, or change your ticket for a new travel date.

If you decide not to travel you will need to return the unused ticket to where it was purchased, where you will be given a full refund. If you purchased your ticket from us please check our [refund advice](#).

At the time we checked, the Thameslink website appeared to replicate the information provided to passengers on the Southern site. There did not appear to be any specific Thameslink route information, other than the information below.

### What conditions are expected today?

Snowfall is expected to be more persistent today from the South, with 2-5cm expected to settle across various areas of the network. We are also expecting to have high winds of 45mph due to Storm Emma.

### How will the weather affect my journey?

#### Between Haywards Heath and Gatwick Airport:

A large, 8 foot icicle hanging from the roof within Balcombe Tunnel. Response staff are on site assessing the situation and trains towards London will run at a reduced speed upon passing Balcombe.

### Transport Focus comment:

There was no confirmation that services were still running through London, and no information about the state of the network for those wishing to travel north to destinations such as Luton and Bedford.

Screenshots were not taken from the Gatwick Express website.

## South Western Railway (SWR) (at 5.14pm)

On National Rail Enquiries (NRE), SWR passengers were clearly advised not to travel. Those that had already made part of their journey were advised to complete it 'as early as possible'. Passengers were also told that the network would be closing down by 6pm. A clear warning was given that: "South Western Railway cannot guarantee to get you to your destination this evening". A link was provided to the times of last trains from London Waterloo and to a list of routes with an amended timetable.

TOC(s) affected	<a href="#">South Western Railway</a>
Description	<p>There are weather warnings for snow and ice this week. Background information on how winter weather can affect the railway is available from <a href="#">Network Rail</a>.</p> <p>The forecast this afternoon is for further severe snow and high winds.</p> <p><b>South Western Railway are urging you NOT TO ATTEMPT TO TRAVEL. If you have already travelled, please return as early as possible. Services will be closing down by 18:00 today.</b></p> <p>South Western Railway cannot guarantee to get you to your destination this evening.</p> <p>We strongly advise you <b>check before your travel</b> using the real-time <a href="#">Journey Planner</a> or <a href="#">Live Departure Boards</a>.</p> <p>Last trains from London Waterloo can be viewed <a href="#">here</a>.</p>

**The following routes are amended:**

- Trains between London Waterloo and Hounslow via Brentford and Richmond will not run. Services between London Waterloo and Weybridge via Staines will run as normal.
- Trains between Chessington South and London Waterloo will not run. You can use your ticket on local bus services.
- Trains between Dorking and London Waterloo will not run. You can use your ticket on Southern Rail services to and from London Victoria.
- Trains between Weymouth and London Waterloo will terminate and start from Bournemouth. There will be no service between Weymouth and Bournemouth. **Customers for destinations between Weymouth and Southampton are advised not to travel.**
- Trains between Salisbury and London Waterloo, Exeter St Davids and London Waterloo and Bristol Temple Meads and London Waterloo will not run. **Customers on this route are advised not to travel.**
- Trains will not run between Brockenhurst and Lymington
- Island line trains are currently not running.

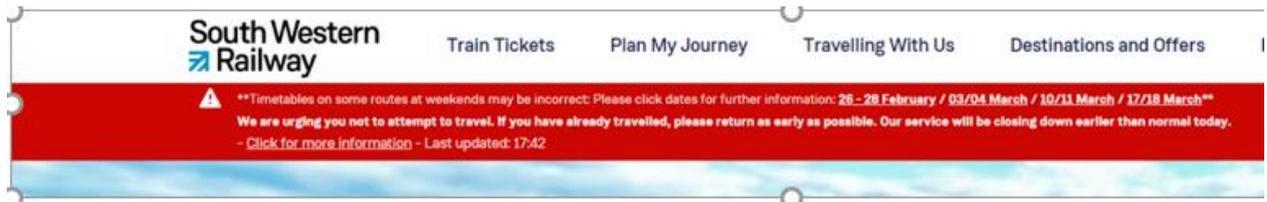
**Transport Focus comment:**

The closing down time provided by SWR (6pm) contradicted the time given by Southern (8pm). The information failed to warn passengers that their tickets would be valid on Southern services only up until the time SWR shut down, and not for the rest of the evening. This could have caused confusion and created problems for passengers looking to navigate their way around the disruption.

Given the extreme nature of the disruption, we question whether Southern's stipulation that SWR tickets would be accepted only until 8pm was reasonable. While Southern was advising passengers to travel as early as possible, if its trains after 8pm could have got SWR passengers home, it seemed unreasonable to ask them to pay extra to use Southern's trains. This did not present a picture of a 'joined-up', customer-friendly railway.

Advance ticket holders were advised that they could use their ticket on any SWR train on the same route. They were also advised that their tickets would be valid Saturday 3 or Sunday 4 March – though there was a clear warning that engineering work might affect journeys made on those days. Helpfully, those with SWR car park season tickets were told that they could use them at any other SWR car park, at no additional cost. No advice was given about the right to claim a refund for those who chose not to travel.

On the SWR website the same clear advice was given to avoid travelling.



The information provided to passengers on NRE was then repeated.

