

# Avanti West Coast Network

## How are we doing?

Tell us what you think, we're all ears:  
 Post: FREEPOST Avanti West Coast,  
 Victoria Square House, 81 New Street,  
 Birmingham, B2 4BA  
 Telephone: 0345 528 0253

[customer.resolutions@avantiwestcoast.co.uk](mailto:customer.resolutions@avantiwestcoast.co.uk)  
[avantiwestcoast.co.uk/contact](https://avantiwestcoast.co.uk/contact)

## Been delayed on your journey?

Claim for compensation with Delay Repay 15.

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 our team and you're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter') or 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)

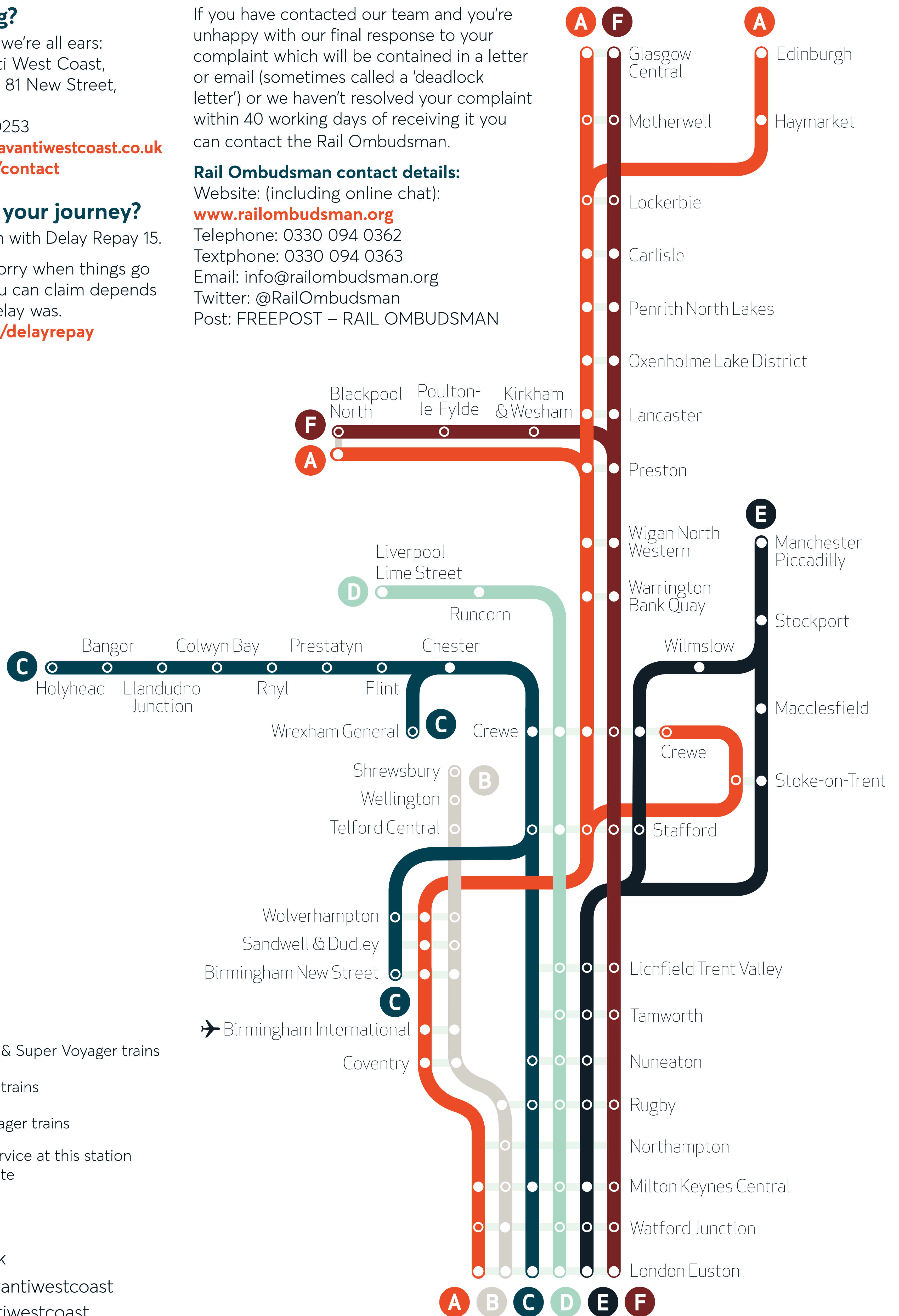
Telephone: 0330 094 0362

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
- Limited service at this station on this route

## 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.

Published by First Trenitalia West Coast Rail Limited, a FirstGroup and Trenitalia FS Group company.  
 Registered Office: 4th Floor Capital House, 25 Chapel Street, London, United Kingdom, NW1 5DH.  
 Registered in England No. 10349442

Correct as at December 2019

**AVANTI**  
 WEST COAST

