



Making rail accessible:

Policies and Practices
Helping Older and Disabled Passengers

June 2018

CrossCountry routes

Where can we take you?

Welcome to CrossCountry

Covering over 1,400 route miles and calling at 120 stations – from Aberdeen to Penzance, and from Stansted to Cardiff – CrossCountry is the most extensive rail network in Britain. With Birmingham at its core, CrossCountry provides fast services to major cities including Newcastle, Leeds, Sheffield, Manchester, Bristol, Southampton, Cardiff, Edinburgh and Glasgow.



CrossCountry routes — Summer weekend services —
Please note: not all stations are shown



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Policies and Practices

1. Our Strategy

At CrossCountry our approach is to maintain, and improve, current standards of accessibility to services for people with disabilities or whose mobility is impaired.

We will take account of provisions within the Equality Act 2010 working with other rail industry partners to ensure compliance where complementary services (such as station services) are supplied under contract. We strive to deliver a high standard of care to all of our customers.

We are committed to delivering the standards set out in the Technical Specification for Interoperability for Persons with Reduced Mobility (PRMTSI) when renewing or refurbishing rolling stock.

This document has been prepared with reference to the Department for Transport (DfT) publication "How to write your Disabled People's Protection Policy: A Guide for Train & Station Operators" (issued November 2009). It is a 'live' document and is always under development.

2. Management Arrangements

We aim to provide easy access and excellent customer service for all our customers. We take a holistic approach to matters of equality and introduce improvements as quickly as we reasonably can after an issue has been identified. All members of staff have a duty to provide assistance and information to customers with disabilities as well as feeding back improvement ideas to the business.

Responsibility for this policy will lie with our Customer Service Director, who will ensure that it is integrated into business plans and the planning stage of all major projects. While we have no major improvement projects in the pipeline, the Customer Service Director will ensure that the requirements of disabled and mobility impaired customers are represented at board level with appropriate briefings to all members of staff during their twice yearly Customer Service Training days or on a more ad-hoc basis through our internal weekly briefing publications.



3. Monitoring and Evaluation

In order to monitor progress and compliance, all complaints, queries and compliments are recorded and reviewed by the Customer Relations Manager, either as part of a monthly trend report or immediately on receipt. This ensures the effectiveness of our policies and practices are monitored over time and that any day to day issues are identified and resolved as quickly as possible.

On a day to day basis, the customer relations team review all Passenger Assistance Reservations made by CrossCountry to ensure they have been made correctly and that the appropriate assistance can be provided at all locations.

We also undertake joint contract audits with other station operators to review provision of services and facilities. Review of the facilities and services provided for customers with disabilities, or whose mobility is impaired, forms an important feature of these audits.

An annual review of this policy will take place and a report will be sent to the DfT on each anniversary of the approval of this policy. We will detail progress made in achieving objectives and any difficulties experienced with the implementation of the policy.

4. Access Improvements

The ease of access and the facilities and assistance available at stations varies considerably. Most stations were built in the 19th Century when consideration of the requirements for access by people with disabilities was often paid little regard. Considerable improvements have been made at a number of stations across the national rail network and we will actively work with station operators in the planning of upgraded facilities.

5. Working with Others

We will work closely with Transport Focus, the Disabled Persons Transport Advisory Committee (DPTAC) and other representative disability groups in order to continuously improve the levels of service we offer disabled customers.

We are also represented on the Rail Delivery Group (RDG) Disability Group and any working parties set up by that group to investigate ways in which accessibility may be improved. Through RDG, we will liaise with various groups and organisations representing the interests of disabled people to ensure that their needs are fed into our business.

6. Staff Training

Our customer service training includes training in relation to disability. This includes appreciation of the widest definition of "disability" including, for example those temporarily disabled through illness, injury or surgery, sufferers from epilepsy, ME, arthritis, or cerebral palsy and people with learning difficulties, impaired vision or speech impediments, in addition to wheelchair users.

Other staff - including those in management roles - are given briefings to improve disability awareness. We seek to continuously improve the quality of our training programmes through consultation with specialist bodies.

Details of our staff training, including the number of people trained will be provided to the DfT annually or as otherwise requested.

7. Emergency Procedures

We recognise that disabled customers may need special assistance at times of train or station evacuation. We have written procedures for our on-board staff to follow in such circumstances which deal specifically with the arrangements for dealing with disabled customers.

Remember, in an emergency situation it is often safer to remain on the train. The on-board team will provide the necessary assistance during an evacuation.

