

# First Great Western Customer Panel

Each First Great Western route is represented by a customer panel member who provides feedback to help us improve the service we provide. For more details or to contact your local panel member, please e-mail [customerpanel@firstgroup.com](mailto:customerpanel@firstgroup.com) or visit the customer panel section of our website.

**Passenger Focus**  
If you have already contacted First Great Western and are unhappy with our response Passenger Focus will provide help and advice on issues that affect your journey.  
[www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)  
0300 123 2350

**National Rail Enquiries**  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)  
08457 48 49 50  
For train times and fares. Daily, 24 hours, calls may be recorded.

**Customer Services**  
First Great Western  
Freetrust SW4 0D76  
Plymouth  
PL4 6ZZ

**For more information**  
First Great Western Customer Services  
For tickets, information, real time updates and offers visit [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk) or call us on 08457 000 125  
We are open 0700 – 2200 daily.

**London Paddington**  
Reading  
Oxford  
Charlbury  
Kingham  
Moreton-in-Marsh  
Evesham  
Worcester Shrub Hill  
Worcester Foregate Street  
Great Malvern  
Hereford

**Train Times**  
19 May to 7 December 2013

**London Paddington and Oxford to Worcester and Hereford**

**First Great Western**

**NOTES AND SYMBOLS**

**Bold** Denotes a through service  
**Light** Denotes a connecting service  
**Pink** Operates on certain days only  
**GW** Service operated by First Great Western  
**I** First Class accommodation available  
**Ⓢ** Service operated by High Speed Train. Unless otherwise indicated, cycle reservations are recommended. Power points available  
**●** Cycle reservations compulsory  
**◇** Seat reservations available  
**Ⓢ** Bus service. We are not able to convey heavy luggage, prams, bicycles or dogs (except guide dogs) on bus services  
**☒** An Express Café is available for all or part of journey, serving a wide range of hot and cold snacks and beverages  
**☒** An at-seat catering service is provided for all or part of journey  
**☒** A Travelling Chef is available for all or part of the journey providing freshly cooked light meals and snacks, served at-seat in First Class, or available from the Express Café  
**0745** In addition to an Express Café, an enhanced level of catering, as indicated by **X** or **U** is available when boarding at stations that are highlighted

**Ⓢ** Free wi-fi available on this service, subject to fleet availability  
**Ⓢ** Interchange with the London Underground  
**Ⓢ** Minimum connection time where different from the standard 5 minutes  
**+** This station has short platforms and cannot accommodate the full length of some trains. Please listen for announcements regarding which section of the train to alight from  
**a** Arrival time  
**d** Departure time  
**c** Change at Worcester Shrub Hill  
**e** Change at Worcester Shrub Hill and Worcester Foregate Street  
**f** 6 minutes later on Fridays  
**g** 2 minutes later until 19 October  
**h** 4 minutes later from 27 October  
**k** 6 minutes later until 16 June and from 4 August  
**3** 3 minutes earlier on Fridays  
**n** 3 minutes earlier on Mondays to Thursdays  
**q** 4 minutes earlier on Mondays to Thursdays  
**r** 3 minutes later from 15 September  
**ae** Passengers may arrive earlier by travelling on a later train  
**xt** Change at Oxford

**A** Also calls at Kemble 2111, Stroud 2126, Stonehouse 2131, Gloucester 2152, Cheltenham Spa 2204  
**B** This train is not operated by a High Speed Train on Fridays  
**C** Also calls at Ashchurch for Tewkesbury 0539, Cheltenham Spa 0548, Gloucester 0602, Stonehouse 0622, Stroud 0628, Kemble 0642  
**D** Also calls at Cheltenham Spa 0727, Gloucester 0738, Stonehouse 0758, Stroud 0803, Kemble 0818  
**E** Runs until 7 September and from 26 October. Also calls at Cheltenham Spa 0858, Gloucester 0909, Stonehouse 0928, Stroud 0933, Kemble 0947  
**X** Wi-fi not available on Fridays from 12 July until 23 August  
**Y** Wi-fi only available on Fridays from 12 July until 23 August  
**FO** Service operates Fridays only  
**FX** Service operates Mondays to Thursdays only

**Named trains**  
**CE** The Cathedrals Express

**HEREFORD AND WORCESTER TO OXFORD AND LONDON PADDINGTON**

**MONDAYS TO FRIDAYS**

**SATURDAYS**

**SUNDAYS**

**RAIL IMPROVEMENT WORKS**

**TRAVELLING WITH A CYCLE ON FIRST GREAT WESTERN TRAINS?**

**Buy PLUSBUS with your train ticket** (at the ticket office or online) for cheaper bus travel around the urban area of the town that's at the start and / or end of your train journey. Visit: [www.plusbus.info](http://www.plusbus.info)

**C1 CHARLBURY RAILBUS**

**MONDAYS TO FRIDAYS**

**NOTES AND SYMBOLS**

**The Railbus will normally wait for up to five minutes at Charlbury Station for late-running trains from London, except departures marked \* which will wait for up to 20 minutes.**