## TransPennine Express (at 6.10pm)

On National Rail Enquiries (NRE) passengers were given a breakdown of the service status on different routes, with 'DO NOT TRAVEL' advice warnings applied to the Preston to Scotland route and for journeys to and from Yarm. TransPennine Express ticket holders were advised that their tickets would be accepted for travel 'up to and including Saturday 3 March'. They were also advised that that they could use their tickets with other operators, but were warned that the operators listed would also be impacted by the severe weather.

TOC(s) affected	<a href="#">TransPennine Express</a>
Description	<p>The Met Office are advising of yellow weather warnings for snow and ice across parts of the TransPennine Express network.</p> <p>We strongly advise you <b>check before you travel</b> using our real-time <a href="#">Journey Planner</a> or <a href="#">Live Departure Boards</a>.</p> <p><b>The following alterations are in place for today:</b></p> <ul style="list-style-type: none"> <li>• Preston - Scotland: No service- DO NOT TRAVEL</li> <li>• Scarborough - York: Reduced service</li> <li>• Middlesbrough - York: Reduced service</li> <li>• Newcastle - Liverpool Lime Street: Running as normal</li> <li>• Hull - Manchester: Not running between Leeds and Manchester</li> <li>• Sheffield - Stockport: May be delayed by up to 45 minutes due to a speed restriction caused by snow and ice</li> <li>• To / from Yarm - No service - DO NOT TRAVEL</li> </ul> <p><b>Customers travelling to and from Scotland are advised NOT TO TRAVEL today.</b></p>

Further down the page was an explanation that if passengers were booked on a certain service, they could travel earlier, later or on a different day (as the advice above states). Passengers were also told they would be entitled to a full refund if they decided to not travel.

**Ticket Easements:**

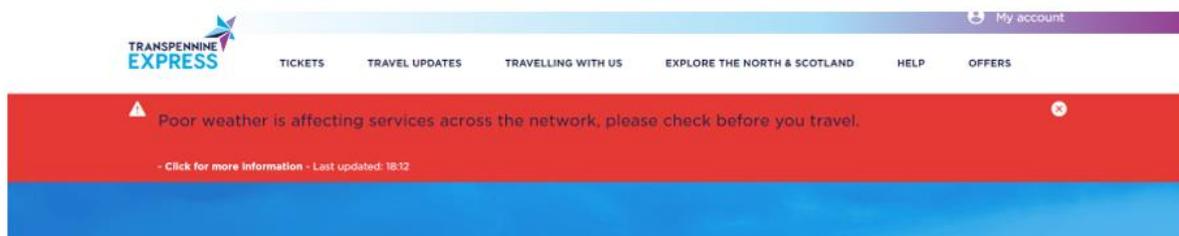
If you are booked on a certain service, ticket restrictions have been relaxed to allow you to travel earlier / later than your booked time. You will also be able to travel on a different day to that on which you have booked. TransPennine Express tickets will be accepted for travel up to and including Saturday 3 March 2018.

If you will miss a connecting train because of this issue, TransPennine Express will arrange for your ticket to be accepted where possible on alternative services to get you to your destination. This includes tickets where you have a reservation for a specific train. Please see station staff to organise.

If you choose to abandon your journey and not travel at all you can claim a full refund through your point of purchase.

**Transport Focus comment:**

The term ‘ticket easements’ is industry jargon (used by most operators). It would have been better to use a plain English phrase, such as ‘changes to ticket restrictions’. We would also have recommended that all ‘do not travel advice’ was grouped at the top of the page, and that information on refunds given a separate heading.



On the TransPennine Express website some of the information provided on NRE was repeated; however, the summary contained an error and omitted an important warning.

**Live network updates- #BeastFromTheEast**

**Friday 2nd March:** services will not be able to travel north of **Preston**. Customers are advised NOT TO TRAVEL north of Preston and into **Scotland**. Unfortunately we cannot provide any replacement buses due to the extreme weather conditions. This is expected to last until the end of the day.

Trains have been unable to run between **Sheffield** and **Manchester** until 0900, expect journeys on this route to be disrupted.

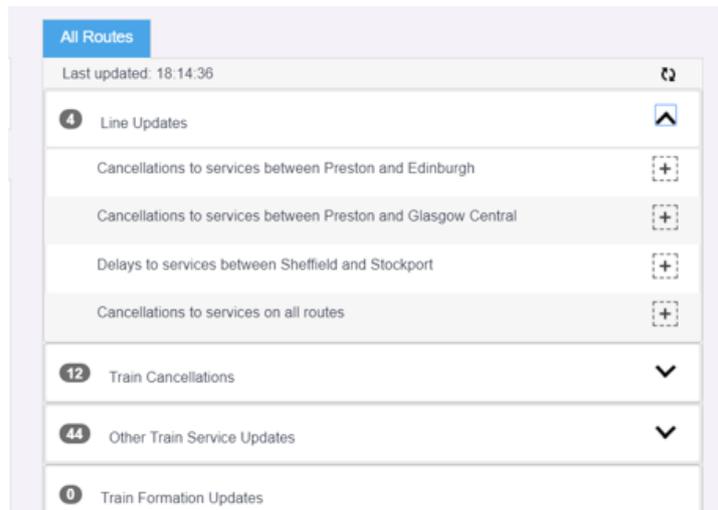
Trains will not call at **Yarm** until further notice - diversions are in place.