The Passenger Assist System provides us with details of all customers who have reserved accommodation or pre-arranged assistance. This information is available to train crew by way of a passenger list and CrossCountry Control so that it can be referred to in the event that changes have to be made to the train's itinerary in response to operational contingencies, or should there be an emergency involving the train.

8. Making Connections

We want to make sure that information about services is accessible too. So we include our JourneyCare details in the "Rail Travel Made Easy" booklet which is available at staffed stations, libraries and a range of disability organisations. We also dedicate a section of our website to information about how to access services for disabled people and whose mobility is impaired.



Telephone

Information about CrossCountry services, (including details of changed arrangements due to engineering work), and the services available at the stations at which we stop can be obtained from the CrossCountry JourneyCare team.

You can speak to our JourneyCare team by calling 0344 811 0125 or text phone 0344 811 0126 between 0800 and 2000, 7-days a week (except Christmas Day and Boxing Day).

Our JourneyCare service also allows you to make a reservation, arrange necessary assistance and, using most debit or credit cards, purchase the ticket for the journey. All we ask is that you give us at least 24 hours notice so we make the arrangements. But if you're buying a ticket we need 5 days to post it to you. Alternatively we can make it available to collect from a station with a pre-booked ticket collection facility after 2 hours.

Website

We also recognise the need for our website to be accessible to all. We have implemented a number of features to make our website easy to use, especially for users with disabilities.

Our website aims to conform to the Priority 1 (Level A) standard of the W3C's Web Content Accessibility Guidelines 1.0. It also includes many features found in "AA" accessible sites such as colour considerations and easily resizable fonts. We will continue to make improvements and try to make sure this website conforms to these guidelines.

Signage

Sometimes small changes, such as clear and well placed signs can make a significant improvement to the journey of all customers, especially those with disabilities. While we don't manage any stations, we work closely with the station operators to make sure that station signage conforms to industry best practice and approved codes of practice.

9. Car Parking

To make travelling by train even more convenient we encourage station operators to give consideration to the location and number of designated parking spaces for use by people with disabilities. We encourage them to monitor the appropriate use of these facilities and have enforcement and security arrangements in place.

Helping Older and Disabled Passengers

1. Policy Summary

This document sets out our current arrangements for meeting the needs of customers who are disabled, or whose mobility is impaired. We will support independent travel as far as possible, with the standards of information and access raised across the board so that customers with mobility difficulties have more confidence in travelling.

At CrossCountry our policy is to maintain, and improve, current standards of accessibility to services for people with disabilities (including those which are less obvious), the elderly or those whose mobility is impaired.

We will take account of provisions within the Equality Act 2010 working with other rail industry partners to ensure compliance where complementary services (such as station services) are supplied under contract. We strive to deliver a high standard of care to all of our customers.

We will work closely with Transport Focus, the Disabled Persons Transport Advisory Committee (DPTAC) and other local and nationwide user groups representing the interests of disabled passengers, in order to continuously improve the levels of service we offer disabled customers. We also work closely with our station colleagues and suppliers to ensure that sufficient resource is made available, not only to deliver Passenger Assistance but to continuously look for ways to improve the passenger experience.

Our policy is a 'live' document and is always under development. We will carry out a full review annually with each version approved by the Office of Rail and Road (ORR).

2. Assistance for Passengers

Passenger Assistance is available across the rail network to enable elderly and disabled passengers to receive extra help when travelling should they need it.

Working with the station teams, we can arrange for:

- ramps to assist disabled passengers to get on and off trains
- an employee to provide a helping hand with getting on or off the train or climbing stairs
- an employee to provide guidance to a blind or visually impaired passenger
- a wheelchair to help with transfer between the station entrance and the train



- depending on the level of assistance or physical access required we can provide a taxi for disabled passengers travelling from an inaccessible station to one accessible to them

Please be advised we are unable to:

- accompany passengers throughout their entire journey
- provide personal care, such as help with eating and drinking, taking medication or using the toilet
- carry heavy or excessive amounts of luggage
- provide assistance outside of our stations areas, i.e. into high streets or across roads

If you need support or assistance in making your journey our JourneyCare service is here to help. Our dedicated staff can provide information about CrossCountry services, (including details of changed arrangements due to engineering work), the services available at the stations we stop at, and arrange any assistance you will need when you make your journey. You can also buy tickets and make reservations for your journey through the JourneyCare service. Our call centre closes at 8pm so you can book assistance up until 8pm the day before your journey. You do not have to give more than 24 hours' notice to book assistance. Therefore, if you want to contact us outside our call centre hours please contact National Rail Enquiries on 03457 48 49 50 and you'll be directed to available Call Centres where you can make your assistance booking.

