



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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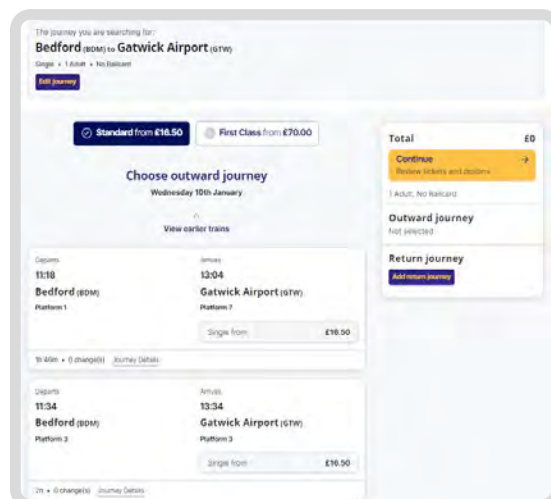
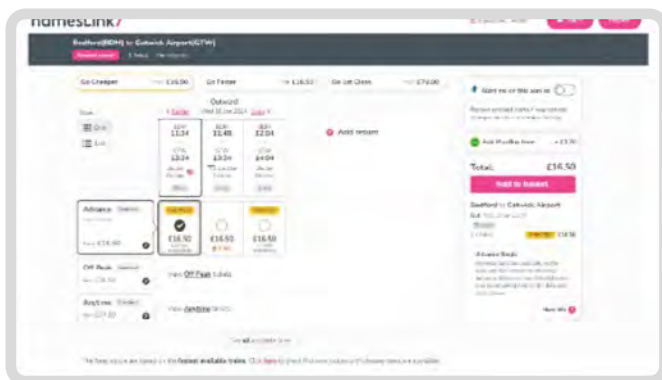
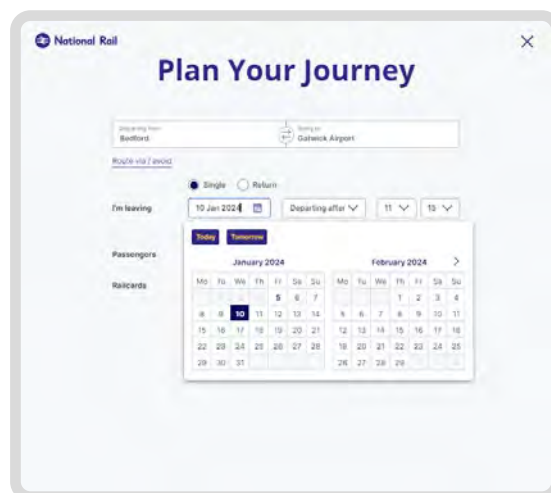
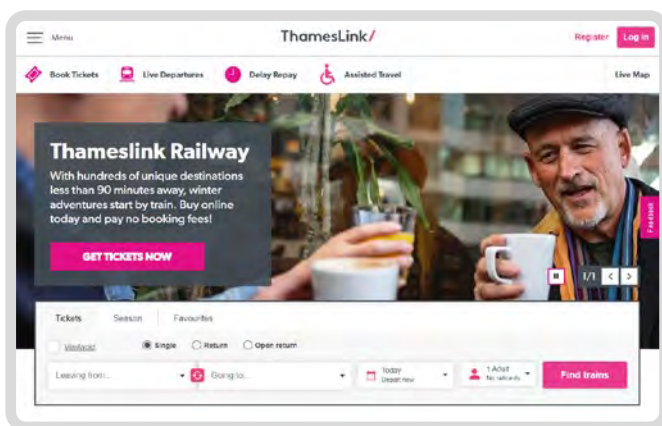


Planning your journey - online

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.

Departs 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.

