



Customer Information

Giving you the tools
to make your journey

GTR

Great Northern

GX
GATWICK EXPRESS

SOUTHERN

ThamesLink/

We understand how important accurate, reliable, and timely information is for you to make an informed decision on your travel plans. As part of this recognition to continually improve our service, here are several Customer Information Pledges we are working towards.

This document sets out how we at Govia Thameslink Railway are working towards delivering the Customer Information Pledges, ensuring that you, our passengers, are fully informed from the moment you decide to travel with us to the time you have arrived at your destination station.

Within this document, we will explain the tools and processes we have put in place to keep you informed every step of the way.

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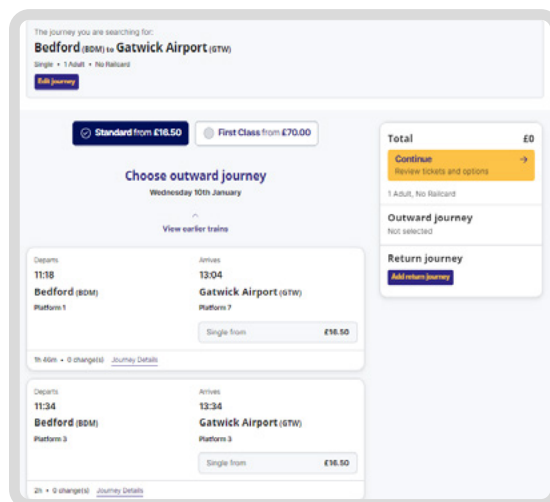
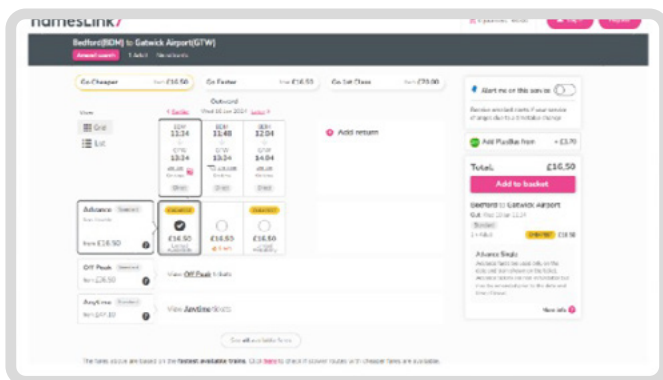
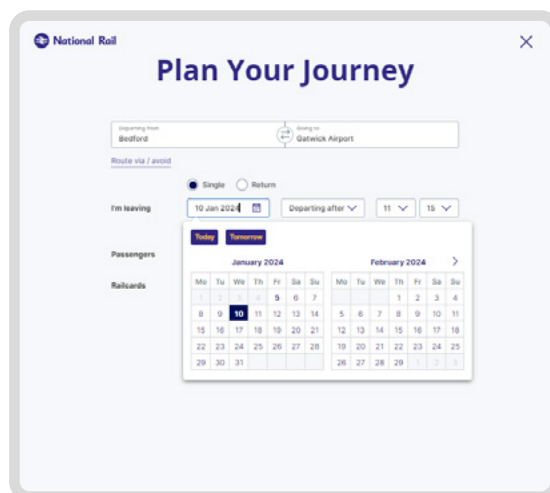
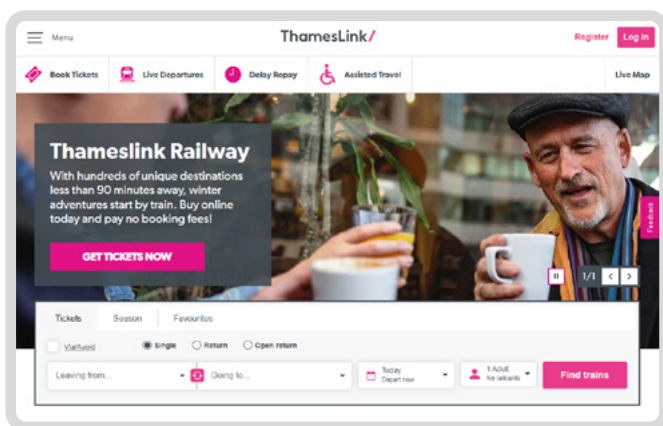


Planning your journey - online

Your journey begins the minute you think about travelling with us. You may be wondering what options you have available to assist you when planning your journey, here are some tools to help you.

Journey planners

These allow you to plan a journey to any National Rail train station within the United Kingdom. You have a journey planner available on our website homepage (pictured left), and at **NationalRail.co.uk**. Our control teams provide real-time updates of cancellations and delays as soon as they have been made aware of a problem.



Did you know that the information on our website is the same as National Rail? This is to ensure consistency of information across multiple platforms.

On both National Rail and our website, if we know a train is cancelled you will not be able to purchase a ticket for that service.

Click on the logos for links to **Journey planners**



Alerts and banners

There are times when our service does not run as we expect it to. This could be down to planned changes such as new timetables, engineering works and, at times, unplanned disruption such as signalling faults.

We aim to update our journey planners regularly so that information is live and up-to-date before you book. However, there may be times where this isn't possible. We provide bulletins on affected services, advising you of any delays or cancellations that are anticipated, to help you make decisions about your journey.