We also understand that it isn't always possible to book assistance in advance. Therefore if you do need on the day assistance, please just speak to a member of station staff or contact our JourneyCare team and we will do as much as we can to try and help. When booking your assistance with us, we will also send you an email (where possible) confirming all of the details you have provided to give you extra peace of mind. Where time permits, we can send a copy by post if you need one. Although our JourneyCare team is dedicated to CrossCountry, they have access to the national systems and Knowledge base databases and will be happy to help you wherever you're planning to travel on the national rail network, regardless of the train operating company involved. Their details follow:

A summary of the JourneyCare (Journey Care) contact details

Service	Contact details	Opening hours
JourneyCare telephone	0344 811 0125	08.00 – 20.00 Monday to Sunday (except Christmas Day and Boxing Day)
JourneyCare textphone	0344 811 0126	08.00 – 20.00 Monday to Sunday (except Christmas Day and Boxing Day)
Stations Made Easy Nationalrail.co.uk/stations		24hours a day, 7 days a week

Alternatively, you may want to contact your local station's Train Operating Company. They will be able to provide information, reserve seats or wheelchair accommodation on CrossCountry services as well as arranging assistance for any rail journey.

To ensure that the best possible assistance is provided we recommend that you give a minimum of 24 hours notice. JourneyCare allows reservations to be made through the Passenger Assist system. We strongly recommend that reservations are made. There will however be occasions where this may not be possible. In these circumstances, we will do everything possible to provide the appropriate accommodation and all necessary assistance.

If you have not pre-arranged your journey please advise the Train Crew, who will endeavour to arrange help for you. Priority will however be given to customers who have booked assistance and spaces/seats in advance.

As we do not operate any stations, any assistance provided before or after boarding the train will be provided by that station's operator. We will ensure that information regarding any changes to the service provided is made available at the earliest opportunity and appropriate alternatives are offered to enable you to make your journey.

3. Alternative Accessible Transport

Where practicable we will ensure that provisions are made for disabled customers when procuring taxi and bus services. When negotiating such contracts, priority will be given to companies with appropriate vehicles.

Where there is a requirement to replace trains with buses, we will endeavour to provide accessible vehicles to enable disabled customers to be accommodated. However, if these are not available, alternative arrangements will be made (such as provision of a suitable taxi) at no additional cost to you.

Where trains are replaced by other modes of transport, we will give aural and visual information to enable disabled people to find suitable transport.

As we do not operate any stations we work with station operators to ensure that when or where a station is inaccessible, suitable alternative arrangements are provided. Our JourneyCare service can provide details of your nearest accessible station or arrange an alternative form of transport (such as a suitable taxi) to your nearest accessible station according to your needs and the station operators own policy.



4. Passenger Information

We recognise that clear, concise information can make a real difference in making travelling by train easier. You can get detailed information about our services and the stations we stop at through our JourneyCare service. You can request this information in alternative written or audio formats.

Alternatively, our website gives full details of station facilities. We work with the station operators to ensure this information is as up-to-date and accurate as possible.

The live database – ‘Stations Made Easy’ – also gives details of accessibility and facilities at all national rail stations. This database is updated as required to take account of temporary or permanent changes to accessibility facilities. It can be accessed through the National Rail Enquiries website at: www.nationalrail.co.uk/stations or by calling 03457 48 49 50. Updates including live train service information and details of planned engineering works can also be obtained from National Rail Enquiries, either by telephone or online.

Copies of this document are made available free of charge from all staffed stations which CrossCountry serve.

5. Tickets and Fares

You can buy your ticket on our website – crosscountrytrains.co.uk - for travel on any train in Britain. If there's time we will send your tickets to your home address or arrange for you to collect them from a self service machine if the facility is available at the station where your journey starts. You can also print off your tickets at home or at work for many of our services.

Our website is the best place to find our cheapest tickets, plus you can buy tickets in conjunction with a Disabled Persons Railcard if you have one. If you're also booking assistance, please check that this can be provided for the journey you want to make with our JourneyCare team before confirming your ticket purchase.

