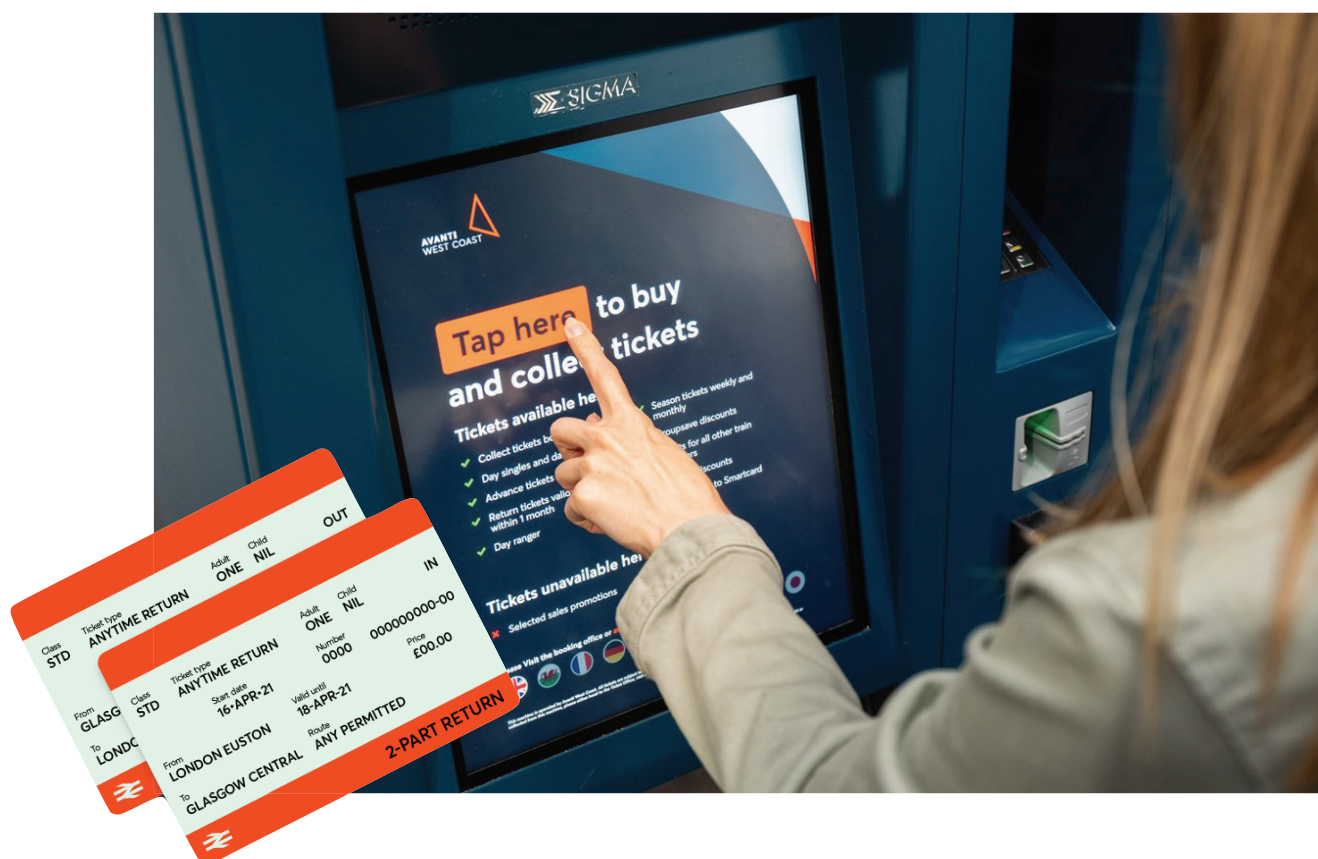


AVANTI  
WEST COAST



# Changes to our stations and how we sell tickets

## Our ideas



Tell us what you think

# Why we need to make changes

AVANTI  
WEST COAST



We are Avanti West Coast. We help people to travel by train up and down the West Coast of the UK.

Our trains go from London to North Wales and up to Scotland. We stop at lots of different cities on the way.



In the past, we mainly sold train tickets at a station from a ticket office.



Nowadays, lots of people buy tickets from our website or on an app on their phones.



Not as many people use ticket offices anymore.



We want to make our stations more up to date. We think that closing all of our ticket offices will help us do this.



Instead, we will use more technology to sell tickets. Things like:

- using ticket machines



- on our website or through our app on your phone



This way you can choose to get your tickets by email or as a **mobile eTicket**.

