

Easy train travel guide



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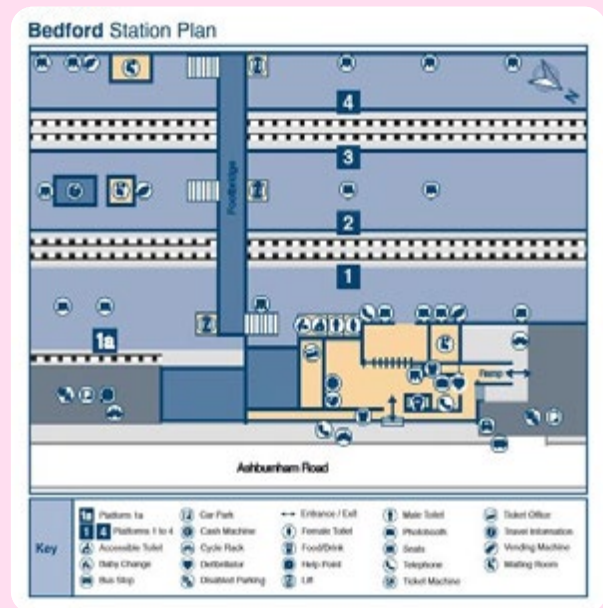
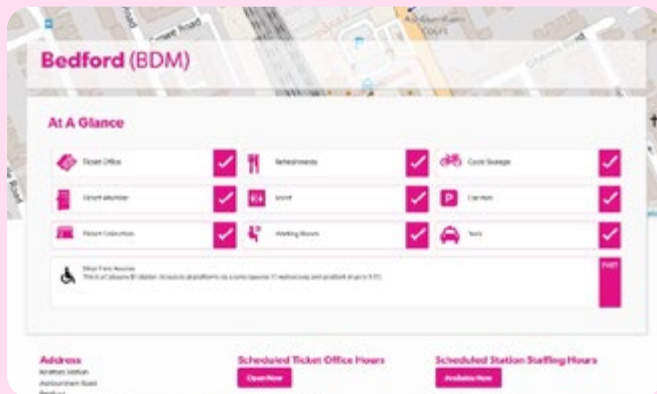


How can I plan my journey?

Our websites have lots of useful information, such as links to our assisted travel pages, station information, engineering works, live disruption information, our route map and how to buy tickets.

On our own websites you can find information about our stations.

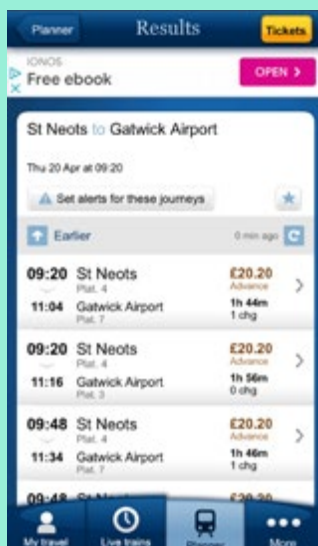
Information is available about the station including car parking, step free access, staffing hours and also a station plan.



National Rail Enquiries (see below) provides information about all UK stations.

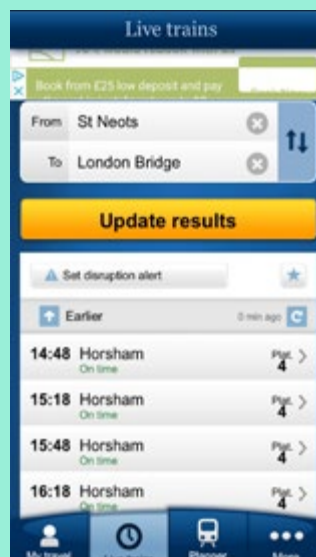
How do I find out about train times?

National Rail Enquiries provides information on train timetables as well as all UK stations. It is available both as a web page and 'National Rail' app.