Discounts for Disabled Passengers

The Disabled Persons Railcard is welcomed for purchasing reduced price travel on all CrossCountry trains. This allows you, and an adult companion travelling with you, to get 1/3 off most Standard and First Class fares throughout Britain.

Details are available in the Rail Travel Made Easy leaflet, published by Rail Delivery Group (RDG). You can get a copy from any staffed

station or by phoning the Disabled Persons Railcard Application helpline on **0845 605 0525** or by using the Disabled Persons Railcard website:

www.disabledpersons-railcard.co.uk.

Passengers travelling in their own wheelchair are entitled to a discount on some fares even if they do not hold a Railcard. A companion is also eligible for the same discount.

Customers with visual impairments are also eligible for some reduced fares even if they do not have a Railcard. If you have a visual impairment you must be travelling with a companion to be eligible for a discount. You must provide documentary evidence of your disability. Your companion will also receive the same discount.

Other ways to buy your ticket

- You can buy your ticket by calling our JourneyCare reservation service in good time on **0344 811 0125** or by textphone on 0344 811 0126. We will send it to your home address or arrange for you to collect it from a self service machine if a suitable one is available at the station where your journey starts.
- You can buy your ticket from any station ticket office for travel on any train journey.
- Self service ticket machines are available at a number of stations.

If disability prevents you from buying your ticket before boarding the train, our staff will still offer you the same range of walk-up fares on the train as those available at stations, with the appropriate Disabled Persons Railcard reduction if applicable.

6. At the Station

We call at over 100 stations, ranging from major terminals to unstaffed stations, but do not operate any of them. Details of station operators are shown at the end of this document.

The ease of access and the facilities and assistance available at stations varies considerably. Most stations were built in the 19th Century when consideration of the requirements for access by people with disabilities was often paid little regard. Considerable improvements have been made at a number of stations across the national rail network and we will actively work with station operators in the planning of upgraded facilities.

At stations where our services call we have formal agreements in place with the relevant station operators (either another Train Operating Company or Network Rail). These agreements require



them to arrange mobility assistance at staffed and unstaffed stations according to the station operators own policy. We regularly review the effectiveness of these arrangements with the station operators. The table at the end of this document shows the station operator at each of the stations where we stop. At some stations assistance is only available at certain times. Our JourneyCare team will be able to advise regarding alternative travel arrangements. Where such help will be required it needs to be pre-arranged using the Passenger Assist system.

CrossCountry undertakes joint contract audits with other station operators to review the provision of services and facilities. Review of the facilities and services provided for customers with disabilities, or whose mobility is impaired, forms an important feature of these audits.

- Specifically, we work with the station operators to ensure that:
- changes to a station’s infrastructure does not impede the ability of disabled passengers to access the station, and that any changes are publicised appropriately and through the ‘Stations made easy’ database
 - clear, consistent and up-to-date information about train departures is provided both aurally and visually
 - information points are provided at larger stations to provide information regarding station facilities, train times, service disruption and connecting transport in a useful, clear manner
 - ticket machines provided at stations are accessible and can sell tickets offering the Disabled Persons Railcard reduction
 - any ticket gates are either staffed or locked open. Where gates are in place, a wide gate is always available for those passengers who find the narrow gates difficult or impossible to use.
 - booked assistance with luggage is provided by station staff, and they assist as much as they are able when assistance is not pre-booked
 - any left luggage facilities (including lockers) offered at stations are accessible to all users
 - suitable ramps at stations to assist in boarding the train are provided (all our trains carry ramps to enable disabled passengers to board / alight from the train at stations where ramps may not be available)
 - every effort is made to ensure disabled passengers’ access to station facilities operated by third parties – e.g. shops and services.

7. On the Train

Aural and visual information

All trains have public address equipment. Our Voyager and Turbostar trains also have a visual display in each coach showing the train’s destination and next stop. The on-board team will make clear announcements within two minutes when delays occur and prior to each station, sufficiently in advance to enable customers to be ready to alight. Customers who may have difficulty hearing such announcements should advise a member of the on-board team at the earliest opportunity.

Seats on trains

You can reserve a seat on many of our trains, and with some types of tickets you will get a seat reservation automatically. When you buy your tickets on our website, you can choose where you want to sit from a plan of the train layout, and reserve that seat if it is available.

All our trains have a number of ‘priority’ seats available for customers who require additional space. Reservation of these seats is also controlled through the Passenger Assist system and they are only made generally available when all other reservable seats are booked.

If you travel without a reservation our on-train staff will do their best to ensure you get a seat.

