

DOCUMENT “PC”

Arriva Trains Wales/Trenau Arriva Cymru

Passenger’s Charter

[7 December 2003]

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Welcome

Arriva Trains Wales/Trenau Arriva Cymru is your new train operator from [7 December 2003]. We are part of the Arriva Group, a leading provider of passenger transport in Europe.

We now operate all the services previously run by Wales & Borders Trains, including the Valley Lines around Cardiff. We also now operate those services previously run by First North Western between Manchester or Crewe and Llandudno or Holyhead, between Wrexham and Bidston and between Llandudno and Blaenau Ffestiniog.

Arriva is pleased it has been chosen to operate these services by the Strategic Rail Authority and is committed to delivering a better service.

Introduction

This Charter is a statement of our commitment to provide the safe and high quality service you have the right to expect. We publish it so that you know the standards we are determined to achieve.

You can obtain copies of this Charter from our staffed stations and Customer Services. This Charter is also available on our website [www.arrivatrainswales.co.uk].

We set out to provide the best possible standard of service to you and your views are invited and will be taken into account when the Charter is reviewed, at least once a year.

We will also carry out periodic customer satisfaction surveys and publish the results.

We will co-operate with other train operators and transport providers to deliver integrated and 'seamless' transport.

Where possible, we will make other relevant train operators' Passenger's Charters available at all our staffed stations.

Standards

We aim to run all of our trains on time; we continue to strive to improve standards of punctuality and reliability, and we review our performance standards annually.

We are committed to meet Charter standards, and intend to make performance data available on our website [www.arrivatrainswales.co.uk].

Our performance figures for the previous four weeks and year will be published on posters at our staffed stations every four weeks. These figures are independently audited each year.

Performance figures of the other train operators who call at those staffed stations will also be published on posters.

Punctuality and Reliability

Our punctuality and reliability standards for trains arriving on time at their final destinations and for reliability, for the following Service Groups, Monday to Saturday, are:

Charter Group	Measure	Punctuality		Reliability	
		Standard %	Trigger %	Standard %	Trigger %
Cambrian	T-10	92.0	89.0	99.5	98.5
Cardiff Local (Valley Lines)	T-5	92.0	89.0	99.5	98.5
Marches	T-10	92.0	89.0	99.5	98.5
Wales - England	T-10	92.0	89.0	99.5	98.5
South, West & Central Wales	T-10	92.0	89.0	99.5	98.5
North Wales Interurban	T-10	92.0	89.0	99.5	98.5
North Wales Branches	T-5	92.0	89.0	99.5	98.5

Notes:

Measure for punctuality and reliability:

T – 5: means trains arriving at their final destination within 5 minutes of their scheduled time.

T – 10: means trains arriving at their final destination within 10 minutes of their scheduled time.

Trigger means the performance level below which compensation becomes payable as detailed in the section ‘What we will do if things go wrong’.

Train cleanliness & facilities

We will clean the outside of our trains every two days and the inside at least once a day. We will not allow a train to enter service without a working toilet. A team of mobile technical staff will be deployed to rectify faults that occur on trains in service wherever such repairs are possible.

Getting a seat

You should usually be able to get a seat. If this is not possible, we will make every effort to ensure that you will not have to stand for more than 20 minutes during your journey. However, there may well be occasions where demand for a service exceeds our expectations or available resources and may cause you to stand for a longer period of time. On certain long distance trains during peak holiday periods and special events we advise you to make a reservation in order to be certain of getting a seat.

Keeping you informed

Timetables

Timetable information will be displayed on platforms and concourses, and timetable booklets will be available free of charge at staffed stations and by post by telephoning 0870 9000 772. Timetable information will be available in alternative formats, including large type and Braille for visually impaired passengers and where appropriate, bilingual English/Welsh timetables will be published.

At larger stations, information will also be provided by TV monitors and public address systems.

By telephone

Timetable information is also available from National Rail Enquiries (NRES):

08457 48 49 50	English language service 24 hours a day
0845 60 40 500	Welsh language service (0600 - 2100)
0845 60 50 600	Textphone enquiries can be made 24 hrs a day with calls returned between 0900 and 1630 Monday to Friday

All calls are charged at local rate and may be monitored.

Information in advance of new timetable

When new timetables are introduced, copies of the Arriva Trains Wales/Trenau Arriva Cymru timetable will be available at all staffed stations at least 28 days before the commencement of new services. New timetable posters will be displayed at stations before the commencement of the new service. Timetable information will be available through NRES 12 weeks ahead of any timetable change dates.

