

Autism Friendly Route Guide

Cheltenham Spa to Bristol Temple Meads

Our Trains

All our trains are diesel powered; this means they may be slightly noisier than an electric train. The type of train you'll be travelling on is called a Voyager: -

- Formed of four or five coaches and sometimes coupled together to give longer trains.
- Voyager trains operate most of our long-distance services.
- You can explore our Voyager fleet through our virtual tour [here](#).

Announcements and Tones

All our announcements are preceded by a high-pitched tone, these announcements are most likely to take place after the train has just left the station, or just before it arrives. Our crew call is announced by three rising tones, this is nothing to worry about and just means our team want to speak to each other.

Tunnels

Tunnels can cause a sensory change including: -

- Increasing the noise inside the carriage.
- Darkening the carriage (interior lights will remain on).
- The air pressure may change within the carriage; however this will be minimal.

To help you plan and prepare for your journey, outlined below are the time taken to arrive at the tunnel from the previous station, and how long it'll take to get through.

Non-stopping stations

Your train will pass through some smaller stations which can create a noise and pressure change. These stations will take less than a minute to pass so below is outlined the time taken to get to each of those stations from the previous station.

Further Support

If you'd like any further information, help or support, please contact our customer relations team:-

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Values**



We care
passionately




We make the
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We do the
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You can contact us via:

Freephone: 0800 030 9224 – Live BSL interpretation is available through this [link](#)

Textphone: 0800 030 9230

Lines are open 24 hours a day (except Christmas Day and Boxing Day)

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

We aim to respond within 10 working days

Website: crosscountrytrains.co.uk

X/Twitter: [@crosscountryuk](https://twitter.com/crosscountryuk)

Our social media team are available 7 days a week, 24 hours a day (except Christmas Day and Boxing Day)

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.

A full autism friendly guide on travelling by train more generally is available from network rail [here](#)

How to use this guide

This guide will allow you to track your journey against sensory changes, detailing stations you'll be stopping at, stations you'll pass without stopping and tunnels you'll go through along with a time since the last station stop, so you can time and prepare your journey. Any changes to this will be announced by your train crew. Stations you'll be stopping at are highlighted in **bold** and non-stopping stations will be in normal type text. Tunnels will be underlined, larger viaducts and other features of significance will be in *italics*. Disruption may change routes and timings, information about disruption on our routes can be found [here](#)

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Feature	Time since Last Stop	Duration	Type
Cheltenham Spa			Station Stop
<i>Stonehouse Viaduct</i>	<i>00:10</i>	<i>00:01</i>	<i>Viaduct</i>
Cam & Dursley	00:13		Non-Stopping Station
<u>Wickwar Tunnel (1401 yards)</u>	<u>00:18</u>	<u>00:02</u>	<u>Tunnel</u>
Yate	00:21		Non-Stopping Station
Bristol Road Viaduct	<i>00:23</i>	<i>00:01</i>	<i>Viaduct</i>
M4 Viaduct	<i>00:26</i>	<i>00:01</i>	<i>Viaduct</i>
Bristol Parkway Station	00:28		Station Stop
Filton Abbey Wood	00:03		Non-Stopping Station
Stapleton Road	00:07		Non-Stopping Station
Lawrence Hill	00:08		Non-Stopping Station
Bristol Temple Meads	00:11		Station Stop

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