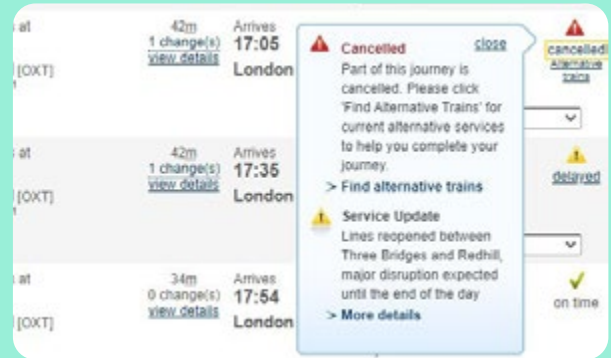
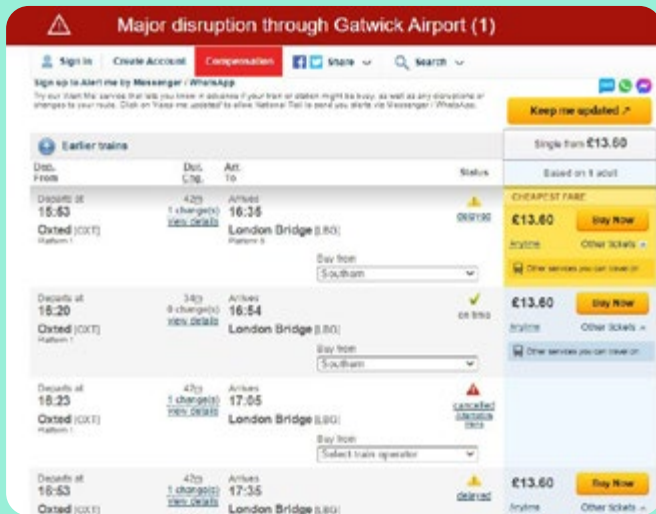
Journey Planner

The 'Journey Planner' page provides timetable information and helps you plan the whole journey, even if it involves several trains.



Live Departures

The 'Live departures' page shows how trains are running right now (in real time) so will show if a train is on time (green), running late or cancelled (red).



The web version of the journey planner also shows if the train is on time:

A green tick means the train is on time

A red triangle means the train is cancelled

A yellow triangle means the train is delayed

If the train is cancelled you can click on the '**Find alternative trains**' link to see other travel options.

How can I tell which trains are less busy?

If you are traveling within the next two hours, you can find out how busy your train may be by clicking on our **Live Departure Boards**.








Departures from St Neots to East Croydon

Operator	Due	Destination	Platform	Expected	Coaches	Seat Availability
TL	15:48	Horsham	4	On time		
TL	16:10	Horsham	4	On time		
TL	16:40	Horsham	4	On time		
TL	17:18	Horsham	4	On time		

If you're planning your journey in advance, you can use our online timetables to see how busy trains usually are on each individual day of the week.

Letchworth Garden City	LET	d	-	-	0851	0857	0917	-	0920	0931	-	-	0951	1000	1004
Peterborough 8	PBO	d	0754	0803	-	-	-	0823	-	-	-	0856	-	-	-
Huntingdon	HUN	d	0810	0820	-	-	-	0837	-	-	-	0912	-	-	-
St Neots	SNO	d	0818	0828	-	-	-	0845	-	-	-	0920	-	-	-
Sandy	SDY	d	0826	-	-	-	-	0853	-	-	-	0927	-	-	-
Biggleswade	BIW	d	0830	0839	-	-	-	0857	-	-	-	0931	-	-	-
Arlesey	ARL	d	0835	-	-	-	-	0902	-	-	-	0936	-	-	-
Hitchin 4	HIT	d	0841	-	0856	0901	-	0908	0924	0935	-	0942	0956	1004	-
Stevenage 4	SVG	d	0847	0853	0902	0906	-	0913	0930	0941	-	0947	1002	1010	-

Usual seat availability

-  Usually many seats available
-  Usually plenty of seats available
-  Usually some seats available
-  Usually only a few seats available
-  Usually standing room only
-  Usually even standing space is limited
-  Expected to be busier than usual

Once at the station, how do I find the right platform?