We will also display a summary of significant alterations to the train service four weeks in advance of each timetable change. In the case of planned engineering

work, there will be at least seven days notice of revised timetables and travel arrangements. We will aim to keep any disruption caused by engineering works to a minimum.

Delays to services

If services are severely disrupted, we will aim to issue information through travel bulletins on local radio and television, National Rail Enquiries and with messages at stations. We have equipped many of our stations with real time information points so that passengers may obtain information regarding delays and cancellations. Regularly updated recorded information on cancellations and major disruptions to Arriva Trains Wales/Trenau Arriva Cymru services only is available by telephone on 0870 9000 771.

Catering services on trains

A catering service of hot and cold drinks, sandwiches and snacks is provided at your seat from a trolley service on many longer distance services. Trains with this trolley catering service are detailed in the appropriate pocket timetable. If, for any reason, an advertised on-board catering service is not provided, we will try to advise waiting customers prior to arrival of the train.

Use of the Welsh and English languages

We are committed to providing information in both Welsh and English, and are working with The Welsh Language Board to achieve this. We operate a bilingual service in the following areas:

- Responses to written correspondence
- Customer Service telephone calls*
- e-mail correspondence
- Timetable information – via NRES Welsh Language Service
- Signage is progressively being made bilingual upon renewal
- Producing bi-lingual promotional material as appropriate
- Appropriate pocket timetables and guides to services are produced as bilingual publications
- Providing Welsh language passenger announcements where possible on stations and on trains.

*From 23 May 2004 and between 0900 and 1700 on Mondays to Fridays (excluding Bank Holidays). Prior to this date we hope to have a Welsh speaker available at times, please ask.

Plain English

We are committed to providing all of our literature in plain English.

Buying a ticket

There are a number of ways in which you can purchase a ticket for your journey. Whichever method you use we can guarantee that we will provide accurate, timely and up to date details of services, fares and facilities. We will provide impartial information and always sell you the most appropriate ticket for your journey.

At the station

Ticket office opening times will be clearly displayed at each staffed station, together with information on how to buy a ticket outside these hours. Sufficient staff will be employed in ticket offices so that you do not have to wait for more than five minutes at peak times and three minutes at other times. Ticket office opening hours are also shown on the list of stations found later in this leaflet. When the ticket office is closed, tickets may be purchased on board the train. There are certain staffed stations where the full range of tickets is not currently available. These include advance purchase tickets, monthly and longer period season tickets, reservations and railcards.

By telephone

We provide a facility for purchasing tickets and making advance reservations by telephone on:

0870 9000 773 0800 - 2000 Monday to Saturday
0900 - 1700 on Sundays

A Textphone service is also available; 0845 758 5469

Tickets ordered by telephone or Textphone and paid for by credit/debit card (minimum transaction £10) will be available for collection from your local staffed Arriva Trains Wales/Trenau Arriva Cymru station the following day, or sent to you by first class post (please allow five working days for postal delivery).

On line

Tickets can be purchased online at: [www.xxx.co.uk]

There is no minimum transaction value and tickets will be delivered within three working days.

National Rail appointed travel agents

Tickets are also available from National Rail appointed travel agents.

Tickets for travel should be bought before your journey commences wherever there is a staffed ticket office or a self-service ticketing machine. Where such facilities are available and you travel without a ticket, reduced rate tickets will not be available on the train or at your destination. Where fraudulent travel is involved it is our policy to seek criminal prosecution.

Connections

Connecting trains are shown in the National Rail and pocket timetables. You should always ensure you allow sufficient time if connections are necessary and guidance on the minimum time to allow at principal stations is shown in the National Rail Timetable and in pocket timetables. We always consider the need to hold connections when trains are running late, and cooperate very closely with other train operators to ensure inconvenience is minimised. However, it is not always possible to make a connection if trains are late, as we have to minimise the overall delay to the majority of people. Every effort is made to ensure 'last train of the day' connections are held, and that you will have an alternative service within an hour at other times. You should advise the conductor on your train if you are trying to make a connection and services are subject to delay.

Customers with special needs

We welcome customers with restricted mobility or other special needs and we have a Disabled People's Protection Policy that details the services that you should expect when travelling with us. A summary of this policy is contained in 'A Guide for Customers with Disabilities', available from staffed stations or by post by telephoning 0870 9000 772.