Travelling with a wheelchair

All our trains can carry manual or powered wheelchairs, but these need to be within the following dimensional and weight limitations:

Summary of wheelchair accommodation limitations

Dimension	Value
Width	700 millimetres
Length (including footplates)	1200 millimetres
Height (including customer)	1350 millimetres
Weight (including customer)	300 kilograms

All trains have a wheelchair space in Standard class. Our Voyager trains and High Speed Trains also have a wheelchair space in First Class. The location of wheelchair spaces is clearly indicated on the exterior of the train by the wheelchair users’ logo next to the appropriate door.

Wheelchair accessible toilets are available close to the wheelchair accommodation.

Ramps are available at staffed stations served by CrossCountry. All our trains also carry ramps, we are therefore able to offer assistance to and from the train at unstaffed stations provided that:



- Wheelchair access/egress is available between the platform and station entrance is possible
- The wheelchair user has arranged his/her own assistance to/ from the platform or can move around the station unaided.

We will ensure that any spaces dedicated for wheelchairs are not used for any other purpose and the need to keep these spaces clear is a specific part of our luggage policy.

Travelling with Scooters

Our trains can convey only certain types of mobility scooter. Many of the larger powered scooters cannot be conveyed on CrossCountry due to their weight, dimensions and lack of manoeuvrability. They may also pose a safety risk to other passengers. Scooters with a small triangular footprint may, however, be able to obtain access. You should seek advice from the JourneyCare team.

Users with models which can be folded down into lightweight manageable components may take their scooter onto the train as luggage. Customers or a travelling companion will need to be able to carry the folded scooter on or off the train. It should be stowed in the luggage rack or dedicated luggage compartment located in coach D of our Voyager trains.

Our rolling stock

A list of the different types of rolling stock used by CrossCountry and the routes on which they normally run is shown below.

Routes	Rolling Stock	Space for wheelchair	Wheelchair accessible toilet	PRM TSI compliance
South West England - the North East and Scotland	Voyager and High Speed Train	Voyager: Yes - one in First Class, one in Standard. High Speed Train: Yes - one in First Class and two in Standard.	Voyager: Yes - three on 5-coach trains, two on 4-coach trains. High Speed Train: Yes - one in First Class, one in Standard.	Partial
Reading - Newcastle	Voyager	Yes - one in First Class, one in Standard.	Yes - three on 5-coach trains, two on 4-coach trains.	Partial
Bristol - Manchester	Voyager	Yes - one in First Class, one in Standard.	Yes - three on 5-coach trains, two on 4-coach trains.	Partial
Bournemouth - Manchester	Voyager	Yes - one in First Class, one in Standard.	Yes - three on 5-coach trains, two on 4-coach trains.	Partial
Cardiff - Nottingham	Turbostar	Yes - two in Standard	Yes - one in Standard	Partial
Birmingham New Street - Stansted Airport	Turbostar	Yes - two in Standard	Yes - one in Standard	Partial
Birmingham New Street - Leicester	Turbostar	Yes - two in Standard	Yes - one in Standard	Partial

In every case, a wheelchair accessible toilet is provided close to each wheelchair space.

On-board service

Our on-board staff are briefed to look out for customers who need extra help and to offer appropriate assistance when necessary, including help alighting from the train.

To make the most of your journey we offer a wide range of food and drink, all served to you at your seat, on many of our long-distance services. Our at-seat service is available between 06.00 and 20.00 on services between Birmingham New Street and:

- > Bristol Temple Meads / Plymouth
- > Manchester Piccadilly
- > Newcastle / Edinburgh
- > Reading / Bournemouth

Catering is not provided at all on some services and may not be available throughout the entire length of the journey. Our on-board team will be more than happy to help you with any specific queries.

8. Making Connections

You can travel by CrossCountry to reach many parts of the country and if there's not a direct train, you can get to many places by making one change. Where a change of train is necessary we will ensure that this change can be made as easily as possible by suggesting alternative connecting stations or through the use of station assistance. Many of our customers start or finish their journeys on train services provided by other Train Operating Companies. CrossCountry will liaise with other train and station operators to review, and where practical improve interchange arrangements for all customers. We have identified alternative interchange locations to Birmingham New Street, as this can be a difficult place to change between trains. These include Cheltenham Spa, Derby, Leamington Spa and Wolverhampton. These stations can often be easier and more convenient places to change trains. Please call our JourneyCare team on 0344 811 0125 for advice on connections – our JourneyCare team will also be able to book your tickets on any operator's services.