Ticket acceptance is in place with Virgin Trains, Virgin Trains East Coast, East Midlands Trains, CrossCountry, Northern and Grand Central for customers to travel via any reasonable route until Saturday.

If you are booked on a certain service, ticket restrictions have been relaxed to allow you to travel earlier/later than your booked time. You will also be able to travel on a different day to that on which you have booked. TransPennine Express tickets will be accepted for travel up to and including Saturday 3rd March 2018.

The above screen capture was taken at 6.13pm, but the text referred to trains being unable to run between Sheffield and Manchester until 9am. This may have been a mistake rather than just being out of date, as the homepage was updated at 6.12pm. Either way, the reference could have led to passengers doubting the accuracy of the other information given. While it was helpful that the other operators accepting TransPennine Express tickets were listed, there didn't appear to be a warning that these operators may also have been impacted by the weather. Passengers were, however, able to see how other operators were impacted on a different section of the TransPennine Express website.

Passengers were able to get a more detailed description, route by route, when they clicked through for further information.



All Routes

Last updated: 18:14:36 ↻

4
Line Updates
^

Cancellations to services between Preston and Edinburgh [-]

Due to severe weather between Preston and Edinburgh all lines are blocked.

**Impact**  
Train services running through these stations will be cancelled. Disruption is expected until the end of the day.

**Customer Advice**  
Friday 2nd March 2018

Transpennine Express services will operate between Manchester Airport and Preston only in both directions.  
There will be no Transpennine Express services between Preston and Glasgow Central/Edinburgh  
Due to severe weather conditions, there will be no replacement road transport provided due to bad road conditions.  
Customers are advised NOT to travel  
Transpennine Express Train Tickets will be accepted for travel up to and including Saturday 3rd March 2018

If you choose to abandon your journey and not travel at all you can claim a full refund through your point of purchase.  
If you purchased the ticket from our website you can contact our Web Support team. If you were delayed during your journey today you can claim Delay Repay using the usual methods.

We're sorry if these issues have delayed you today, just to remind you all that you can claim 'Delay Repay' if your journey was delayed by over 30 minutes. Visit our website at [tpexpress.co.uk/help](http://tpexpress.co.uk/help) to find out how to claim or pick up a form at a station.  
If you will miss a connecting train because of this issue , we will arrange for your ticket to be accepted where possible on alternative services to get you to your destination. This includes tickets where you have a reservation for a specific train. Please see station staff to organise.

**Further Information**  
An update will follow within the next 45 minutes.

*Last Updated: 02/03/2018 17:36*

**Transport Focus comment:**

The message of 'do not travel' should have appeared further up the page and been formatted in bold text to make it stand out. Where passengers were told that tickets would be accepted on the Saturday, the text didn't make it fully clear that time restrictions had also been relaxed. It was helpful that passengers were told when the information was last updated and when the next update would be provided; however, someone should have 'sense checked' the information provided, so that the reference was removed about trains being unable to run between Sheffield and Manchester until 9am.

## Virgin Trains (at 6.18pm)

On National Rail Enquiries (NRE) there was clear advice to passengers not to travel between Carlisle and Scotland, and that the line was not expected to reopen for the rest of the day. It was also clear that rail replacement buses were unable to run and that the alternative East Coast rail route was also closed.

Wintry weather affecting Virgin Trains	
Incident created	28/02/2018 08:07
Last updated	02/03/2018 13:38
Route affected	Various Virgin Trains routes
TQC(s) affected	<a href="#">Virgin Trains</a>
Description	<p>Severe wintry weather is affecting Virgin Trains services until at least the end of the day.</p> <p><b>Carlisle - Scotland:</b></p> <p><b>Trains are currently unable to run between Carlisle and Scotland. Passengers are advised NOT TO TRAVEL via this route. The line is not expected to re-open today (Friday 2 March)</b></p> <p>Unfortunately Network Rail has been unable to clear the route, and Virgin Trains do not expect trains to run between Carlisle and Scotland for the rest of today (Friday 2 March).</p> <p>Trains will not call at Edinburgh, Haymarket, Glasgow Central, Motherwell and Lockerbie. No replacement buses can operate on these routes.</p> <p>The alternative rail route between England and Scotland is also blocked, with no trains running between Newcastle and Scotland.</p>

### Transport Focus comment:

The advice here was clear. We often recommend to operators that they are clear about which day they are referring to when mentioning 'until the end of service', so this was good practice. This helps avoid confusion when services run beyond midnight and when 'old' disruption messages are still visible into the next day.

Virgin Trains also provided a helpful reminder to passengers who wished to travel to and from Scotland that they would be entitled to a full refund if they chose not to travel at all.

**Alternative Travel / Ticket Easements:**

Tickets for travel to or from Scotland from Wednesday 28 February to Sunday 4 March inclusive can be used on any of Virgin Trains Scotland services during that time. Alternatively, if customers would prefer to cancel their journey, refunds will be given without any fee being charged

Today (Friday 2 March), all ticket restrictions, inclusive of Advance tickets, have been lifted for all Virgin Trains routes.