Our stations have signs to help you find things like platforms, waiting rooms, and toilets.

All of our stations also have information screens to show you each train. These come in different types though all are designed to help you find the right platform for your train.



What information is there while on the train?

Screens are available inside our trains showing stations that the train stops at.

Announcements are also made on our trains providing automated information on where the train is going and what stops it will be making.

If anything changes such a delay to the train, the driver or onboard staff will also make an announcement to keep everyone informed.



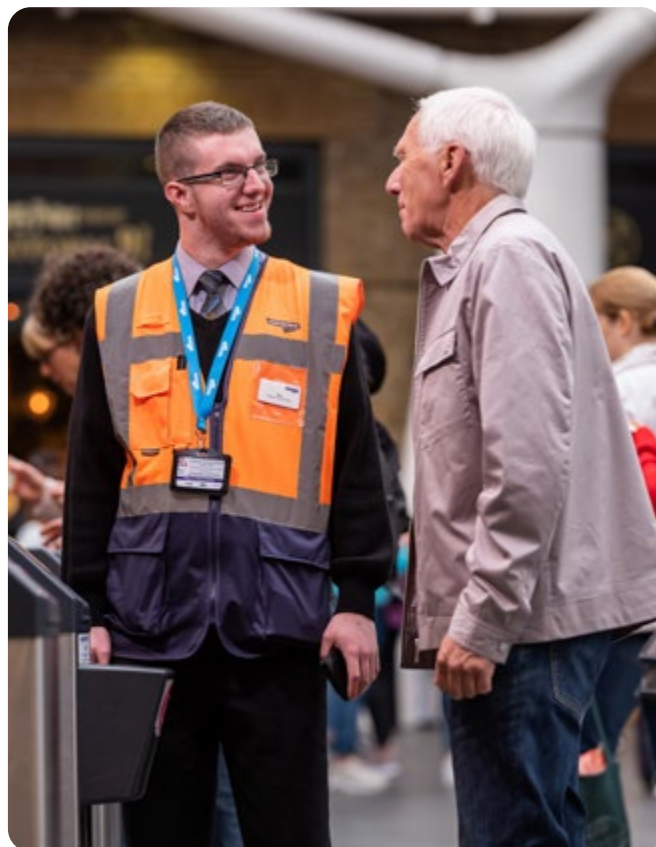
Staff help

Most of our stations (and some of our trains) have staff who are there to help you on your way.

Staff can also assist in many ways such as with ramp assistance, help guide blind and visually impaired people and with using Ticket Vending Machines (collecting pre-paid tickets etc).

At some stations we have introduced **Mobile assistance teams** who can travel to the station to provide assistance getting on and off trains.

They are all trained in assisting everyone including people who are disabled or need more help - so just ask them for help.



What if I need help and there are no staff around?

If your station is not staffed you will always be able to speak to somebody via our help points. These are usually near the entrance – their position is shown on the online station plans shown above.

At most stations, the larger green button connects you to someone who can provide you with assistance e.g. if you need assistance boarding a train or if you need an emergency response.

The blue button connects you with National Rail Enquiries who can provide timetable information.



Other information available at the station:

Posters – welcome posters at the station entrance tell you about the station including if it is step free, and useful contact numbers.

Note the QR code at the bottom, which takes you to the accessibility website page.

Engineering works posters are available to tell you about any engineering works that may affect train times over the coming week. This information is also all available on our websites.

Local information posters showing a street plan of the local area, with information about local buses and taxis.

Route maps are displayed at the station. These can also be downloaded from our websites.

Public Address information – up to date announcements are also provided at our stations and on our trains to tell you if there is any delay affecting your train.

Induction loops are provided at our ticket office windows for people who use hearing aids.



What else is available to help me easily travel?

We provide a number of tools to help everyone travel confidently on our websites.