A **mobile eTicket** is a ticket you can show on your phone.



Using technology makes it quicker and easier to travel.

This will help us to give our customers a better service.



You might have lots of questions about closing our ticket offices.

We will try to answer them as much as possible in this booklet.

## Our ideas



When we close our ticket offices there are 2 more changes we want to make.

The changes will affect a lot of the stations in our area.

### **Change 1: New job roles for our staff**



Staff who were working in the ticket offices will have new roles.

Staff will be in the station and on the platform.



They will not be in a ticket office.



This means there will be more staff around to help people at our stations.



Staff will be able to help you to:

- plan your journey



- buy tickets online



- buy tickets at a ticket machine



- work out which is the cheapest ticket to buy



- buy tickets if you cannot buy your ticket online or from a machine

## How Change 1 makes things better for customers



When you get to the station, you won't need to worry. You will still be able to get help and support if you need it.



It will be quicker and easier for everyone to get the help they need.



If you have a disability or need extra support, our staff will still be able to help you.



If it is late at night staff will still be at our stations when trains are running.



Our staff are friendly and helpful. They will help you with any questions or worries.



Staff can give you the most up to date information. This will help you to get to where you are going on time.



Staff walking around will help to keep the stations clean and safe for people to use.



We will still have all of the help and support for disabled and older customers.

The only change will be closing the ticket offices.



## Change 2: Use more technology

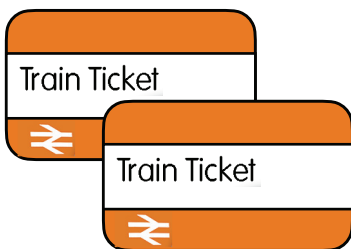


We want to use more technology at our stations.



Staff will give you help and support to buy your tickets online or from a machine.

We will make sure our ticket machines are up to date.



We will still sell all the same types of tickets.



Most people already buy their tickets online or from a ticket machine. This change will not affect them.

# More help and support at stations



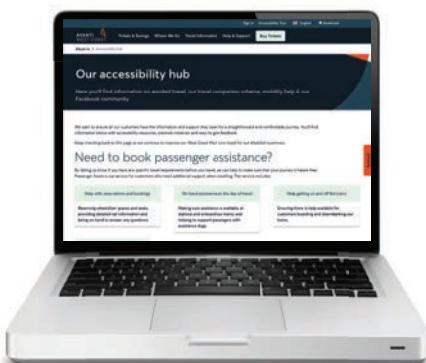
We try to make sure our trains and stations are **accessible**.

**Accessible** is when disabled people can easily use our stations and travel by train.



Our **Accessible Travel Policy** tells you how we can help if you:

- have a disability
- find it hard to walk and move around
- are an older person



You can get a copy of our policy on our website or in a leaflet from a station.

**Website:**  
[www.avantiwestcoast.co.uk/about-us/accessibility-hub](http://www.avantiwestcoast.co.uk/about-us/accessibility-hub)

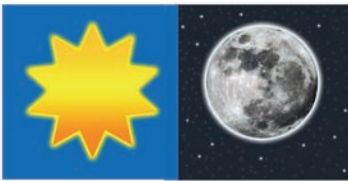


If you have a disability or are an older person and need some support at our stations or on the train, contact us.



## Phone the Assisted Travel Team 0345 528 0253

First you will hear a recorded voice. You will need to press 3 on your phone to speak to the team.



You can phone anytime day or night.



## Travel Companion Service

You can also contact the team on WhatsApp. We call this our Travel Companion Service.

**WhatsApp us on:  
07980 037037**

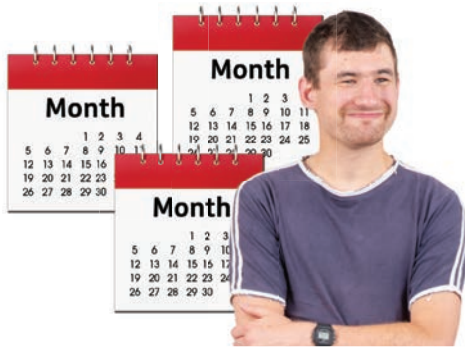


You can message anytime day or night.

# How we will make the changes



We know that closing our ticket offices will make a big difference to our staff and customers.



We will not make these changes all at once. We will make the changes slowly over time.

This will help people get used to the changes.



## Making sure the changes work for everyone

We are asking lots of people what they think about the changes.



We are also asking our staff what they think.



We will look at what everyone tells us.



We will make sure that no groups of people are being treated more unfairly because of the changes.