Departs 11:41 On time Clapham Junction (CLJ) Platform 12

Arrives 11:49 London Victoria (VIC)

Single from £4.10

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 5th January

View earlier trains

This service is cancelled

Departs 13:39 Cancelled Brighton (BTN)

Arrives 14:41 London Victoria (VIC)

Unable to purchase this journey £22.40

In 2m • 0 change(s)

Departs 13:44 On time Brighton (BTN)

Arrives 14:58 London Victoria (VIC)

Single from £22.40

In 14m • 1 change(s) Journey Details

View Grid List

Outward

Fri 05 Jan 2024

Earlier Later

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

Off Peak Standard from £22.40

Anytime Standard from £31.90

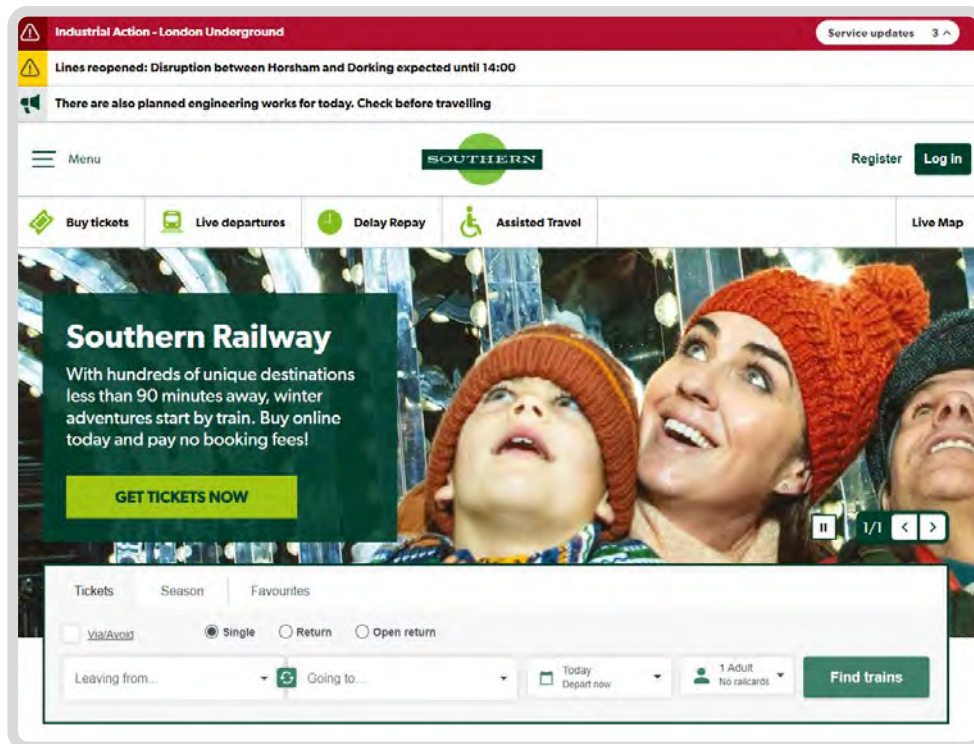
CHEAPEST £22.40

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:

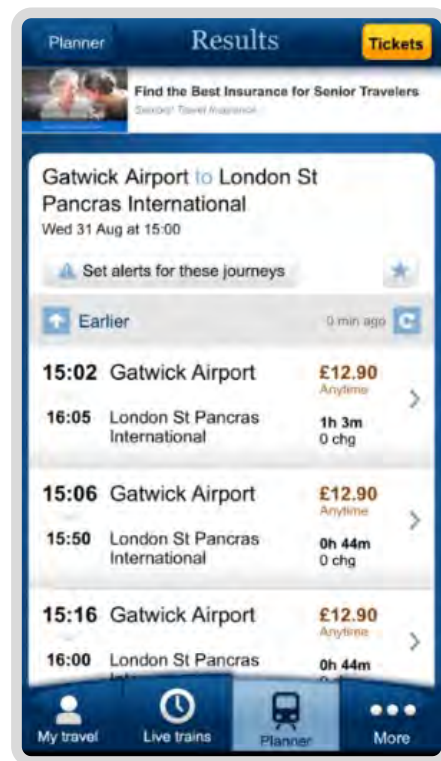
You may be entitled to [compensation](#) if you experience a delay in completing your journey today. Please keep your train ticket and make a note of your journey, as both will be required to support any claim.