We will also work with station operators to request that other transport connecting with stations is accessible, or an accessible alternative is provided as far as is reasonably practicable.



9. Disruption to Facilities and Services

There are occasions where train services may be disrupted. In the event of serious delay we want to ensure that the needs of all customers are met, with particular regard paid to the requirements of customers with disabilities and those whose mobility is impaired. Anyone requiring help or advice, is encouraged to make themselves known to on-board staff.

All on-board staff are encouraged to provide the highest levels of customer service and are empowered to resolve appropriate issues 'on the spot'. They are empowered to make arrangements for individual customers at times of severe disruption, in liaison with the Customer Service Support Managers located in our Control offices who will provide each station with your updated travel plan.

10. Contact Us

We welcome your comments and will take these into consideration in reviewing and implementing this Policy. Comments on any aspect of our service, including information about facilities which are not of the expected standard are welcome in any common format (such as audio or textphone). You can contact us via:

Telephone: 03447 369123

Fax: 0121 200 6005

Textphone: 0121 200 6420

e-mail: customer.relations@crosscountrytrains.co.uk

Website: crosscountrytrains.co.uk

Customer Relations

CrossCountry

5th Floor

Cannon House,

18 The Priory Queensway

Birmingham

B4 6BS

We are open from 08.30 to 20.00 Monday to Friday and Saturday 09.00 to 16.00.

Normally the CrossCountry Customer Relations team will respond to customers in writing, and if requested to do so will reply in large print, by telephone, textphone, or in any common audio format.

Confidentiality and Data Protection

Keeping your personal information safe and secure is our priority, for more information please see our Privacy Policy (www.crosscountrytrains.co.uk/privacy-policy). In order for us to fulfil your passenger assistance request via our online form, we will need to capture and record your personal and journey data within the Passenger Assist booking system, solely for the purposes of arranging your assistance. If you still require assistance with your journey, but do not want to have your data recorded, just call our team on 0344 811 0125 or send us a direct message on Twitter @CrossCountryUK and we will be happy to help.

At all times such use and storage will be in accordance with the General Data protection Regulation (GDPR) and any other relevant legislation from time to time.

11. Alternative Formats

Copies of this document are made available free of charge from all staffed stations which CrossCountry serve. The Policy can be obtained in alternative formats on request such as large print and any common audio format. We will supply this within seven working days.



12. Station Accessibility Information

While we do not operate any stations, we work with the relevant station operators to ensure they provide the best service possible to disabled customers. These operators also have their own Disabled Persons Protection Policy to ensure that all passengers receive the assistance which they need.

The table below shows the station owner at each of the stations where we stop, along with contact details for their Customer relations departments.

Station	Station operator	Website	Customer relations number
Aberdeen	ScotRail	scotrail.co.uk	0344 811 0141
Alnmouth	Northern	northernrailway.co.uk	0800 200 6060
Arbroath	ScotRail	scotrail.co.uk	0344 811 0141
Ashchurch for Tewkesbury	Great Western Railway	gwr.com	0345 7000 125
Attenborough	East Midlands Trains	eastmidlandtrains.co.uk	0345 7125 678
Audley End	Greater Anglia	greateranglia.co.uk	0345 6007 245
Banbury	Chiltern Railways	chilternrailways.co.uk	0345 6005 165
Basingstoke	South Western Railway	southwesternrailway.com	0345 6000 650
Bath Spa	Great Western Railway	gwr.com	0345 7000 125
Beeston	East Midlands Trains	eastmidlandtrains.co.uk	0345 7125 678
Berwick-upon-Tweed	London North Eastern Railway	lner.co.uk	08457 225 333
Birmingham International	Virgin Trains	virgintrains.co.uk	0344 5565 650
Birmingham New Street	Network Rail	networkrail.co.uk	0121 654 4288
Bodmin Parkway	Great Western Railway	gwr.com	0345 7000 125
Bournemouth	South Western Railway	southwesternrailway.com	0345 6000 650
Bristol Parkway	Great Western Railway	gwr.com	0345 7000 125
Bristol Temple Meads	Great Western Railway	gwr.com	0345 7000 125
Brockenhurst	South Western Railway	southwesternrailway.com	0345 6000 650
Bromsgrove	West Midlands Railway	westmidlandrailway.co.uk	0344 8110 133
Burton-on-Trent	East Midlands Trains	eastmidlandtrains.co.uk	0345 7125 678
Caldicot	Arriva Trains Wales	arrivatrainswales.co.uk	0333 3211 202
Camborne	Great Western Railway	gwr.com	0345 7000 125
Cambridge	Greater Anglia	greateranglia.co.uk	0345 6007 245
Cardiff Central	Arriva Trains Wales	arrivatrainswales.co.uk	0333 3211 202
Cheltenham Spa	Great Western Railway	gwr.com	0345 7000 125
Chepstow	Arriva Trains Wales	arrivatrainswales.co.uk	0333 3211 202
Chesterfield	East Midlands Trains	eastmidlandtrains.co.uk	0345 7125 678