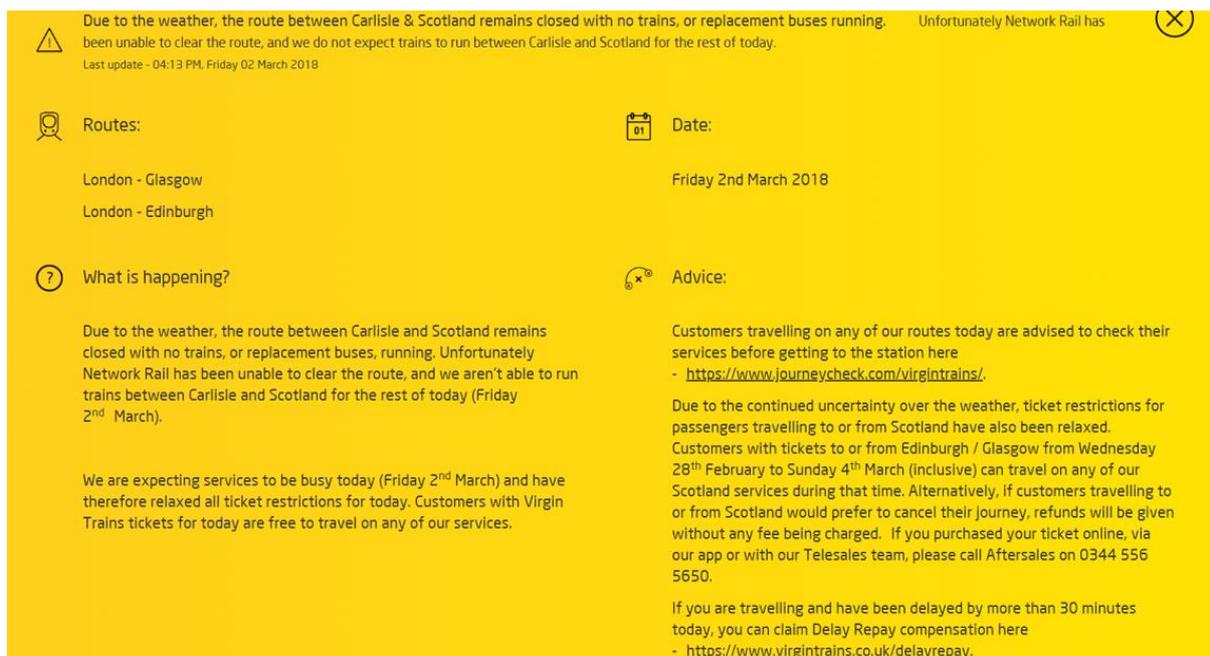
The NRE page for Virgin Trains also provided clear and succinct information on which alternative services its tickets to and from Scotland could be used.

**Transport Focus comment:**

While the information on Virgin Trains services to and from Scotland was very clear, there wasn't any information about how other Virgin Trains services were affected. London Northwestern was warning that services between Birmingham New Street and London Euston were having to run at a reduced frequency. However, passengers could have been forgiven for thinking that only the Scottish route was affected and other Virgin Trains services were running normally.

At the time we looked at the information provided for Virgin Trains on NRE (6.18pm), passengers were advised that the page had last been updated more than four and a half hours ago (1.38pm). With such a time lapse, passengers viewing the website might have thought it was out of date.

On the Virgin Trains website there was a clear banner warning passengers of the problems for those who wanted to travel to and from Scotland. When we clicked on the banner to expand the information, it provided additional information about the relaxation of ticket restrictions and extended validity.



**Due to the weather, the route between Carlisle & Scotland remains closed with no trains, or replacement buses running. Unfortunately Network Rail has been unable to clear the route, and we do not expect trains to run between Carlisle and Scotland for the rest of today.** Last update - 04:13 PM, Friday 02 March 2018

**Routes:**  
 London - Glasgow  
 London - Edinburgh

**Date:**  
 Friday 2nd March 2018

**What is happening?**

Due to the weather, the route between Carlisle and Scotland remains closed with no trains, or replacement buses, running. Unfortunately Network Rail has been unable to clear the route, and we aren't able to run trains between Carlisle and Scotland for the rest of today (Friday 2nd March).

We are expecting services to be busy today (Friday 2nd March) and have therefore relaxed all ticket restrictions for today. Customers with Virgin Trains tickets for today are free to travel on any of our services.

**Advice:**

Customers travelling on any of our routes today are advised to check their services before getting to the station here - <https://www.journeycheck.com/virgintrains/>.

Due to the continued uncertainty over the weather, ticket restrictions for passengers travelling to or from Scotland have also been relaxed. Customers with tickets to or from Edinburgh / Glasgow from Wednesday 28th February to Sunday 4th March (inclusive) can travel on any of our Scotland services during that time. Alternatively, if customers travelling to or from Scotland would prefer to cancel their journey, refunds will be given without any fee being charged. If you purchased your ticket online, via our app or with our Telesales team, please call Aftersales on 0344 556 5650.

If you are travelling and have been delayed by more than 30 minutes today, you can claim Delay Repay compensation here - <https://www.virgintrains.co.uk/delayrepay>.