Departure: 05:42 Moorgate (MOG) Platform 9
Arrives: 05:55 Finsbury Park (FPK) Platform 8
Single from £6.70

13m • 0 change(s) [Journey Details](#) [Service updates](#)

Service update
Services will not call at Moorgate, Old Street, Essex Road, Highbury & Islington or Drayton Park until after 07:30.

Departure: 11:41 On time Clapham Junction (CLJ) Platform 12
Arrives: 11:49 London Victoria (VIC)

8m • 0 change(s) [Journey Details](#) [Service updates](#)

Service update
Reduced service between Clapham Junction and London Victoria until 14:00
[Read more about this service update](#)

The journey you are searching for
Brighton (BTN) to London Victoria (VIC)
Single • 1 Adult • No Railcard

Standard from £22.40 | First Class from £47.90

Choose outward journey
Friday 05th January

This service is cancelled
Departs: 13:39 Cancelled Brighton (BTN)
Arrives: 14:41 London Victoria (VIC)
Unable to purchase this journey £22.40
1h 2m • 0 change(s)

Departs: 13:44 On time Brighton (BTN)
Arrives: 14:58 London Victoria (VIC)
Single from £22.40
1h 14m • 1 change(s) [Journey Details](#)

View: Grid | List

Outward
Fri 05 Jan 2024

Earlier		Later
BTN 13:39 VIC 14:41 1hr 2m Train cancelled	BTN 13:44 VIC 14:58 1hr 14m On time Changes 1	BTN 14:09 VIC 15:11 1hr 2m Train cancelled

Off Peak Standard
Semi-flexible tickets, often with time and/or date restrictions
from £22.40

CHEAPEST
£22.40

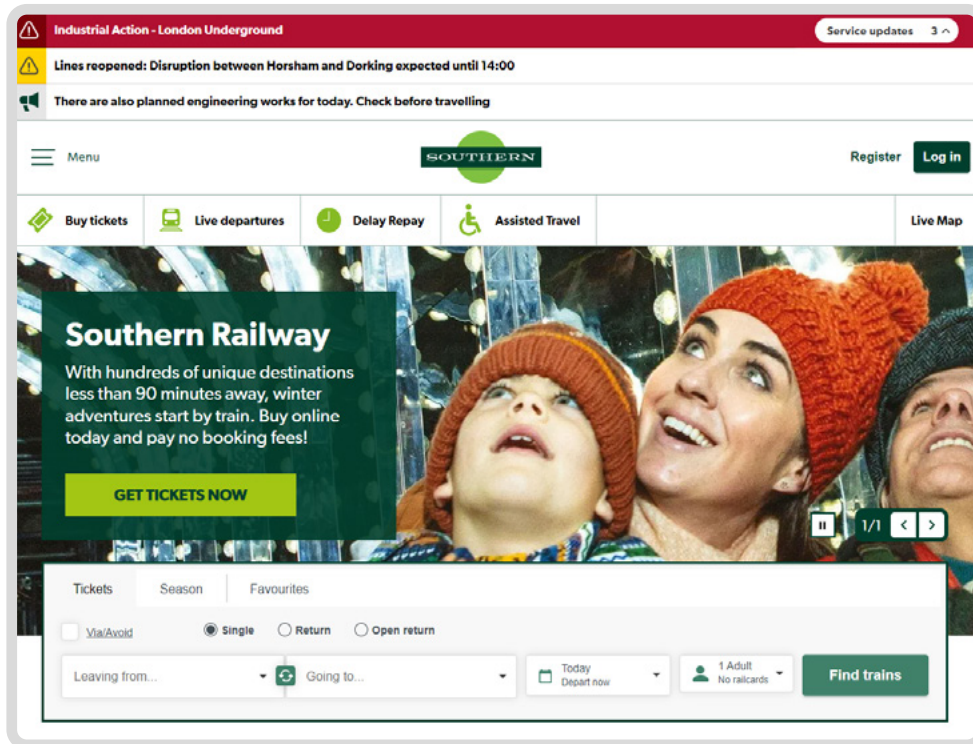
Anytime Standard
from £31.90

View **Anytime** tickets

[See all available fares](#)

You can also view our service update banners which appear at the top of the homepage. Just click on 'service updates' for a drop-down menu to see what incidents, engineering works or events may be affecting our service.

The banners have different colours which represent the impact that the event or disruption will have on our service. In the event of significant changes or major disruption, the banner will be red. Just click on the banners for more information.



In the event of live disruption, our banner will always tell you:

- **The impact to your journey**
- **If any alternative options are available to you**
- **How long the disruption is expected to go on for and details around the cause**
- **Details about any compensation you may be entitled to, such as Delay Repay**

▲ **Disruption between Stevenage and Peterborough expected until the end of the day** Hide details ^

A **landslip** at Arlesey is causing disruption to journeys between Stevenage and Peterborough. Trains may be delayed by up to 30 minutes or revised.

Disruption is expected until the end of the day.

Customer advice:

Thameslink

A landslip is disrupting services in the Arlesey area, closing one of the two northbound lines through the area. In addition, there is a severe speed restriction on some of the remaining lines through this part of the network.

Journeys through the area are expected to take up to 30 minutes longer than usual, so please allow for extra time to reach your destination.

You can see a live map of the network [here](#).