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.

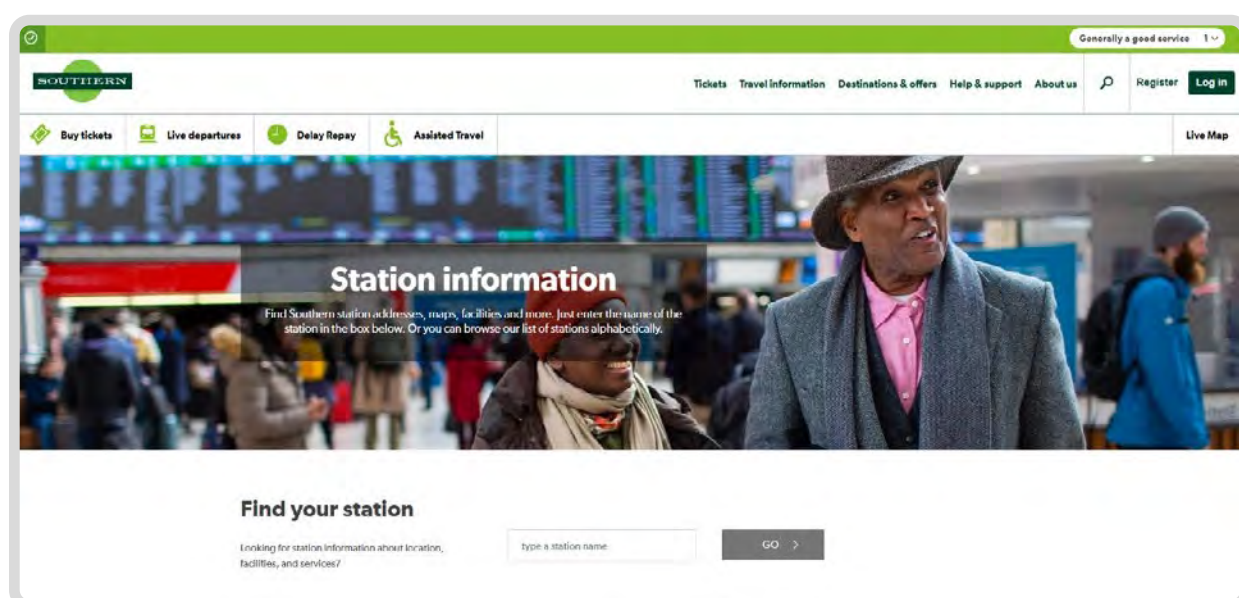
If you do not have the internet available to you, but still require train information, National Rail offer a train tracker service. This services allows you to receive real-time train information over the phone, either by call or text. More information can be found on the **National Rail** website.





○ 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.



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**



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

This table is valid from Monday 18 December 2024 until Monday 12 May 2025

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

[Show route details](#)

Alerts	Operator	Facilities	Notes	Service Length	Uckfield	Buxted	Crowborough	Eridge	Ashurst	Godmington	East Grinstead	Oxted	Croydon	London Victoria
	GN			8	0531	0535	0542	0548	0554	0600	0606	0612	0618	0624
	GN			5	0531	0535	0542	0548	0554	0600	0606	0612	0618	0624
	GN			8	0531	0535	0542	0548	0554	0600	0606	0612	0618	0624
	GN			12	0531	0535	0542	0548	0554	0600	0606	0612	0618	0624
	GN			8	0531	0535	0542	0548	0554	0600	0606	0612	0618	0624
	GN			12	0531	0535	0542	0548	0554	0600	0606	0612	0618	0624

Our timetable shows the number of coaches that will make up each train, so that customers know the length of the train for a specific service ahead of travelling.