When we looked further down the Virgin Trains homepage under 'All Routes – live update', passengers were warned that there were cancellations to services on all routes and delays of up to 90 minutes. Specific information was given on lines blocked by snow between Lichfield Trent Valley and Stoke-On-Trent, damage to overhead electric wires between Preston and Lancaster, and a fire alarm sounding at London Euston. None of this information was on the Virgin Trains page on NRE.

#### Cancellations to services on all routes

Due to severe weather between Carlisle and Glasgow Central all lines towards Glasgow and Edinburgh are blocked.  
Impact:

Train services running across the whole Virgin Trains network will be cancelled, delayed by up to 90 minutes or revised. Edinburgh, Haymarket, Glasgow Central, Motherwell and Lockerbie will not be served. Disruption is expected until the end of the day on 04/03/18.

Customer Advice:

You can get in contact with us via Twitter (@VirginTrains).

A 'Do Not Travel' has been issued for travel to/from Scotland today with no other alternative road transport between Carlisle and Scotland.

Customers can obtain a full refund from the point of purchase or use tickets to travel on either the 3rd or 4th of March.

If your journey with us has been delayed by 30 minutes or more, you may be entitled to compensation for a portion of your fare.

Please visit [virgintrains.co.uk/delayrepay](http://virgintrains.co.uk/delayrepay) for details.

Additional Information:

You can get in contact with us via Twitter (@VirginTrains).

#### Alterations to services between Lichfield Trent Valley HI and Stoke-On-Trent

Due to heavy snow between Lichfield Trent Valley and Stoke-On-Trent all lines will be blocked.

Impact:

Train services running through these stations will be delayed by up to 10 minutes or diverted via Stafford.

Disruption is expected until the end of the day.

Customer Advice:

We are sorry for the delay this will cause to your journey.

You can get real time journey updates to your mobile by visiting [www.journeycheck.com/virgintrains](http://www.journeycheck.com/virgintrains) and registering for Live travel alerts direct from our control centre or by tweeting our team @VirginTrains.

If your journey has been delayed, you may be entitled to some compensation. Please check <http://www.virgintrains.co.uk/contact?reload=delayclaim> for more information.

#### Cancellations to services between Preston and Lancaster

Due to damage to the overhead electric wires between Preston and Lancaster all lines are blocked.

Impact:

Train services running through these stations may be cancelled, delayed by up to 60 minutes or terminated at Preston and restarted from Lancaster. Disruption is expected until the end of the day.

Customer Advice:

We are sorry for the delay caused to your journey.

You can get real time journey updates to your mobile by visiting <http://www.journeycheck.com/VT> and registering for live travel alerts direct from our control centre or by tweeting our team @VirginTrains. #

If your journey has been delayed, you may be entitled to some compensation. Please check <https://www.virgintrains.co.uk/delayrepay> for more information.

Delays to services at London Euston

Due to the fire alarm sounding at a station at London Euston all lines are blocked.

Impact:

Train services running to and from this station may be delayed by up to 30 minutes. Disruption is expected until 18:45 02/03.

Customer Advice:



We are sorry for the delay caused to your journey.

You can get real time journey updates to your mobile by visiting <http://www.journeycheck.com/VT> and registering for live travel alerts direct from our control centre or by tweeting our team @VirginTrains. #

If your journey has been delayed, you may be entitled to some compensation. Please check <https://www.virgintrains.co.uk/delayrepay> for more information.

**Transport Focus comment:**

It was concerning that such significant information on the routes outside Scotland was missing from the NRE page for Virgin Trains. This may have been an oversight, but we have long argued that operators should do more to 'sense check' their own websites and the information about their services on third-party websites, such as NRE. When there is such widespread disruption, it is vital to ensure that important information is not omitted, as well as checking that what is there is correct.

## Virgin Trains East Coast (VTEC) (At 6.29pm)

On National Rail Enquiries (NRE), VTEC passengers were advised 'NOT TO TRAVEL today' and that there would be no trains running between Newcastle and Scotland. It was also made clear that there would be no replacement buses. Passengers were then advised what services would be running on other parts of the network.

Incident created	28/02/2018 09:19
Last updated	02/03/2018 13:24
Route affected	Virgin Trains East Coast services
TOC(s) affected	<a href="#">Virgin Trains East Coast</a>
Description	<p>Heavy snow and extreme weather conditions are affecting services across the network.</p> <p><b>***Customers are advised NOT TO TRAVEL today***</b></p> <p><b>NO TRAINS WILL RUN between Newcastle and Scotland today and NO alternative road transport will run due to the hazardous conditions.</b></p> <p>One train in either direction per hour will operate on the following routes:</p> <ul style="list-style-type: none"> <li>• London Kings Cross to Newcastle</li> <li>• London Kings Cross to Leeds</li> </ul> <p>One train in either direction every two hours (in alternate hours) on the following routes:</p> <ul style="list-style-type: none"> <li>• London Kings Cross to Newark North Gate</li> <li>• London Kings Cross to York</li> </ul>

The website explained that ticket restrictions had been lifted 2-7 March, which meant that tickets would be valid on any VTEC train. Passengers were also told that if they were booked to travel anywhere north of Newcastle between Wednesday 28 February and Sunday 4 March, they would be entitled to a full refund if they returned their unused tickets to the point of purchase.

**Ticket easements:**

All ticket restrictions have been lifted between today and Wednesday 7 March. Your ticket will be valid for travel on any Virgin Trains East Coast train.