Service changes:

Trains from Horsham or London Kings Cross towards Peterborough cannot call at Arlesey (heading northbound).

Trains from Peterborough towards London Kings Cross or Horsham can call as usual (heading southbound).

If you are travelling northbound to Arlesey, please leave the train at Biggleswade and change for a southbound service.

If you are travelling northbound from Arlesey, please take a southbound train to Hitchin first, and change for a northbound service.

Ticket acceptance on alternative routes:

Tickets for Arlesey will be accepted at no extra cost at Letchworth Garden City or Baldock stations instead.

Can you tell me more about this?

A landslip is affecting a railway embankment near Arlesey, on the west side of the railway. The damage means that the line used by northbound stopping services is shut, and there is a 20mph speed restriction on the two lines used by northbound and southbound express services, leading to delays.

Network Rail staff are investigating options to repair the damage as quickly and safely as possible. We are monitoring further progress, but disruption is likely to continue until at least the end of the day.

LNER, Grand Central, Hull Trains and Lumo

Trains are running through the affected area with minor delays of up to 10 minutes.

Check before you travel:

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

Compensation:

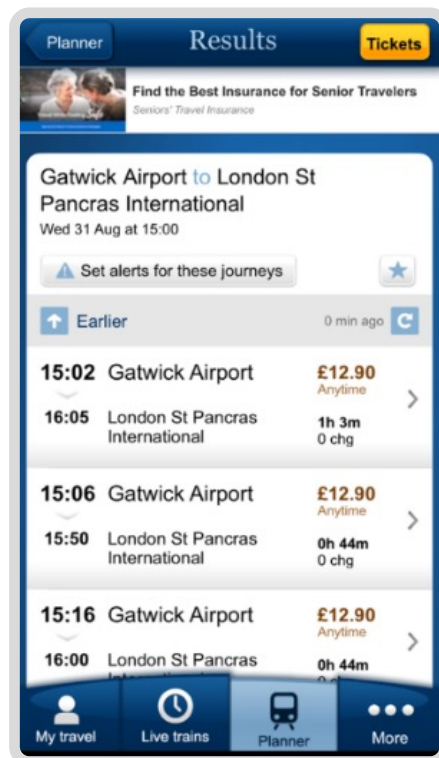
You may be entitled to [compensation](#) if you experience a delay in completing your journey today. Please keep your train ticket and make a note of your journey, as both will be required to support any claim.

Last updated: 8:40 AM



The National Rail app allows you set up notification alerts for any train or journey. Once these are set up, should anything change with your train, you will be alerted as soon as possible. This will help you to make any necessary changes to your travel plans.

If you do not have the internet available to you, but still require train information, National Rail offer a train tracker service. This services allows you to receive real-time train information over the phone, either by call or text. More information can be found on the **National Rail** website.





Station information pages

Here you can find information about our station facilities, such as lifts, staffing hours, car parking and shops. Each station also has a map of its layout making it easier for you to visualise where these facilities are located.

Generally a good service 1

SOUTHERN

Tickets Travel information Destinations & offers Help & support About us Register Log in

Buy tickets Live departures Delay Reply Assisted Travel Live Map

Station information

Find Southern station addresses, maps, facilities and more. Just enter the name of the station in the box below. Or you can browse our list of stations alphabetically.

Find your station

Looking for station information about location, facilities, and services?

Click on the logos for links to **Station information**



Our timetable

We always show you the summary of services we plan to run, available in downloadable timetables.

Our planned timetable changes twice per year.

A summary of our planned changes will be published on our timetable webpage a few weeks before they are implemented. These won't reflect engineering works or live train updates, so always check before you travel using our journey planners.

Click on the logos for links to **Timetables**



Monday Tuesday Wednesday Thursday Friday Saturday Sunday Full Timetable PDF

N: Uckfield, East Grinstead and Oxted to Croydon and London Print View

This table is valid from Monday 11 December 2023 until Monday 27 May 2024

Please confirm your journey before you travel by using the [journey planner](#)

[Show reverse direction](#)