Station	Station operator	Website	Customer relations number
Chester-le-Street	Northern	northernrailway.co.uk	0800 200 6060
Coleshill Parkway	West Midlands Railway	westmidlandrailway.co.uk	0344 8110 133
Congleton	Northern	northernrailway.co.uk	0800 200 6060
Coventry	Virgin Trains	virgintrains.co.uk	0344 5565 650
Crewe	Virgin Trains	virgintrains.co.uk	0344 5565 650
Cupar	ScotRail	scotrail.co.uk	0344 811 0141
Darlington	London North Eastern Railway	lner.co.uk	08457 225 333
Dawlish	Great Western Railway	gwr.com	0345 7000 125
Derby	East Midlands Trains	eastmidlandtrains.co.uk	0345 7125 678
Doncaster	London North Eastern Railway	lner.co.uk	08457 225 333
Dunbar	London North Eastern Railway	lner.co.uk	08457 225 333
Dundee	ScotRail	scotrail.co.uk	0344 811 0141
Durham	London North Eastern Railway	lner.co.uk	08457 225 333
Edinburgh Waverley	Network Rail	networkrail.co.uk	0131 550 2031
Ely	Greater Anglia	greateranglia.co.uk	0345 6007 245
Exeter St. Davids	Great Western Railway	gwr.com	0345 7000 125
Filton Abbey Wood	Great Western Railway	gwr.com	0345 7000 125
Glasgow Central	Network Rail	networkrail.co.uk	0141 335 4352
Gloucester	Great Western Railway	gwr.com	0345 7000 125
Guildford	South Western Railway	southwesternrailway.com	0345 6000 650
Hayle	Great Western Railway	gwr.com	0345 7000 125
Haymarket	ScotRail	scotrail.co.uk	0344 811 0141
Hinckley	East Midlands Trains	eastmidlandtrains.co.uk	0345 7125 678
Inverkeithing	ScotRail	scotrail.co.uk	0344 811 0141
Kirkcaldy	ScotRail	scotrail.co.uk	0344 811 0141
Ladybank	ScotRail	scotrail.co.uk	0344 811 0141
Leamington Spa	Chiltern Railways	chilternrailways.co.uk	0345 6005 165
Leeds	Network Rail	networkrail.co.uk	0113 247 9024
Leicester	East Midlands Trains	eastmidlandtrains.co.uk	0345 7125 678
Leuchars	ScotRail	scotrail.co.uk	0344 811 0141
Liskeard	Great Western Railway	gwr.com	0345 7000 125
Long Eaton	East Midlands Trains	eastmidlandtrains.co.uk	0345 7125 678
Lostwithiel	Great Western Railway	gwr.com	0345 7000 125
Lydney	Arriva Trains Wales	arrivatrainswales.co.uk	0333 3211 202