Ticket restrictions have also been lifted across all of their services today. This means that if you are booked to travel on a Virgin Trains East Coast service today, you may travel on an earlier or later service than booked.

Any customers who were booked to travel on a Virgin Trains East Coast service to or from anywhere north of Newcastle between Wednesday 28 February and Sunday 4 March will be entitled to a full refund without charge if they return their unused tickets to their point of purchase.

**Transport Focus comment:**

Given the extent of the service that was running we were unsure whether the advice 'not to travel' was for all or part of the network. It could have been made clearer whether 'do not travel' applied only to journeys north of Newcastle, or to anywhere on VTEC. It would also have been helpful to provide advice about departure times for those services that were running, for example: "services from London to Newcastle will leave Kings Cross at xx minutes past each hour".

While the ticket validity information was clear, it did not set out passengers' rights to a full refund if they decided not to travel because of the disruption. This would not have been restricted just to those travelling north of Newcastle on 2 March, particularly as the advice from VTEC was 'not to travel'.

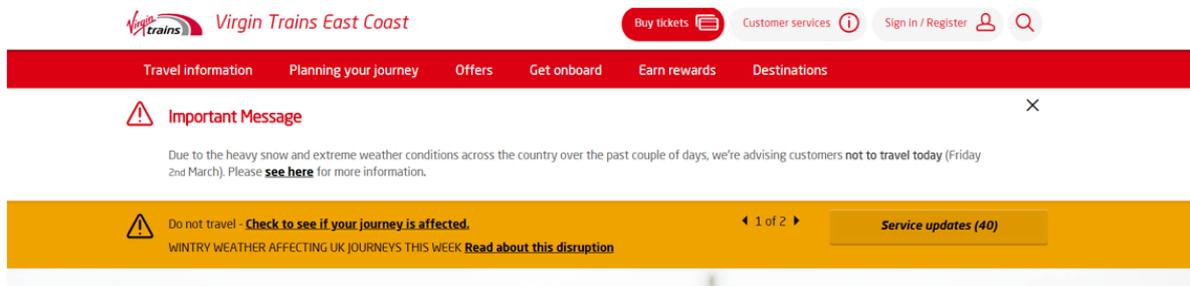
When we looked at the VTEC pages on NRE (6.29pm), passengers were told that the page had last been updated five hours earlier (1.24pm). With such a time lapse, passengers viewing the website might have thought it was out of date.

Finally, passengers were told that they could use their tickets to travel with other operators, but that these trains might also be disrupted because of the severe weather. This is good practice.

**Ticket Acceptance:**

You may use your ticket on Great Northern, TransPennine Express, CrossCountry, Grand Central and Hull Trains via any reasonable route. Please note that these train operators may also be affected by the severe weather.

The VTEC website clearly warned passengers that because of the weather they were advised ‘not to travel’.



In addition to the route information and ticket restrictions that passengers were given on NRE, the VTEC website also advised passengers that it was expecting to run a service to Edinburgh the following day, but to check back for updates.

We are monitoring weather conditions and Network Rail are working hard to clear the route to allow us to run trains to and from destinations which are north of Newcastle. We are currently working on a train plan for Saturday 3<sup>rd</sup> March and expect to run services to Edinburgh. However, this plan is still being finalised, please check our website for the latest updates, which will be published as soon as they become available.

We're sorry for any inconvenience this has caused you. We'd like to remind all of our customers to take extra care over the next few days in the snow and icy conditions.

## West Midlands Railway (at 6.38pm)

West Midlands Railway passengers were advised of delays and cancellations across the network by National Rail Enquiries, and that this was expected to continue until at least the end of the day. A breakdown of the different routes disrupted was then provided.

<b>TOC(s) affected</b>	<b><u>West Midlands Railway:</u></b>
<b>Description</b>	<p>There are yellow weather warnings for snow and ice across the West Midlands Railway region today.</p> <p>We strongly advise you <b>check before your travel</b> using the real-time <a href="#">Journey Planner</a> or <a href="#">Live Departure Boards</a>.</p> <p>Trains across the West Midlands Railway network may be cancelled or delayed. Disruption is expected until at least the end of the day.</p> <p><b>Trains are currently being disrupted on the following routes:</b></p> <ul style="list-style-type: none"> <li>• There are no trains between <b>Hereford and Worcester</b> for the rest of today - <b>DO NOT TRAVEL</b> on this route</li> <li>• There are no trains between <b>Worcester and Kidderminster</b> for the rest of today - <b>DO NOT TRAVEL</b> on this route</li> <li>• A significantly reduced service between <b>Worcester Shrub Hill and Stratford-upon-Avon</b> and trains may be delayed by up to 40 minutes</li> <li>• A reduced service is running between <b>Lichfield Trent Valley and Barnt Green</b> (via Birmingham New Street) - trains may also be delayed</li> <li>• There is currently no service to <b>Alvechurch or Redditch</b></li> <li>• Buses are replacing trains between <b>Nuneaton and Coventry</b></li> </ul> <p>It is currently not possible to run replacement road transport on most routes affected due to the poor weather affecting road conditions.</p>

The advice given to passengers was to make their journeys as early as possible during the afternoon, and details of alternative travel options were provided.

