



# Network Information

## How are we doing?

Tell us what you think, we're all ears:  
[customer.resolutions@avantiwestcoast.co.uk](mailto:customer.resolutions@avantiwestcoast.co.uk)  
[avantiwestcoast.co.uk/contact](https://avantiwestcoast.co.uk/contact)  
Post: Freepost AVANTI WEST COAST  
Telephone: 0345 528 0253

## Been delayed on your journey?

Claim for compensation with Delay Repay.  
It's our way of saying sorry when things go wrong. The amount you can claim depends upon how long your delay was.  
[avantiwestcoast.co.uk/delayrepay](https://avantiwestcoast.co.uk/delayrepay)

If you have contacted us and you're unhappy with our final response to your complaint (sometimes called a 'deadlock letter'), or if we haven't resolved your complaint within 40 working days of receiving it you can contact the Rail Ombudsman.

### Rail Ombudsman contact details:

Website: (including online chat):  
[www.railombudsman.org](https://www.railombudsman.org)  
Telephone: 0330 094 0362  
Textphone: 0330 094 0363  
Email: [info@railombudsman.org](mailto:info@railombudsman.org)  
Twitter: @RailOmbudsman  
Post: Freepost RAIL OMBUDSMAN



**A B F** Pendolino & Super Voyager trains  
**D E** Pendolino trains  
**C** Super Voyager trains

## Need some info?

[avantiwestcoast.co.uk](https://avantiwestcoast.co.uk)  
 [facebook.com/avantiwestcoast](https://facebook.com/avantiwestcoast)  
 [twitter.com/avantiwestcoast](https://twitter.com/avantiwestcoast)  
or speak to our onboard crew

Typical weekday routes shown, weekend services may differ.  
Not all trains call at all stations shown, some only run once or twice.  
Correct as of December 2022.