Station	Station operator	Website	Customer relations number
Macclesfield	Virgin Trains	networkrail.co.uk	0344 5565 650
Manchester Piccadilly	Network Rail	virgintrains.co.uk	08450 000 033
Manea	Greater Anglia	greateranglia.co.uk	0345 6007 245
March	Greater Anglia	greateranglia.co.uk	0345 6007 245
Markinch	ScotRail	scotrail.co.uk	0344 811 0141
Melton Mowbray	East Midlands Trains	eastmidlandstrains.co.uk	0345 7125 678
Montrose	ScotRail	scotrail.co.uk	0344 811 0141
Morpeth	Northern	northernrailway.co.uk	0800 200 6060
Motherwell	ScotRail	scotrail.co.uk	0344 811 0141
Narborough	East Midlands Trains	eastmidlandstrains.co.uk	0345 7125 678
Newcastle	London North Eastern Railway	lner.co.uk	08457 225 333
Newport (South Wales)	Arriva Trains Wales	arrivatrainswales.co.uk	0333 3211 202
Newquay	Great Western Railway	gwr.com	0345 7000 125
Newton Abbot	Great Western Railway	gwr.com	0345 7000 125
Nottingham	East Midlands Trains	eastmidlandstrains.co.uk	0345 7125 678
Nuneaton	West Midlands Railway	westmidlandsrailway.co.uk	0344 8110 133
Oakham	East Midlands Trains	eastmidlandstrains.co.uk	0345 7125 678
Oxford	Great Western Railway	gwr.com	0345 7000 125
Paignton	Great Western Railway	gwr.com	0345 7000 125
Par	Great Western Railway	gwr.com	0345 7000 125
Patchway	Great Western Railway	gwr.com	0345 7000 125
Penzance	Great Western Railway	gwr.com	0345 7000 125
Peterborough	London North Eastern Railway	lner.co.uk	08457 225 333
Plymouth	Great Western Railway	gwr.com	0345 7000 125
Reading	Great Western Railway	gwr.com	0345 7000 125
Redruth	Great Western Railway	gwr.com	0345 7000 125
Severn Tunnel Junction	Arriva Trains Wales	arrivatrainswales.co.uk	0333 3211 202
Sheffield	East Midlands Trains	eastmidlandstrains.co.uk	0345 7125 678
South Wigston	East Midlands Trains	eastmidlandstrains.co.uk	0345 7125 678
Southampton Airport Parkway	South Western Railway	southwesternrailway.com	0345 6000 650
Southampton Central	South Western Railway	southwesternrailway.com	0345 6000 650
Spondon	East Midlands Trains	eastmidlandstrains.co.uk	0345 7125 678
St Austell	Great Western Railway	gwr.com	0345 7000 125
St Erth	Great Western Railway	gwr.com	0345 7000 125

Station	Station operator	Website	Customer relations number
Stafford	Virgin Trains	virgintrains.co.uk	0344 5565 650
Stamford	East Midlands Trains	eastmidlandstrains.co.uk	0345 7125 678
Stansted Airport	Greater Anglia	greateranglia.co.uk	0345 6007 245
Stockport	Virgin Trains	virgintrains.co.uk	0344 5565 650
Stoke-on-Trent	Virgin Trains	virgintrains.co.uk	0344 5565 650
Stonehaven	ScotRail	scotrail.co.uk	0344 811 0141
Tamworth	West Midlands Railway	westmidlandsrailway.co.uk	0344 8110 133
Taunton	Great Western Railway	gwr.com	0345 7000 125
Teignmouth	Great Western Railway	gwr.com	0345 7000 125
Tiverton Parkway	Great Western Railway	gwr.com	0345 7000 125
Torquay	Great Western Railway	gwr.com	0345 7000 125
Totnes	Great Western Railway	gwr.com	0345 7000 125
Truro	Great Western Railway	gwr.com	0345 7000 125
University	West Midlands Railway	westmidlandsrailway.co.uk	0344 8110 133
Wakefield Westgate	London North Eastern Railway	lner.co.uk	08457 225 333
Water Orton	West Midlands Railway	westmidlandsrailway.co.uk	0344 8110 133
Weston-super-Mare	Great Western Railway	gwr.com	0345 7000 125
Whittlesea	Greater Anglia	greateranglia.co.uk	0345 6007 245
Willington	East Midlands Trains	eastmidlandstrains.co.uk	0345 7125 678
Wilmslow	Northern	northernrailway.co.uk	0800 200 6060
Wilmecote	West Midlands Railway	westmidlandsrailway.co.uk	0344 8110 133
Winchester	South Western Railway	southwesternrailway.com	0345 6000 650
Wolverhampton	Virgin Trains	virgintrains.co.uk	0344 5565 650
York	London North Eastern Railway	lner.co.uk	08457 225 333

On some occasions, to allow track improvement work to take place elsewhere, we serve the following stations

Station	Station operator	Website	Customer relations number
Didcot Parkway	Great Western Railway	gwr.com	0345 7000 125
Eastleigh	South Western Railway	southwesternrailway.com	0345 6000 650
Lichfield City	West Midlands Railway	westmidlandsrailway.co.uk	0344 8110 133
Reading West	Great Western Railway	gwr.com	0345 7000 125
Wakefield Kirkgate	Northern	northernrailway.co.uk	0800 200 6060

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crosscountrytrains.co.uk
or call us on 0344 736 9123