**Alternative travel advice:**

Road transport is in operation between Sutton Coldfield and Lichfield City, and between Lichfield City and Lichfield Trent Valley.

Road transport is in operation between Barnt Green and Redditch

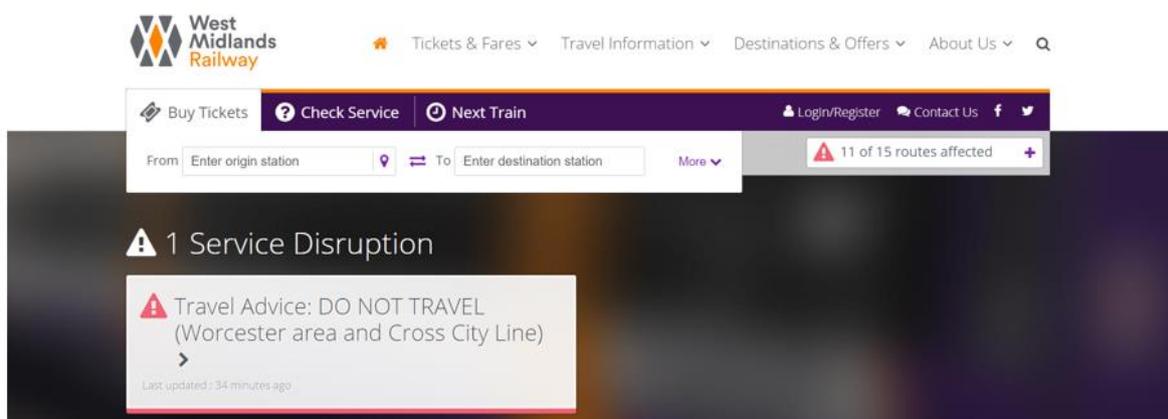
You may use your ticket on [National Express West Midlands Buses](#) on the following routes:

- Cross City North bus route numbers: 14, 65, 67, X3, X4, X5 and X14
- Cross City South bus route numbers: 11A, 11C, 27, 45, 47, 49, X61, 63, 80 and 98

**Transport Focus comment:**

While the above is helpful, passengers may have wanted more information on the ‘road transport’ being made available. For example, was it a bus or a taxi, what was the frequency, where would it stop and so on. For those unfamiliar with the local bus network, it would also have been helpful to provide a link to a journey planner such as [www.traveline.info](http://www.traveline.info), so that they could establish whether any of the options were suitable for them.

On the West Midlands Railway website there was a prominent warning advising against travel in the Worcester area or on the Cross City Line.



When they clicked through on the service disruption warning, passengers were given succinct information about the nature of the disruption, alternative travel dates, refunds and compensation.

## Travel Advice: DO NOT TRAVEL (Worcester area and Cross City Line)

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If you're travelling in the Worcester area or on our Cross City line, our advice to passengers is **DO NOT TRAVEL**.

**Why are we advising this?**

We don't make this decision easily. Based on our assessment of the situation, we believe that the problem will continue to affect our service for the foreseeable future - not travelling or travelling on a different day is really the best option.

If you have already started your rail journey, We would encourage our customers to check our website, as well as the [National Rail Enquiries real-time journey planner](#) or our [Live Departures and Arrivals Boards](#) to find alternative options or speak to one of our station or on-board team members.

Further advice will be shown on our website when it becomes available.

**What about my ticket?**

Don't worry, we know it's not your fault:

- ▶ If you have ticket dated for today it's ok to use it tomorrow.
- ▶ If you choose not to travel, we will give you a full refund.
- ▶ If you have already started your journey and have been delayed by 15 minutes or more, we will compensate you. [Find out more about our delay repay scheme.](#)

Travel Information ▾

< Service Disruptions

- Changes to Train Times
- Live Departures & Arrivals
- Timetables
- Network Map
- Mobile App
- On-board Facilities +
- Lost Property
- Station Information
- Car Parks
- Airports by Train
- Accessible Travel
- Travel More Comfortably
- Snow Updates

Further down the West Midlands Railway homepage, passengers were able to check the status of each line, and expand the information for each one. This allowed passengers to see disrupted lines as well as routes with a 'good service'.

**i** Live travel updates Latest update: 18:40

Birmingham New Street Lines - 5 of 7 routes with <i>major disruption</i> <span style="float: right; color: purple;">+</span>
Birmingham Snow Hill Lines - 1 of 1 routes with <i>major disruption</i> <span style="float: right; color: purple;">+</span>
London Euston Lines - 3 of 3 routes with <i>major disruption</i> <span style="float: right; color: purple;">+</span>
Marston Vale Line - 1 of 1 routes with <i>good service</i> <span style="float: right; color: purple;">+</span>
Abbey Line - 1 of 1 routes with <i>major disruption</i> <span style="float: right; color: purple;">+</span>
Stourbridge Town Shuttle - 1 of 1 routes with <i>good service</i> <span style="float: right; color: purple;">+</span>

## Live travel updates

Latest update: 18:40 

 Birmingham New Street Lines - *5 of 7 routes with major disruption*

 Coventry via Birmingham Intl - *Major disruption*

### Disruption details

Due to heavy snow between Birmingham New Street and London Euston fewer trains are able to run.