We give our very best service when we have been given at least 24 hours notice as this helps us to have people to help in the right places at the right time; however we will try to make arrangements at shorter notice whenever this is possible.

We will consider appropriate compensation if arrangements made in advance for travel on our services and for our stations are not provided.

Our commitment to customers with special needs includes:

Telephone help line

To ensure customers are met and assisted throughout their journey:

0845 300 3005	0800 - 2000 Mon to Sat
0845 758 5469 Textphone service	0900 - 1700 Sun
Textphone ticket purchase	
0845 758 5469	0800 - 2000 Mon to Sat
	0900 - 1700 Sun

See 'Buying a ticket' for more details

Induction loops

These are provided at a number of our stations.

Partially sighted

Service information is available in large print on request by telephoning 0845 6061 660.

Wheelchair access

Ramps to allow wheelchair access to and from our trains at most stations are installed on all of our trains. In addition, ramps are located at staffed stations.

Trains with wide, power-operated doors and dedicated wheelchair spaces operate on nearly all our services. Accommodation for wheelchairs can be pre-booked on 0845 300 3005 to guarantee availability. Wheelchairs up to 67cm in width can be conveyed on almost all train services. We regret that our trains are unable to accommodate larger wheelchairs, outdoor runabout vehicles and powered scooters.

We will do as much as possible to ensure ease of access into all of our stations and onto our trains.

We will consult with the Royal National Institutes for the Blind, and for Deaf people to improve the provision of information.

Car Parking

Designated car-parking spaces for disabled customers are progressively being provided at our stations. All new developments will take into account the special needs of our customers.

More information

Many Arriva Trains Wales stations are fully accessible for mobility impaired customers, and a complete list can be found in our leaflet 'A Guide for Customers with Disabilities'.

What we will do if things go wrong

Keeping you informed

If delays occur after your train journey has started, we will endeavour to:

- provide as much information as possible on the train
- pass messages on to people who may be meeting you or be worried about you
- get you to the destination on your ticket
- get you to your bus destination where your journey includes train/bus through ticketing
- arrange alternative transport in certain circumstances
- arrange overnight accommodation or transport home in certain circumstances
- get you back to an appropriate station if your journey is not possible
- issue complimentary non-alcoholic drinks, where refreshment facilities are provided and subject to stocks being available, if your journey is delayed by more than one hour.

Compensation

Season Tickets

Season Tickets of one month or more but less than a year

If performance falls more than a small margin below published standards, discounts will be given when season tickets are renewed. For discount purposes, where a season ticket's journey crosses more than one Service Group, as shown on page [x], the ticket will belong to that Service Group which incorporates the longest part of the journey. Information on which Service Group applies to your season ticket is available from ticket offices.

If average punctuality is below 89%, or if average reliability is below 98.5%, for your Service Group for the preceding complete 52 weeks, you will receive a 5% discount on renewal. If both average punctuality and average reliability performance fall below these standards, a 10% discount will be given on renewal.

Annual Season Tickets

We have introduced an improved compensation scheme for annual season ticket holders because we value your commitment. For each complete four-weekly period, during the validity of your ticket, that average annual punctuality or reliability fall below our standards and trigger a refund to other season ticket holders we will give you an additional 1% discount on renewal, to a maximum discount of 8% for each. The combined maximum potential discount will be 16%. In certain instances when severe disruption to a large number of services means that we are unable to offer either an effective train service or replacement bus service on a specific day, we will extend the duration of your season ticket by an extra day, on renewal, for each affected day. In these cases, that day's performance will be excluded from our performance statistics. To be eligible for any compensation due upon renewal, the renewal must take place within 28 days of the expiry of the ticket. Your new ticket must be for the same journey and the same or a shorter period.

If you hold a season ticket of one month or longer and are not renewing your ticket, you will be entitled to National Rail travel vouchers in lieu of the discount/extension which you would have been entitled to.

All other ticket holders

We will as a minimum provide compensation for you, to the value of 20% for holders of single tickets and 10% if you hold a return ticket if your journey on Arriva Trains Wales is delayed by a period of 30 minutes to one hour. You will receive compensation of 100% for holders of single tickets and 50% in the case of a return ticket if your journey on Arriva Trains Wales/Trenau Arriva Cymru services is delayed by more than one hour. If you are delayed for more than two hours we will consider increasing the level of compensation. For holders of weekly season tickets the value for compensation will be the value of that day's return travel and will be treated as a return ticket.