Alerts	Operator	Facilities	Notes	Service Length	Uckfield	Buxted	Crowborough	Eridge
	GN			8	0531	0535	0542	0548
	GN			5	0531	0535	0542	0548
	GN			8	0531	0535	0542	0548
	GN			12	0531	0535	0542	0548
	GN			8	0531	0535	0542	0548
	GN			12	0531	0535	0542	0548

Find a quieter train

Want to have the best chance of getting a seat? Find out when Great Northern'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

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



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.

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

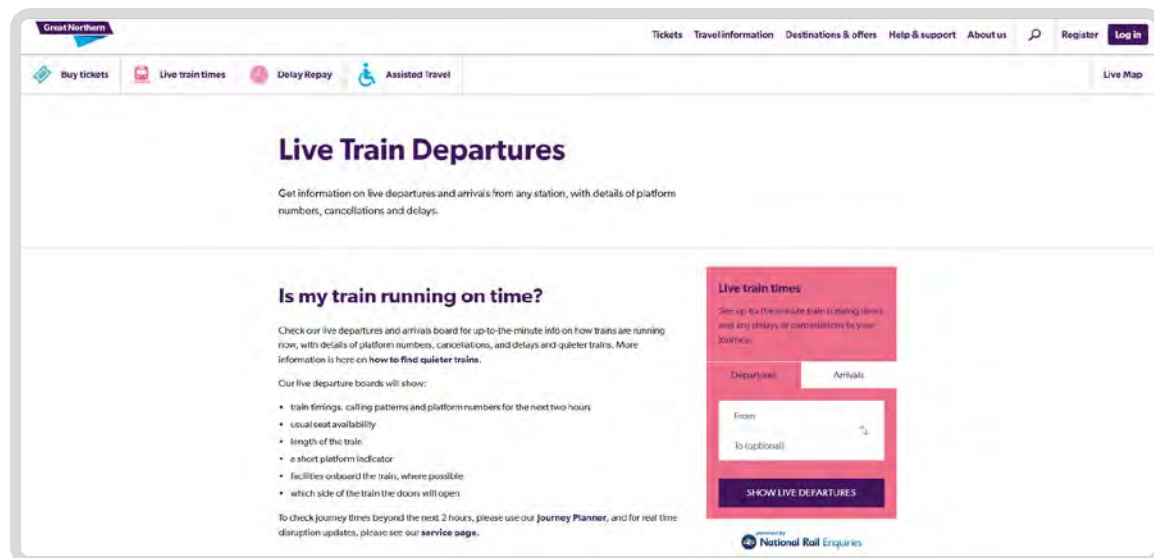
If the train you're planning to use is normally busy