Operator	Facilities	Notes	Alarms																																													
Uckfield	Uckf #	0631	-	-	0633	-	-	0703	-	0733	-	-	0833	-	-	0933	-	-	1033	-	1133	-	-	1233	-	-	1333	-	-	1433	-	-	1533	-	-	1633	-	-	1733	-	-	1833	-	-				
Uckfield	Uckf #	0633	-	-	0637	-	-	0707	-	0737	-	-	0837	-	-	0937	-	-	1037	-	1137	-	-	1237	-	-	1337	-	-	1437	-	-	1537	-	-	1637	-	-	1737	-	-	1837	-	-				
Barnes	Barn #	0642	-	-	0644	-	-	0714	-	0744	-	-	0844	-	-	0944	-	-	1044	-	1144	-	-	1244	-	-	1344	-	-	1444	-	-	1544	-	-	1644	-	-	1744	-	-	1844	-	-				
Edge	Edg #	0648	-	-	0650	-	-	0720	-	0750	-	-	0850	-	-	0950	-	-	1050	-	1150	-	-	1250	-	-	1350	-	-	1450	-	-	1550	-	-	1650	-	-	1750	-	-	1850	-	-				
Adurst	Adus #	0654	-	-	0656	-	-	0726	-	0756	-	-	0856	-	-	0956	-	-	1056	-	1156	-	-	1256	-	-	1356	-	-	1456	-	-	1556	-	-	1656	-	-	1756	-	-	1856	-	-				
Cowden	CWN #	0658	-	-	0700	-	-	0730	-	0800	-	-	0900	-	-	1000	-	-	1100	-	1200	-	-	1300	-	-	1400	-	-	1500	-	-	1600	-	-	1700	-	-	1800	-	-	1900	-	-				
Hove	Hov #	0653	-	-	0705	-	-	0735	-	0805	-	-	0905	-	-	1005	-	-	1105	-	1205	-	-	1305	-	-	1405	-	-	1505	-	-	1605	-	-	1705	-	-	1805	-	-	1905	-	-				
East Grinstead	EGG #	0707	-	-	0709	-	-	0739	-	0809	-	-	0909	-	-	1009	-	-	1109	-	1209	-	-	1309	-	-	1409	-	-	1509	-	-	1609	-	-	1709	-	-	1809	-	-	1909	-	-				
East Grinstead	EGG #	0739	-	-	0741	-	-	0771	-	0841	-	-	0941	-	-	1041	-	-	1141	-	1241	-	-	1341	-	-	1441	-	-	1541	-	-	1641	-	-	1741	-	-	1841	-	-	1941	-	-				
Dormans	DMO #	0540	-	-	0608	0640	0648	-	0710	0718	-	0740	0748	-	0810	0840	-	0910	0918	0940	-	1010	1040	-	1110	1210	-	1310	1410	-	1510	1610	-	1710	1740	-	1810	1822	1840	1852	-	1910	1922	-				
Langfield	LFD #	0543	-	-	0611	0643	0651	-	0713	0721	-	0743	0751	-	0813	0843	-	0913	0921	0943	-	1013	1043	-	1113	1213	-	1313	1413	-	1513	1613	-	1713	1743	-	1813	1823	1843	1853	-	1913	1923	-				
Harold Green	HGR #	0550	0614	0616	0630	0638	0718	0722	0728	0746	0750	0758	0810	0820	0830	0840	0850	0910	0920	0930	0950	1010	1020	1040	1110	1210	1230	1250	1310	1320	1340	1410	1420	1430	1450	1510	1520	1530	1550	1610	1620	1630	1650	1710	1720			
Oxted	OXT #	0543	0617	0620	0633	0701	0719	0723	0731	0749	0753	0801	0810	0820	0830	0840	0850	0910	0920	0930	0950	1010	1020	1040	1110	1210	1230	1250	1310	1320	1340	1410	1420	1430	1450	1510	1520	1530	1550	1610	1620	1630	1650	1710	1720			
Oxted	OXT #	0553	0619	0623	0635	0701	0720	0723	0731	0750	0753	0801	0810	0820	0830	0840	0850	0910	0920	0930	0950	1010	1020	1040	1110	1210	1230	1250	1310	1320	1340	1410	1420	1430	1450	1510	1520	1530	1550	1610	1620	1630	1650	1710	1720			
Waldingham	WDH #	0558	0619	0623	0635	0701	0720	0723	0731	0750	0753	0801	0810	0820	0830	0840	0850	0910	0920	0930	0950	1010	1020	1040	1110	1210	1230	1250	1310	1320	1340	1410	1420	1430	1450	1510	1520	1530	1550	1610	1620	1630	1650	1710	1720			
Upper Warringham	UWR #	0602	-	-	0632	0702	0710	-	0732	0760	-	0802	0830	-	0902	0930	-	1002	1030	1060	-	1102	1130	-	1202	1230	-	1302	1330	-	1402	1430	-	1502	1530	-	1602	1630	-	1702	1730	-	1802	1830				
Baddeleyes	BDD #	0604	-	-	0634	0704	0712	-	0734	0762	-	0804	0832	-	0904	0932	-	1004	1032	1060	-	1104	1132	-	1204	1232	-	1304	1332	-	1404	1432	-	1504	1532	-	1604	1632	-	1704	1732	-	1804	1832				
Baddeleyes	BDD #	0610	-	-	0640	0710	0718	-	0740	0768	-	0810	0838	-	0910	0938	-	1010	1038	1066	-	1110	1138	-	1210	1238	-	1310	1338	-	1410	1438	-	1510	1538	-	1610	1638	-	1710	1738	-	1810	1838				
Baddeleyes	BDD #	0616	-	-	0646	0716	0724	-	0746	0774	-	0816	0844	-	0916	0944	-	1016	1044	1072	-	1116	1144	-	1216	1244	-	1316	1344	-	1416	1444	-	1516	1544	-	1616	1644	-	1716	1744	-	1816	1844				
South Croydon	SCY #	-	-	-	0726	-	-	0730	-	0750	-	-	0820	-	-	0920	-	-	1020	-	1120	-	-	1220	-	-	1320	-	-	1420	-	-	1520	-	-	1620	-	-	1720	-	-	1820	-	-				
East Croydon	ECC #	0615	0637	0641	0715	0723	0737	0743	0753	0805	0815	0823	0834	0845	0915	0927	0943	0952	1015	1027	1045	1115	1127	1145	1215	1227	1245	1315	1327	1345	1415	1427	1445	1515	1527	1545	1615	1627	1645	1715	1727	1745	1815	1827	1845	1915	1927	1945
Normans	NOR #	-	-	-	0727	0753	-	0809	0823	0839	0853	-	0953	-	1010	1053	-	1153	1253	1354	-	1453	1554	-	1653	-	1754	-	1853	1908	-	1938	1953	-	2010	-	-	-	-	-	-	-	-					
London Blackfriars	LBF #	-	-	-	0748	-	-	0816	-	0846	-	-	0916	-	-	1016	-	-	1116	-	1216	-	-	1316	-	-	1416	-	-	1516	-	-	1616	-	-	1716	-	-	1816	-	-	1916	-	-				
City Thameslink	CTK #	-	-	-	0748	-	-	0816	-	0846	-	-	0916	-	-	1016	-	-	1116	-	1216	-	-	1316	-	-	1416	-	-	1516	-	-	1616	-	-	1716	-	-	1816	-	-	1916	-	-				
Farringham	FRR #	-	-	-	0751	-	-	0821	-	0851	-	-	0951	-	-	1051	-	-	1151	-	1251	-	-	1351	-	-	1451	-	-	1551	-	-	1651	-	-	1751	-	-	1851	-	-	1951	-	-				
St Pancras International	STP #	-	-	-	0745	-	-	0815	-	0845	-	-	0915	-	-	1015	-	-	1115	-	1215	-	-	1315	-	-	1415	-	-	1515	-	-	1615	-	-	1715	-	-	1815	-	-	1915	-	-				
Clapham Junction	CLJ #	0622	-	-	0655	0725	-	0755	-	0825	-	-	0855	0925	0955	1025	1055	1125	1155	1255	1355	1455	1555	1625	1655	1725	1755	1825	1855	1925	1955	-	-	-	-	-	-	-	-	-	-	-	-					
London Victoria	VIC #	0611	-	-	0702	0711	-	0802	-	0812	-	-	0902	0914	1002	1032	1102	1132	1202	1232	1302	1332	1402	1432	1502	1532	1602	1632	1702	1732	1802	1832	1904	1932	-	-	-	-	-	-	-	-						