Seat reservations are available on our longer distance services. If for any reason we cannot honour your seat reservation we will try to find you another seat on the train. If this is not possible and you have to stand for more than fifteen minutes of the journey, we will give you vouchers to the value of 5% or more of your journey ticket. Where a reservation is not honoured, we will refund any seat reservation fee paid and, with vouchers, the cost of the journey if no alternative seat is available.

Claim forms may be obtained from conductors, on request at staffed stations or by post from:

Customer Services

Arriva Trains Wales/Trenau Arriva Cymru
Brunel House
2 Fitzalan Road
Cardiff
CF24 0SU

All compensation will be provided in the form of National Rail travel vouchers that are valid for 12 months and will also be accepted by all the other train operating companies. We may in exceptional circumstances offer a cash alternative.

We cannot accept claims when the delay is caused by matters outside the control of the railway industry, such as vandalism, terrorism or exceptionally severe weather conditions affecting most modes of transport.

If the train you intended to use is cancelled, delayed or your reservation will not be honoured, and you decide not to travel, and at that time you return your unused ticket to any ticket office, if we are in a position to do so, we will give you an immediate full refund.

If you decide, for some reason other than delay or cancellation, not to use a ticket you have bought, you can apply for a refund within 28 days. We will ask for supporting information and may charge a £5 administration fee. Specific conditions apply to certain tickets, for example to those with advance purchase requirements. Details on how to claim refunds are available from ticket offices and National Rail appointed travel agents.

How to contact us

The Customer Services Team

Our Customer Services Team aims to present a good image, have name badges, be able to answer specific enquiries and provide assistance and reassurance when needed. Training needs will be identified and regular training given to improve our customer service skills.

Notices on board Arriva Trains Wales/Trenau Arriva Cymru vehicles give details of how to contact us, and how to contact the Rail Passengers' Committee.

When you write to us your letter will be acknowledged within five working days and a definitive response will be provided within 10 working days. If you contact us by telephone, we aim to respond within three working days if the issue cannot be resolved by telephone.

If you send us your travel documents (for example, your tickets or receipts) it will help us to deal with your comments or complaint more quickly.

If you contact us with a comment, you will be given a contact name if you need to follow up your comment.

If your complaint relates to another train operating company, we will pass your correspondence on to them and tell you when we have done so.

We are always pleased to hear the views of our customers and will take account of them when planning our services and we keep a record of all suggestions, comments and complaints.

All personal details supplied to us will remain confidential unless the individual has made an attempt to defraud the business or if the information is needed by the Rail Passengers' Committee to investigate the complaint.

How to contact us:

In person

All our trains have a conductor on board who will be happy to assist you with any queries you may have concerning your journey.

By Post

Head of Customer Services, Arriva Trains Wales, WB4, Brunel House, 2 Fitzalan Road, Cardiff CF24 0SU

E-mail

[customer.services@arrivatw.co.uk]

Telephone

Customer Services Helpline on:

0870 9000 766

0900 - 1700 Monday to Friday

If you are not satisfied with our response, please write to your local Rail Passengers' Committee.

How to Contact the RPC

RPCs are independent bodies set up by Parliament to protect the interests of rail users. They monitor the policies and performance of train and station operators in their areas and have the legal right to make recommendations for changes. Their special tasks include following up complaints and assessing the services offered.

Wales

Secretary,

RPC Wales,

St. David's House,

Wood Street,

Cardiff
CF10 1ES
Telephone 029 2022 7247
walesrailusers@netscapeonline.co.uk

West of England
Secretary,
RPC Western England,
10th Floor,
Tower House,
Fairfax Street,
Bristol
BS1 3BN
Telephone 0117 926 5703
rpc@rpcwest.fsnet.co.uk

The Midlands
Secretary,
RPC Midlands,
6th Floor,
The McLaren Building,
35 Dale End,
Birmingham
B4 7LN
Telephone 0121 212 2133
secretary@mids-railusers.com

Southern England
Secretary,
RPC Southern England,
Centric House,
390/391 Strand,
London
WC2R 0LT
Telephone 020 7222 0391
rpc@rpc-southern.fsnet.co.uk

North Western England
Secretary,
RPC North Western England,
Boulton House,
10 – 21 Chorlton Street,
Manchester
M1 3HY
Telephone 0161 228 6247
secretary@rpc-northwest.fsnet.co.uk

London
Director,
London Transport Users Committee,
6 Middle Street,
London
EC1A 7JA
Telephone 020 7505 9000

Additional Information

Stations

All staffed stations will have daily inspections for cleanliness and general condition of public areas and car parks and remedial action will be taken where necessary. All public areas will be cleaned at least once a day, with public toilets receiving regular attention throughout the day.