Communication guide – this useful guide has pictures of features found at our stations that passengers often ask about and may help you communicate with our staff. It is available from ticket offices or can be downloaded from our websites.



Travel support card – our travel support card designed to help everyone who finds it hard to ask for help when travelling. On the card you can write details such as your journey, who to contact in an emergency or anything else you may need help with. Simply show the card at the station or on the train so our staff can give you're the help you need!

Cards are available from ticket offices or can be downloaded from our websites.



Easy ticket guide – our Easy ticket guide is designed to provide straightforward tips to enable everyone to easily purchase and use tickets and can also be downloaded from our websites.



Priority seat card – there are priority seats on all of our trains, usually near the doors and marked with a 'P' sign. If you're pregnant, disabled, over 65 or have a child under 3 or baby on board you are entitled to a Priority seat card.

Assistance dog under seat card – we support the Assisted Dogs Travel scheme, supported by Assistance Dogs UK. The scheme helps assistance dogs and their owners to travel comfortably and safely on our trains by giving a ‘protected space’ for the dog.



Making rail accessible – this leaflet can either be downloaded from our web site or you can pick one up at staffed stations. It contains lots of information about assisted travel.



Useful links

GTR website links

- southernrailway.com
- thameslinkrailway.com
- greatnorthernrail.com
- gatwickexpress.com

Assisted Travel links

- southernrailway.com/travel-information/travel-help/assisted-travel
- thameslinkrailway.com/travel-information/travel-help/assisted-travel
- greatnorthernrail.com/travel-information/travel-help/assisted-travel
- gatwickexpress.com/travel-information/travel-help/assisted-travel

Station info page links

- southernrailway.com/destinations-and-offers/where-we-travel-to/a-z-of-destinations
- thameslinkrailway.com/travel-information/plan-your-journey/station-information
- greatnorthernrail.com/travel-information/plan-your-journey/station-information
- gatwickexpress.com/travel-information/plan-your-journey/station-information

National Rail Enquiry links

- nationalrail.co.uk/find-a-station

Find a quieter train links

- southernrailway.com/travel-information/plan-your-journey/find-a-quieter-train
- thameslinkrailway.com/travel-information/plan-your-journey/find-a-quieter-train
- greatnorthernrail.com/travel-information/plan-your-journey/find-a-quieter-train
- gatwickexpress.com/travel-information/plan-your-journey/find-a-quieter-train

Mobile assistance teams links

- southernrailway.com/travel-information/travel-help/assisted-travel/mobile-assistance-teams
- thameslinkrailway.com/travel-information/travel-help/assisted-travel/mobile-assistance-teams
- greatnorthernrail.com/travel-information/travel-help/assisted-travel/mobile-assistance-teams

Support whilst you're travelling links

- southernrailway.com/travel-information/travel-help/assisted-travel/support-whilst-travelling
- thameslinkrailway.com/travel-information/travel-help/assisted-travel/support-whilst-travelling
- greatnorthernrail.com/travel-information/travel-help/assisted-travel/support-whilst-travelling
- gatwickexpress.com/travel-information/travel-help/assisted-travel/support-whilst-travelling

Priority Seat Card links

- southernrailway.com/travel-information/travel-help/priority-seat-card
- thameslinkrailway.com/travel-information/travel-help/priority-seat-card
- greatnorthernrail.com/travel-information/travel-help/priority-seat-card
- gatwickexpress.com/travel-information/travel-help/assisted-travel/priority-seat-card

Assistance Dog Card link

- nationalrail.co.uk/stations_destinations/passenger-assist-travel.aspx

Accessible Travel Policy Card links

- southernrailway.com/travel-information/travel-help/assisted-travel/accessible-travel-policy
- thameslinkrailway.com/travel-information/travel-help/assisted-travel/accessible-travel-policy
- greatnorthernrail.com/travel-information/travel-help/assisted-travel/accessible-travel-policy
- gatwickexpress.com/travel-information/travel-help/assisted-travel/accessible-travel-policy