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**

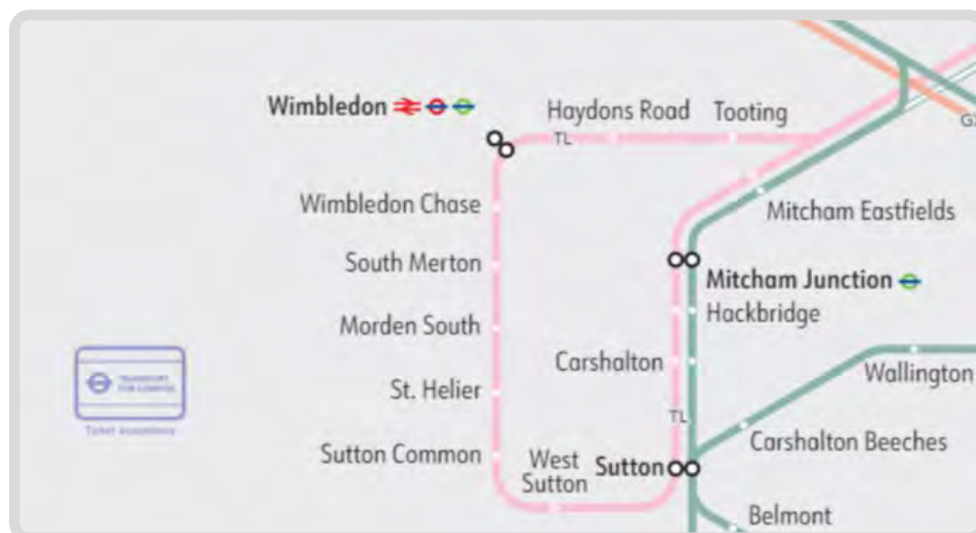


Live map

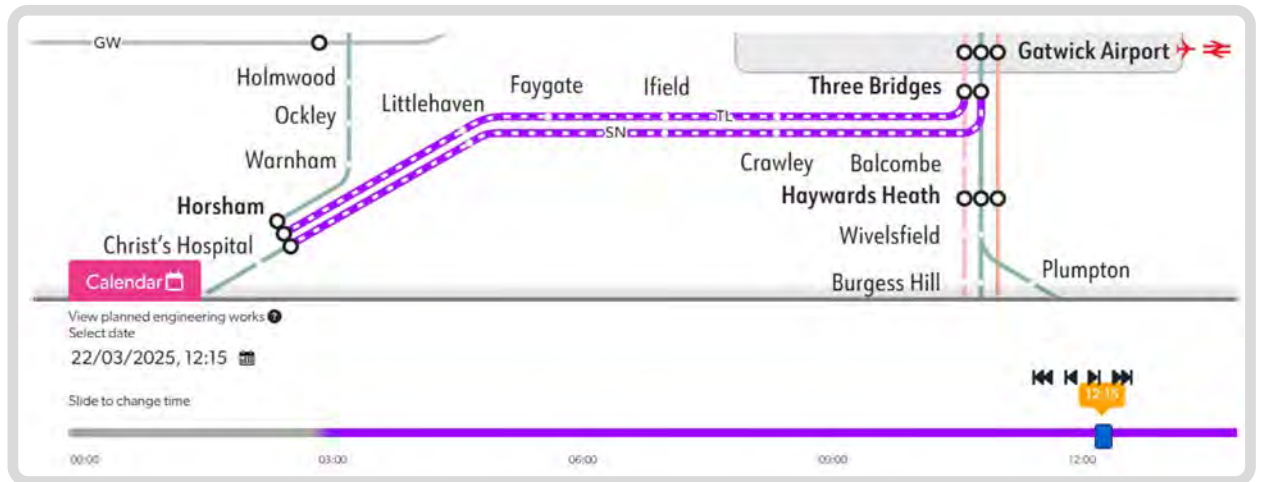
Our live map offers a real-time look at the status of over service across the network, with details of both planned and unplanned disruption.

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**



A calendar tool provides information on what engineering works are taking place within the next six weeks and whether ticket acceptance or replacement buses are in place. For example, using the calendar as below and the key, customers can see on the chosen date buses are replacing trains between Three Bridges and Horsham.



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**

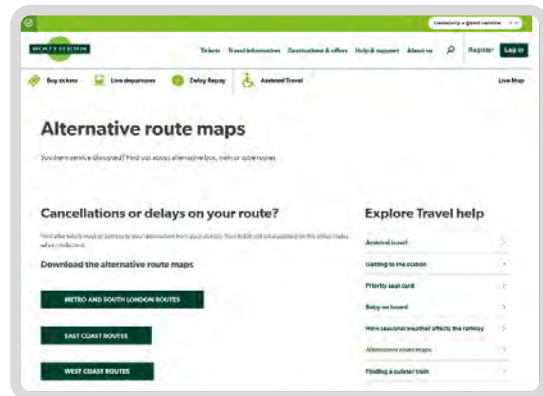


A screenshot of the 'Train Service Updates' webpage. The page has a green header with the Southern logo and navigation links like 'Tickets', 'Travel Information', 'Destinations & offers', 'Help & support', and 'About us'. Below the header is a navigation bar with icons for 'Buy tickets', 'Live departures', 'Delay checker', and 'Assess travel'. The main content area is titled 'Train Service Updates' and includes a sub-header 'Check live departures or arrivals at any station' with a search bar. Below this, there are sections for 'Planned engineering work for Today' and 'Other disruptions'. The 'Planned engineering work' section lists three items: 'Amended 00:17 London Bridge to Caterham service from Tuesday 9 to Friday 12 January', 'Amended 23:32 London Victoria to West Croydon service from Tuesday 9 to Thursday 11 January', and 'Amended late night / early morning services between Three Bridges and Brighton from Monday 8 to Thursday 11 January'. The 'Other disruptions' section includes 'Train formation updates', 'Changes to train facilities', 'Station updates', and 'London underground'. At the bottom, there is a button that says 'FIND ANOTHER ROUTE TO YOUR DESTINATION'.