Find a quieter train

Want to have the best chance of getting a seat? Find out when Southern's quieter trains run. We know it's important to see how busy our trains are likely to be when you plan your journey. We've developed a set of tools to enable us to share where we believe trains are going to be busy based on train loading data from the previous two weeks.

If you're travelling today

If you're travelling within the next two hours and wish to find out how busy your train may be, simply check your journey on our [Live Departure Boards](#) and look for the colour coded symbols.

- 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

Our timetables also show you which services are typically busier - please see the colour code in the 'Finding a quieter train' webpage for more information.

Click on the logos for links to **Find a quieter train**



Online information about changes to your journey

Live departures

Check for updates on your train using our live departure board feature. This will show you direct trains which are due to depart your chosen station in the next two hours. Also, our live departure boards will show you:

- **Planned length of train**
- **If the train you're planning to use is normally busy**
- **What side the doors will open at your station**
- **Which coach you should be in, should there be a short platform**

Where possible, it will show what facilities should be available on board your train, such as First Class or toilets.

Click on the logos for links to **Live departures**



Great Northern

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Live Train Departures

Get information on live departures and arrivals from any station, with details of platform numbers, cancellations and delays.

Is my train running on time?

Check our live departures and arrivals board for up-to-the-minute info on how trains are running now, with details of platform numbers, cancellations, and delays and quieter trains. More information is here on [how to find quieter trains](#).

Our live departure boards will show:

- train timings, calling patterns and platform numbers for the next two hours
- usual seat availability
- length of the train
- a short platform indicator
- facilities onboard the train, where possible
- which side of the train the doors will open

To check journey times beyond the next 2 hours, please use our [Journey Planner](#), and for real time disruption updates, please see our [service page](#).

Live train times

See up-to-the-minute train running times and any delays or cancellations to your journey.

Departures Arrivals

From

To (optional)