When clocks, public address systems or information screens at our stations fail, they will be repaired or replaced as soon as possible.

Unstaffed stations will be inspected and cleaned in the same manner at least twice a week.

Every station will display the following information:

- the name and location of the Manager responsible for that station, together with a telephone number for contact with Arriva Trains Wales/Trenau Arriva Cymru
- the location of the nearest public telephone
- the telephone number for National Rail Enquiries
- details of local ticket sales outlets
- details of taxi and other public transport services
- arrangements for purchasing tickets on trains or by telephone
- directional information
- timetables
- guidance for mobility impaired customers
- arrangements for passenger complaints/comments

Security will be regularly reviewed at all our stations and car parks and, where appropriate, additional security will be provided. This may include the installation of closed circuit television.

Smoking

There is a no smoking policy on all our services.

Bicycles

Bicycles can be carried on most journeys and further details on our provision of cycle facilities can be found in our leaflet 'Cycling by Train'.

Lost Property

Details on how to claim lost property will be available on information posters displayed at staffed stations and from our Customer Services.

Safety

We are committed to running a safe railway and to ensuring that appropriate resources are available to do so. We will protect the safety of our customers, staff, contractors and the general public where affected by our actions and will ensure that property and the environment are protected.

The identification, control and minimisation of hazards and risks is contained in our Safety Policy which is translated into measurable actions in the Safety Plan which is produced annually and reviewed regularly.

Environment

Our promise is that we are dedicated to the continual improvement of our environmental performance.

Our main aims are:

- To comply with all our legal obligations.
- To make efficient use of renewable and non-renewable resources.
- To keep abreast of technological developments impacting on environmental performance and adopt those where practicable.
- To engender an environmental culture which enables employees to be fully involved and aware of their environmental responsibilities.
- To specify, monitor and review annual environmental objectives for key managers.

Conditions of carriage

The Passenger's Charter is our commitment to you to raise our standards. It does not create any new legal relationship with you as a result of what we promise to do and it does not affect your legal rights. Your legal rights are set out in the National Rail Conditions of Carriage, which is a legal contract and available at all ticket offices.

Ticket Office opening hours at [7 December 2003]

The following Ticket Offices are operated by Arriva Trains Wales/Trenau Arriva Cymru.

Station	M-F	M-F	Sat	Sat	Sun	Sun
	Open	Close	Open	Close	Open	Close
Aberdare ⁺	0650 ⁺	1030 ⁺	0900	1320	Closed	
Abergavenny	0640	1710	0630	1330	1220	1940
Aberystwyth	0620	1725	0620	1520	Closed	
Bangor	0530	1830	0530	1830	1115	1845
Barmouth*	0800*	1600*	0800*	1600*	Closed	
Barry	0705	1445	0705	1445	Closed	
Bridgend	0545	1900	0545	1900	0815	1800
Cadoxton	0610	0945	0840	1215	Closed	
Caerphilly	0700	1740	0700	1740	Closed	
Cardiff Central	0545	2130	0545	2130	0645	2130
Cardiff Queen St	0710	1815	0810	1645	Closed	
Carmarthen	0635	1735	0635	1735	1000	1735
Chester	0530	0030	0530	0030	0745	0000
Colwyn Bay	0605	2000	0605	2000	1115	1845
Cwmbran	0650	1350	0800	1350	Closed	
Flint	0630	2115	0630	2115	1215	1945
Haverfordwest**	0645	1330	0645	1330	**	**
Hereford	0545	1750	0615	1650	1010	1710
Holyhead***	***	***	***	***	***	***
Llandaf	0640	0945	0910	1315	Closed	
Llandrindod Wells	0645	1600	0645	1200	Closed	
Llandudno	0840	1530	0840	1530	1015	1745
Llandudno Junction	0525	1845	0525	1845	1115	1845
Llanelli	0650	1250	0650	1250	Closed	
Machynlleth	0745	1600	0745	1600	1030	1330
Merthyr Tydfil	0730	1440	0730	1340	Closed	
Neath	0530	1845	0530	1845	0945	1745
Newport	0600	2000	0600	2000	0715	1945
Penarth	0710	1445	0710	1445	Closed	
Pontypridd ⁺	0640 ⁺	1351 ⁺	0640	1351	Closed	
Porth ⁺	0640 ⁺	1351 ⁺	0640	1351	Closed	
Port Talbot Parkway	0530	1845	0530	1845	1000	1730
Prestatyn	0615	2100	0615	2100	1145	1900
Radyr	0700	1300	0700	1300	Closed	
Rhyl	0620	1930	0620	1930	1115	1845
Runcorn East	0715	1430	0715	1430	Closed	
Shotton	0715	1430	0715	1430	Closed	