#### Impact:

Train services running to and from these stations may be cancelled or delayed by up to 30 minutes. Disruption is expected until the end of the day.

#### Customer Advice:

Trains on the route between Birmingham - Northampton - Milton Keynes - London Euston are currently around 30 minutes late because of weather related problems. We will see this level of delay to service for the rest of the day.

We are recommending, where possible, you make your journey as early as possible this afternoon. We don't want you to get caught out and find yourself significantly delayed - or unable complete your journey, should the forecast weather cause us problems.

#### What are my options?

We will update our real time information system with information about the train service, as we become aware of problems. Using the the Real Time Journey Planner and Live Arrival and Departure Boards on our website and at our stations will show you our current train services.

If you choose not to travel, if you have already purchased a ticket, you will be able to get a refund from the place you bought your ticket.

#### Changes to ticket restrictions

Because of today's weather conditions across the network, we have lifted all evening peak ticket restrictions today.

Holders of tickets which have time restrictions may travel at any time this evening. In addition, customers holding West Midlands Trains 'Advance' tickets (where you have to travel on a specified train) for travel today will be permitted to use any alternative West Midlands Railway or London Northwestern Railway service for the rest of today.

[Less](#)

## Appendix B – weather context

To help provide some context to the scale of the disruption, we have taken extracts from the Met Office’s ‘weather impacts’ summary for that week<sup>3</sup>:

### Rail

National Rail reported mass disruption in South East England, Scotland, North West England and South West England, with only two train operators in the whole of Great Britain not affected. On the evening of Thursday 1 March, a South Western Railway service became stranded in the New Forest and passengers did not reach their destination until morning.

### Road

On 1 March: the A38 at Haldon Hill (Devon) was closed as there were a number of accidents. The A380 was closed so that the authorities could concentrate on keeping the coastal road open. The A303 came to a standstill with drivers stranded for 12 hours. Up to 400 vehicles were trapped on the A1 near Peterborough and in Lincolnshire the RAF used its vehicles to transport health staff to hospitals and to vulnerable people.

In Scotland, 300 people were stranded for 20 hours on snow-bound roads. Numerous roads were closed including the M73, M80, M876 and A92.

Late on the 1st and on the 2nd, many roads across southern Britain become treacherous after freezing rain.

### Air

Over 140 flights from Heathrow, Gatwick and London City airports were cancelled. Glasgow and Edinburgh airports closed.

## Met Office weather summary for 1 to 4 March<sup>4</sup>

### England

“The 1st was bitterly cold, with a maximum of only -3.7 °C at Pennerley (Salop) and Little Rissington (Gloucestershire) and significant snow for most parts, with over 50 cm reported in Cumbria and Northumberland; Storm Emma brought disruptive snowfall and strong winds to the south-west from mid-afternoon, which turned to freezing rain in some southern coastal parts. Outbreaks of snow still affected the south and south-west on the 2nd, with light snow showers in the north-east, and very wet with rain, sleet and snow in the Midlands and East Anglia from mid-afternoon. It remained very cold with an overnight minimum temperature of -10.0 °C at Alston Springhouse Park (Cumbria), and windy too with gusts of 84 mph reported at Warcop (Cumbria). It turned milder on the 3rd with rain for the south-west, spreading along the south coast, and patchy rain, sleet and snow in the north. The 4th started

<sup>3</sup> <https://www.metoffice.gov.uk/climate/uk/summaries/2018/march>

<sup>4</sup> <https://www.metoffice.gov.uk/climate/uk/summaries/2018/march>

with 57 cm of snow at Little Rissington (Gloucestershire) had showers and longer spells of rain over the West Midlands and south-west, with rain and sleet further north, and it was became wet across East Anglia and the south-east later.”

### **Wales**

“The 1st was bitterly cold with a minimum of -9.4 °C and maximum of -4.7 °C at Tredegar (Gwent), with snow turning heavy and persistent from the south in the afternoon; with strong winds and significant drifting, depths in excess of 50 cm were reported in central and southern parts. Wet and windy for most on the 2nd with a mixture of rain, sleet and snow, and Aberdaron and Valley (Gwynedd) had gusts to 66 mph. Slightly milder on the 3rd with showery rain, sleet and snow mainly across the south and around the west coast, and St Athan (S Glamorgan) recorded 55 cm of lying snow. It was milder on the 4th but generally cloudy with rain, or sleet on higher ground.”

### **Scotland**

“Bitterly cold on the 1st, with a minimum of -10.7 °C at Cawdor Castle (Nairnshire) and a maximum of -2.9 °C at Braemar (Aberdeenshire) and Dalwhinnie (Inverness-shire), with frequent, heavy snow showers in most parts, although drier and brighter in the west. Snow showers persisted over the east on the 2nd, with the west drier; Drumalbin (Lanarkshire) was heaviest hit with 49 cm of lying snow and there was also 46 cm at Bishopton near Glasgow. The 3rd was similar, with another area of mainly light snow affecting the south during the afternoon. Cold with rain, sleet and snow on the 4th, heaviest across the south and east. The 5th was less cold and it was wet from the central belt northwards, with rain, sleet and hill snow; drier in the south ahead of rain arriving in the evening.”



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