SHOW LIVE DEPARTURES

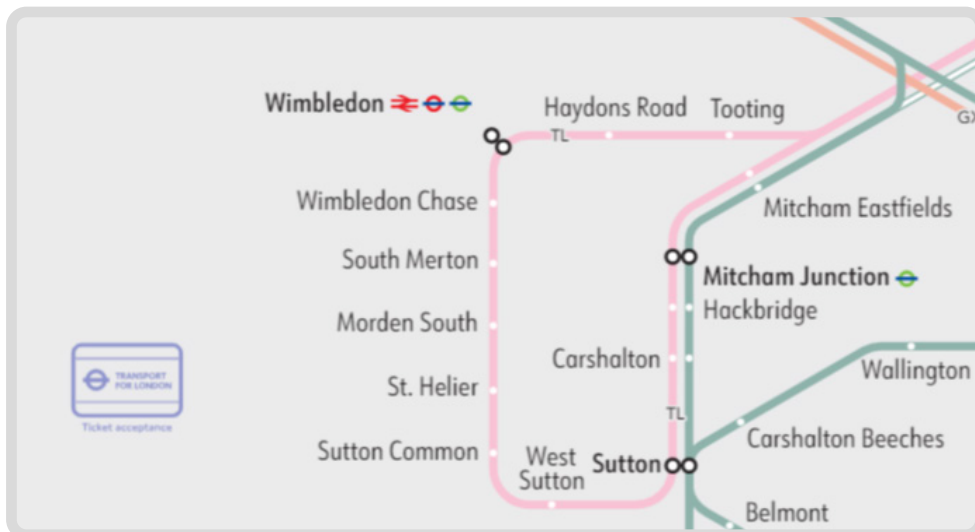
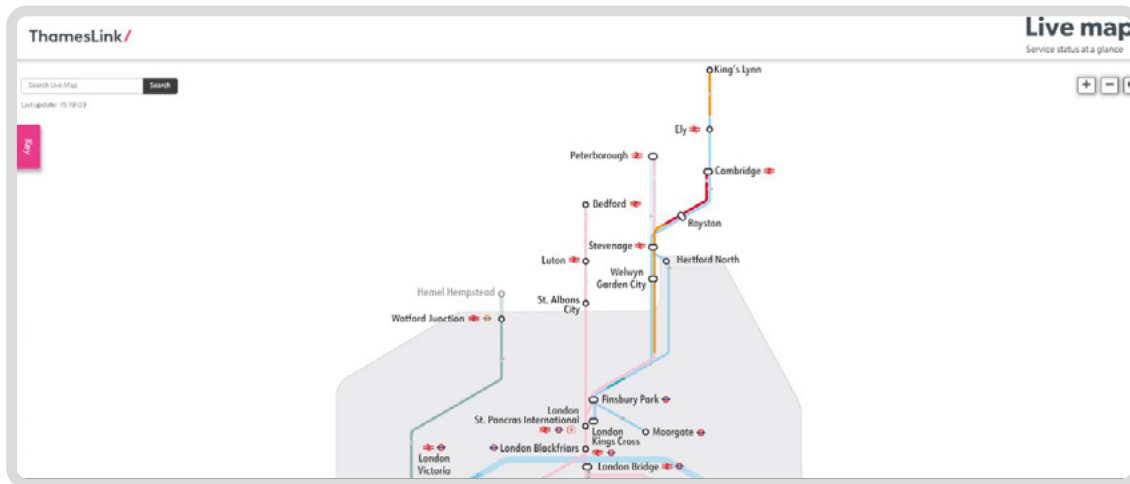
National Rail Enquiries

Live map

Our live map offers a real-time look at the status of over service across the network, with details of both planned and unplanned disruption.

Check the colours to see if your journey is disrupted, and click on a station to find out what the impact is. If alternative travel options are in place, such as TfL, this will be clearly indicated on the live map.

Click on the logos for links to **Live map**



Service updates

The real-time service updates page offers information about changes to services.

This includes changes to the number of planned carriages on our services, as well as changes to our station and onboard facilities, such as a lift being out of service. If the lifts are out of service at a station your train is calling at, an announcement will play on the platform before you board.

Click on the logos for links to **Service updates**

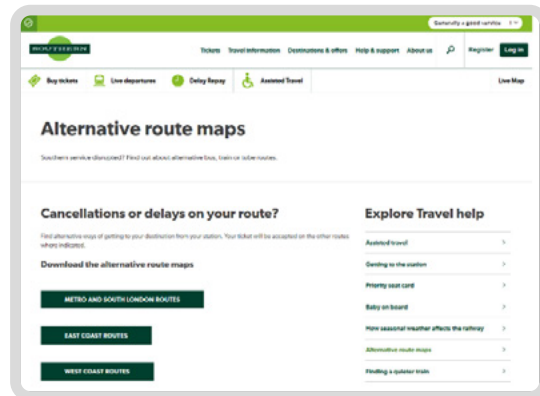


The screenshot shows the 'Train Service Updates' page on the Southern Railway website. At the top, there is a navigation bar with links for 'Buy tickets', 'Live departures', 'Delay Reply', and 'Assisted Travel'. Below this is a search bar for 'Check live departures or arrivals at any station' with fields for 'From' and 'To (optional)'. A 'SHOW LIVE TRAINS' button is also present. The main content area is divided into sections: 'Planned engineering work for Today' with three items (Amended 00:17 London Bridge to Caterham service, Amended 23:32 London Victoria to West Croydon service, and Amended late night / early morning services), 'Other disruptions' with a 'Train formation updates' section listing several services and their carriage counts, and 'Changes to train facilities', 'Station updates', and 'London underground'. At the bottom, there is a 'FIND ANOTHER ROUTE TO YOUR DESTINATION' button.

Alternative route maps

If your journey is disrupted, you can use our alternative route maps to see what other travel options are available. These are downloadable to make it as easy as possible for you to use alternative routes, such as other train operators or local bus routes.