Shrewsbury	0530	2200	0530	2200	0730	2030
Swansea	0510	1835	0510	1835	0620	2035
Trefforest	0625	1740	0625	1740	Closed	
Wrexham General	0615	1900	0615	1900	1415	2130
Ystrad Mynach	0615	1215	0715	1315	Closed	

* Barmouth ticket office is open May to September and closed from October to April inclusive.

** The Winter Sunday hours at Haverfordwest are 1245-1840.

** The Summer Sunday hours at Haverfordwest are 0945-1700.

*** Holyhead is open 24 hours, except for Sunday (0300-0500).

+ Exceptions to Monday to Friday hours are detailed below

Exceptions⁺	Day	Open	Close
Aberdare	Wed	0650	1325
Pontypridd	Tue	0640	1306
Porth	Friday	0640	1251

The following ticket retail facilities at Arriva Trains Wales/Trenau Arriva Cymru stations are operated by other parties and the hours of opening are subject to change. Please ask at the office or look for times displayed on notice at station.

Station	M-F	M-F	Sat	Sat
	Open	Close	Open	Close
Aber	0700	1300	0700	1300
Bargoed	0700	1300	0700	1300
Gobowen	0655	1255	0730	1230
Lisvane & Thornhill**	**	**	**	**
Ludlow	0600	1715	0600	1415
Milford Haven	0815	1045	0900	1330
	1230	1330		
Newtown	0810	1300	0810	1245
	1400	1650		
Pembrey & Burry Port	0730	1700	0730	1300
Severn Tunnel Junction	0600	1030	0600	1030
Taffs Well**	**	**	**	**

Note: These facilities are closed on Sundays.

** Hours of operation are subject to local conditions, please ask at the office or see notice at station.

Other stations served by Arriva Trains Wales/Trenau Arriva Cymru at [7 December 2003]

Network Rail 08457 11 41 41

Birmingham New Street
Liverpool Lime Street
Manchester Piccadilly
Waterloo (only until 22 May 2004)

Central Trains 0121 654 1200

Albrighton
Bilbrook
Codsall
Oakengates
Wellington (Shropshire)

First Great Western 0870 241 0930

Bath Spa (only until 22 May 2004)
Bristol Parkway (only until 22 May 2004)
Bristol Temple Meads
Didcot Parkway (only until 22 May 2004)
Exeter St Davids
Newtown Abbott
Reading (only until 22 May 2004)
Swindon (only until 22 May 2004)
Taunton
Tiverton Parkway
Totnes

First North Western 0870 241 2305

Earlestown
Manchester Oxford Road
Newton-le-Willows
Wilmslow

Merseyrail 0151 702 2534

Bidston

South West Trains 020 7620 5620

Basingstoke (only until 22 May 2004)
Clapham Junction (only until 22 May 2004)
Salisbury (only until 22 May 2004)
Woking (only until 22 May 2004)

Virgin Trains 0870 789 1234

Birmingham International
Crewe
Runcorn
Stafford
Stockport
Warrington Bank Quay
Wolverhampton

Wessex Trains 0845 6000 880

Bodmin Parkway
Bradford-on-Avon (only until 22 May 2004)
Bridgewater
Camborne
Dawlish
Dawlish Warren
Devenport
Dockyard
Filton Abbey Wood
Gloucester
Hayle
Highbridge & Burnham-on-Sea
Ivybridge
Keyham
Liskeard
Lostwithiel
Menheniot
Nailsea & Blackwell
Par
Penzance
Redruth
St Austell
St Budeaux Ferry Road
St Erth
St Germans

Saltash
Teignmouth
Trowbridge (only until 22 May 2004)
Truro
Warminster (only until 22 May 2004)
Weston-super-Mare
Worle
Yatton