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.

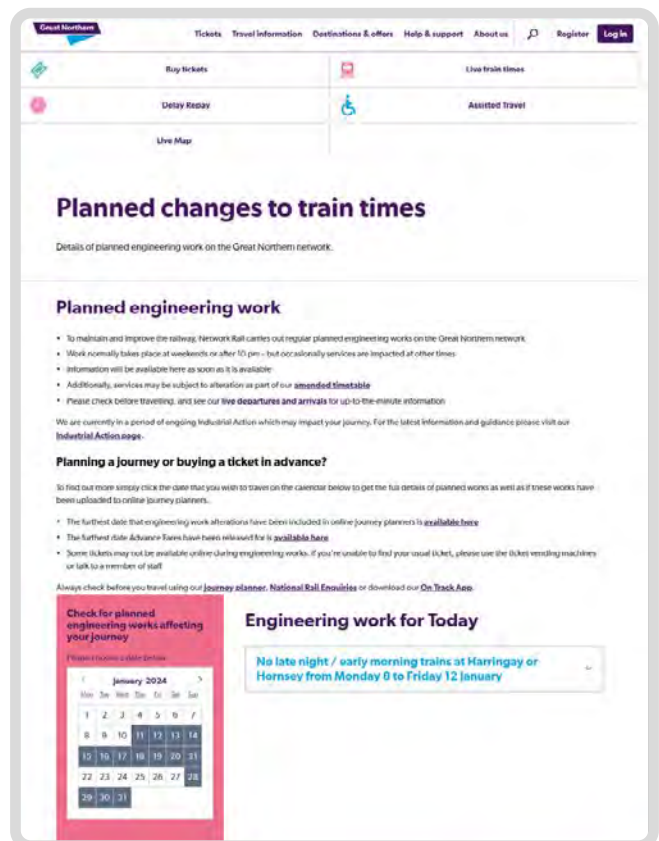
Click on the logos for links to **Alternative route maps**



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

@tlrailuk

@gnrailuk

@gatwickexpress



Click on the logos for links to X pages





Helping you at the station



A to Z Departures		
Destination	Plat	Due
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
Stewage	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 information relevant to your journey

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.



Interactive information screens

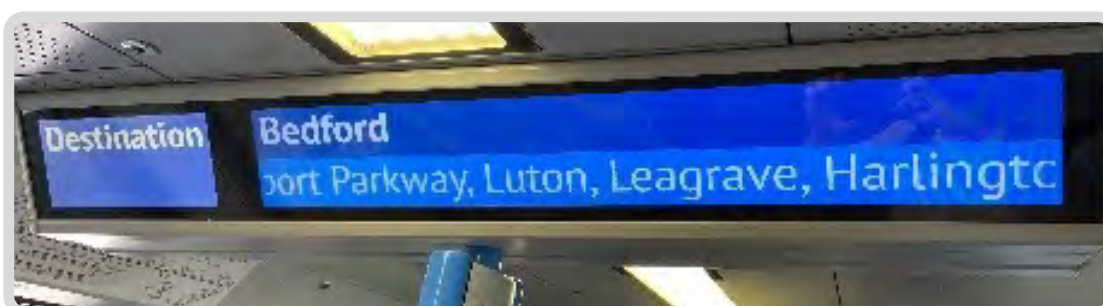
At some of our stations, there are interactive information screens to help you plan and make your journey. These provide live departures and arrivals, British Sign Language departures, a station map and information to assist with your onward journey.