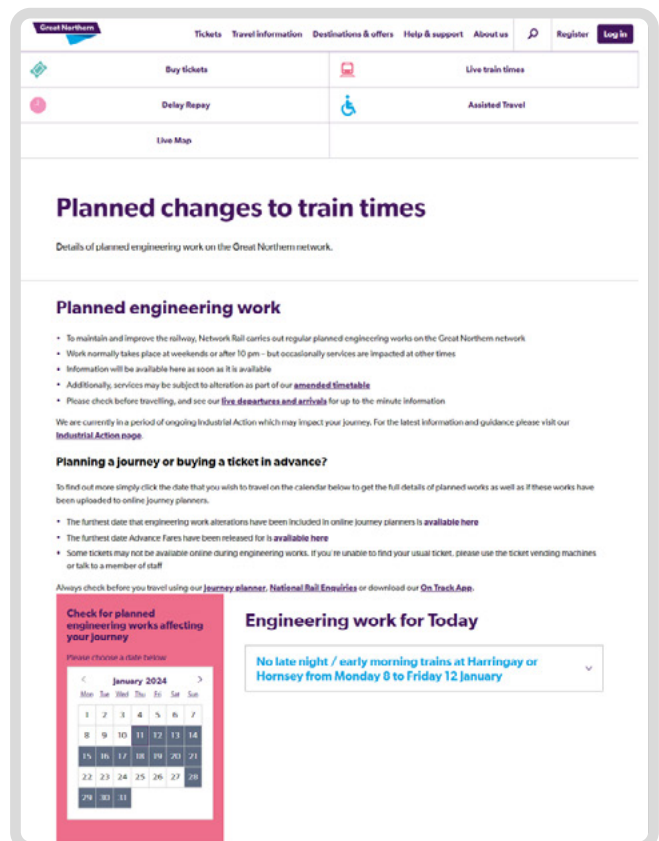
Click on the logos for links to **Alternative route maps**



Engineering works

All the information you need to know about engineering works can be found here, including what tickets are available and the alternative travel options available to you if your trains aren't running. On the day, all of our replacement buses will clearly display their destination and should be accessible for all. If, on the rare occasion, one of our buses is not accessible, we'll make this clear to you, and arrange an alternative such as an accessible taxi, at no extra cost.

We also provide engineering work information at our stations via Customer Information screens and station posters.



Click on the logos for links to **Engineering works updates**



X (formerly known as Twitter)

Our dedicated team provides live information about disruption directly from our control room. You will need an X account to view these. We welcome your questions or feedback about our services, via X. You can contact us through other forms of social media, such as Facebook or Instagram.

X

@SNRailUK

@TLRailUK

@GNRailUK

@Gatwick Express



Facebook

SouthernRailUK

TLRailUK

GNRailUK

GatwickExpress



Instagram

@southernrailuk

@trailuk

@gnrailuk

@gatwickexpress



Click on the logos for links to X pages



Southern

@SouthernRailUK

Hi from the Southern Social team 🌞! Taking you across the South Coast, London and more; we're here to help 24 hours a day, 7 days a week.

📍 UK [southernrailway.com](https://www.southernrailway.com) 📅 Joined July 2010

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Helping you at the station



A to Z Departures		
Destination	Plat	Due Exptd
Salfords	1	08:14 08:15
Sevenoaks	1	08:16 08:17
Shoreham	1	08:16 08:17
Shortlands	1	08:16 08:17
South Merton	1	08:21 On time
St Albans City	2	08:17 On time
St Helier	1	08:21 On time
St Mary Cray	1	08:16 08:17
Stevanage	2	08:22 On time
Streatham	1	08:21 On time
Sutton	1	08:21 On time
Sutton Common	1	08:21 On time
Swanley	1	08:16 08:17
Three Bridges	1	08:19 On time
Tooting	1	08:21 On time
Tulse Hill	1	08:21 On time
Waverley Gdn City	2	08:29 08:31
West Hampstead TL	2	08:19 08:21
West Malling	3	08:32 On time
West Sutton	1	08:21 On time
Wimbledon	1	08:21 On time
Wimbledon Chase	1	08:21 On time
Wivelsfield	1	08:29 On time

Information screens

Our system automatically tracks where your train is, shares its time of arrival on the screens, and generates a platform announcement. If your train is marked as 'delayed', it means the train hasn't left its starting station, or hasn't moved within the last five minutes of its journey.



At some of our stations, you may see a screen which looks like this. These screens offer a more detailed description of disruption or planned closures, as well as other messages about safety and the impact of weather from us, other local train companies and Network Rail.

Announcements on the public address system

Announcements will play information about the next train due and highlight any changes to the service or platform. Other announcements with information regarding upcoming engineering works, unplanned disruption, safety, and Delay Repay, will also be made.

At larger stations, our frontline teams receive direct updates from our control room and make announcements using roaming microphones. These announcements provide more information about the incident, and at times, specific travel advice for the location you're at, making sure you've received the most up-to-date information.

If we know of disruption further along the route, we'll tell you. An announcement will play, and a message will display advising you if delays and disruption are expected.

Posters

Posters highlight upcoming events or engineering works relevant to the station, as well as onward and alternative travel options, and general station information and facilities. For more detail and the most up-to-date information, please see our website.



Help Points

At staffed stations, you'll easily locate our colleagues as they'll be wearing our uniform. They're happy to help with any assistance or queries you may have. If your station is not staffed, you'll be able to speak to somebody via the Help Point.

These are clearly signed and easy to use. The emergency button will take you through to our emergency response and assisted boarding team in our control room.