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

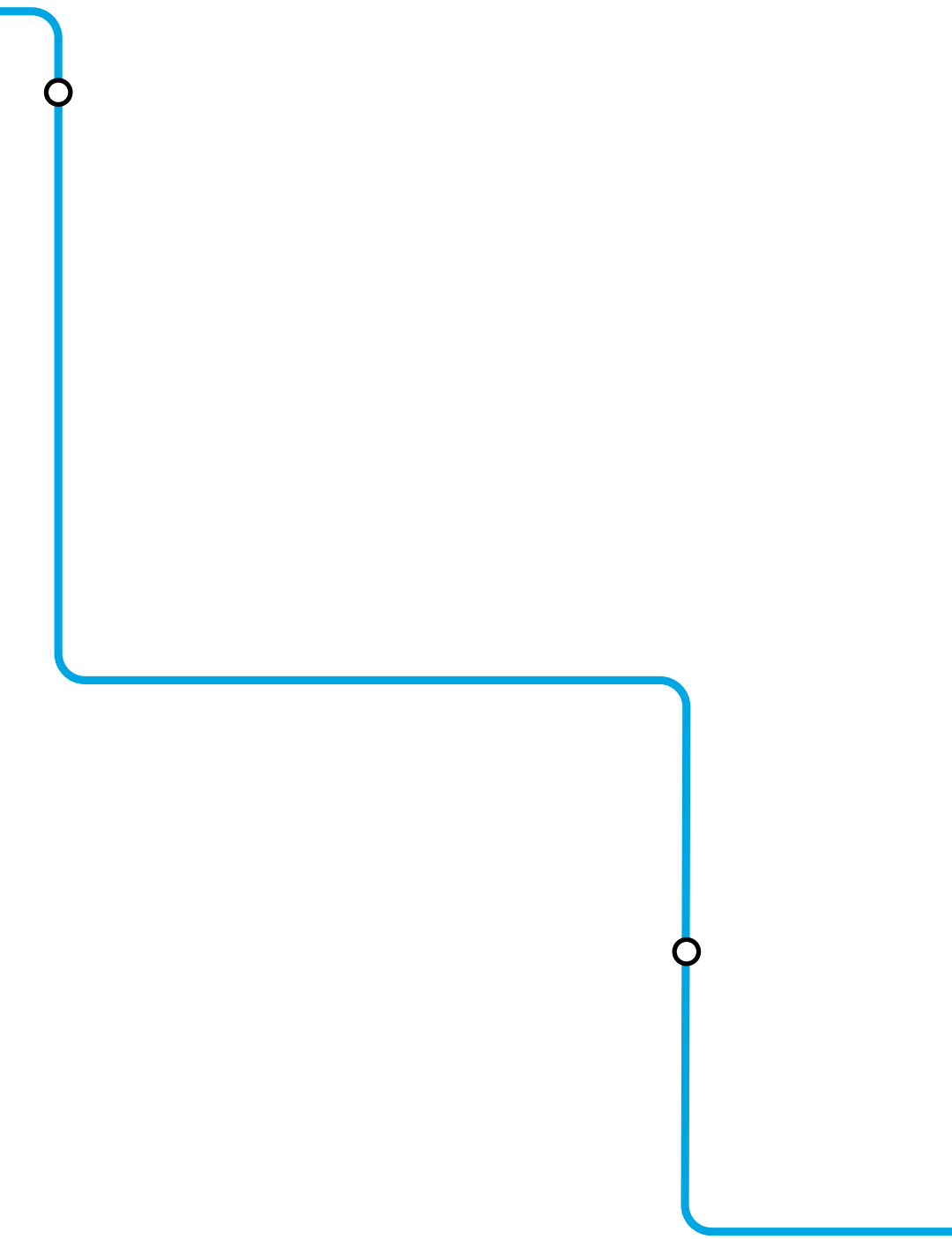
On most of our Southern, Gatwick Express and Great Northern trains you will see these screens, located at the end of the train carriage. These screens display information about major engineering works, promotional offers and upcoming events or changes.



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.





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