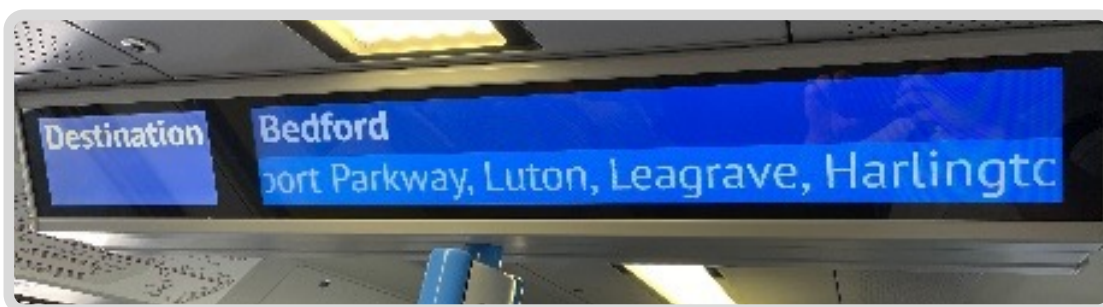
The information button connects you to the National Rail Enquiries team who will help with all your information needs. In the event of a last train cancellation, we won't leave you stranded. Either use our help points or talk to a member of staff to see what options are available.



Helping you on your journey - train

Passenger information screen

Our Passenger Information Screens offer visual displays and speaker announcements for scheduled stops for the train you're on. We can also post live messages on some of our trains, advising you of any updates which may affect your journey.



Aurora screens

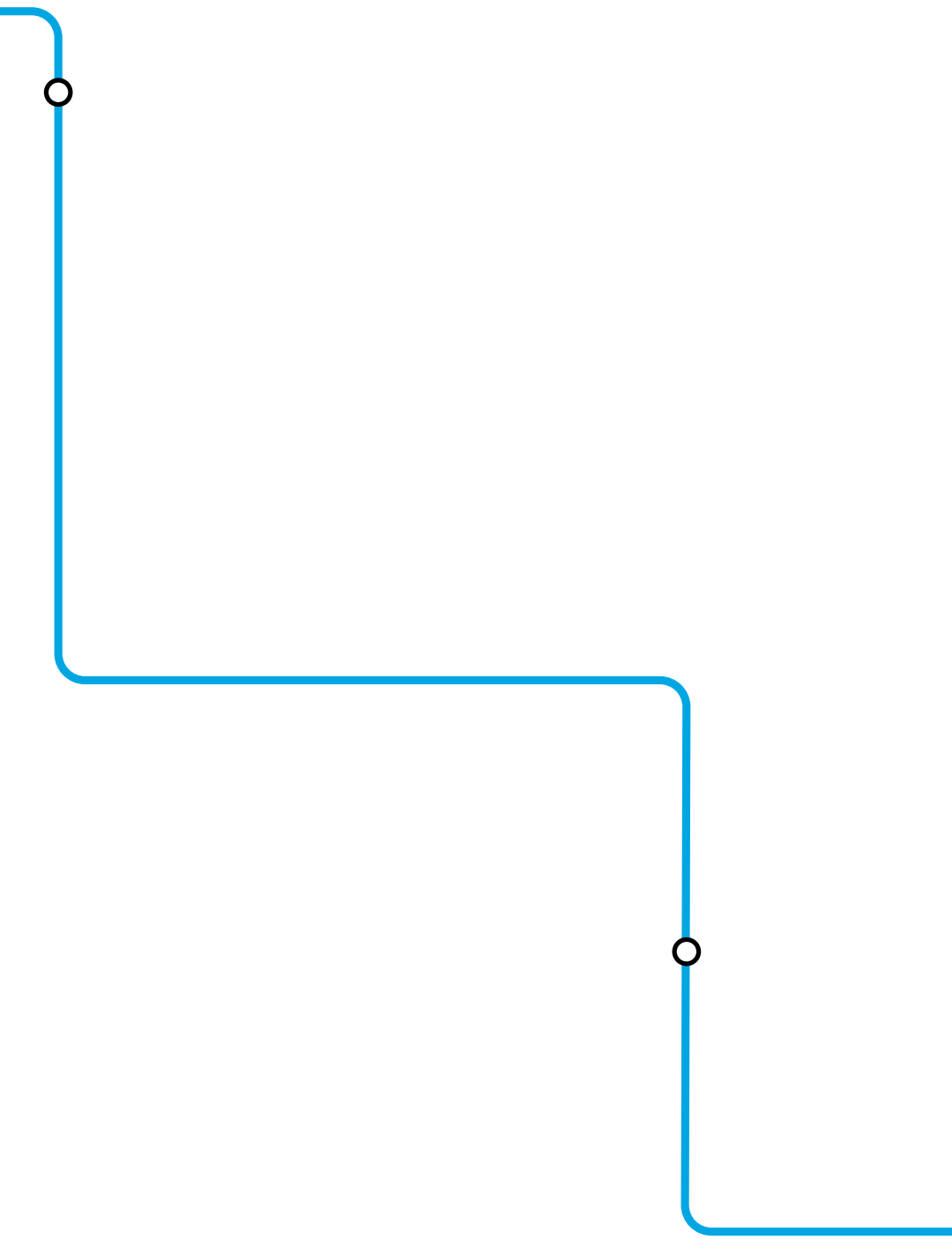
On most of our Southern, Gatwick Express and Great Northern trains you will see these screens, located at the end of the train carriage. These screens will display information about major engineering works, promotional offers and upcoming events or changes.



Staff

Our people onboard the train are available to provide regular announcements and updates. On certain trains they will also walk through carriages to offer further assistance. Remember you've always got access to live information on your phone via our X (formerly Twitter) team.





GTR

Great Northern

GX

GATWICK EXPRESS

SOUTHERN

ThamesLink/