**For further information, please see [www.railbus.co.uk](http://www.railbus.co.uk)**

**Ⓢ** Rail interchange  
**Ⓢ** Bus service. We are not able to convey heavy luggage, prams, bicycles or dogs (except guide dogs) on bus services  
**C1** Bus service number  
**GR** Service operated by Go-Ride. Go-Ride CIC, 12 Elwes Close, Abingdon, Oxon, OX14 3UY. Tel: 0844 870 8479  
**RQ** Serves this point on request of passengers already on board  
**T1** Bus service number  
**a** Arrival time  
**d** Departure time  
**z** Journey operates if booked at least 2 hours in advance by calling Go-Ride on 0844 870 7835

**BUS LINKS FROM MORETON-IN-MARSH**

**JOHNSONS COACHES & BUS TRAVEL**

**BUS LINK FROM PERSHORE**

**Visit the attractive and historic market town of Pershore or travel to the magnificent National Trust property and gardens at Croome on Sundays this summer by special connecting rail link bus. The service operates from Pershore Station on Sundays and Bank Holiday Mondays between 0900 and 1800 from Sunday 19 May until Sunday 15 September. Please visit [www.worcestershire.gov.uk/bustimetables](http://www.worcestershire.gov.uk/bustimetables) or telephone 01905 765765 for more details.**

**Operator**  
**Notes**  
**Facilities**  
**Hereford** ⑦d  
**Ledbury** ‡d  
**Colwall** ‡d  
**Great Malvern** ‡d  
**Malvern Link** ‡d  
**Birmingham Snow Hill** d  
**Birmingham New Street** ⑩d  
**Worcester Foregate Street** ‡⑦d  
**Worcester Shrub Hill** ⑦a  
**Worcester Shrub Hill** ⑦d  
**Pershore** ‡d  
**Evesham** a  
**Honeybourne** ‡d  
**Moreton-in-Marsh** ‡a  
**Moreton-in-Marsh** ‡d  
**Kingham** ‡d  
**Shipton** ‡d  
**Ascott-under-Wychwood** d  
**Charlbury** ‡d  
**Finstock** d  
**Combe** d  
**Hanborough** ‡d  
**Oxford** a  
**Swindon** a  
**Didcot Parkway** a  
**Reading** ⑦a  
**Maidenhead** ‡③a  
**Slough** ‡③a  
**London Paddington** ⑥a

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GENERAL INFORMATION

This timetable shows the full service from London Paddington and Oxford to Worcester and Hereford.

For further information about travelling with us please pick up a copy of **Travelling with First Great Western** from your nearest staffed station.

Printed information correct at time of going to press (March 2013). Rail Improvement work may affect the services shown in this timetable and train services are also often amended on Bank Holidays. To check travel details and for the most up-to-date timetable information visit [www.firstgreatwestern.co.uk/printtimetable](http://www.firstgreatwestern.co.uk/printtimetable) or use our smart phone app.

National Rail conditions of carriage

For further information on tickets and travelling on the national rail network please refer to the National Rail Conditions of Carriage, a copy of which is available on our

website at [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk) or staffed stations.

Travelling through Reading?

Reading station is being remodelled by Network Rail and we sometimes need to make changes to our train service to facilitate this. Please visit [www.networkrail.co.uk/reading](http://www.networkrail.co.uk/reading) for information on this project.

The Cotswold Line Promotion Group

The Cotswold Line Promotion Group is a voluntary organisation that actively promotes and supports rail and bus feeder services along the Oxford – Worcester line and through to Hereford. The group welcomes new members and the help and support of the local community. For further information please visit [www.clpg.org.uk](http://www.clpg.org.uk)

Fares information

There are some great fares available including Groupsave (where 3 or 4 people can travel for the price of 2), Oxfordshire Day Ranger and Cotswolds Discoverer tickets. For more details of these and all of our fares offers please ask at your local staffed station or visit [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk)



LONDON PADDINGTON AND OXFORD TO WORCESTER AND HEREFORD

MONDAYS TO FRIDAYS

| Operator                  | Notes | GW    | GW    | GW    | GW   | GW   | GW   | GW   | GW    | GW   | GW   | GW   | GW   | GW   | GW   | GW   | GW    | GW    | GW    | GW    | GW   | GW   | GW   |
|---------------------------|-------|-------|-------|-------|------|------|------|------|-------|------|------|------|------|------|------|------|-------|-------|-------|-------|------|------|------|
| Facilities                |       | 1     | 1     | 1     | 1    | 1    | 1    | 1    | 1     | 1    | 1    | 1    | 1    | 1    | 1    | 1    | 1     | 1     | 1     | 1     | 1    | 1    | 1    |
| London Paddington         | ⊖⊕d   | •     | 0545  | 0648  | 0750 | 0822 | 0921 | 0950 | 1022  | 1120 | 1221 | 1321 | 1421 | 1551 | 1622 | 1722 | 1750  | 1822  | 1922  | 1922  | 1948 | 2020 | 2148 |
| Slough                    | ⊕⊖d   | •     | 0601  | 0704  | 0806 | 0836 | 0936 | 1006 | 1036  | 1136 | 1236 | 1336 | 1436 | 1506 | 1638 | •    | •     | •     | 1936  | 1936  | •    | 2036 | 2204 |
| Maidenhead                | ⊕⊖d   | •     | •     | •     | •    | •    | •    | •    | •     | •    | •    | •    | •    | •    | •    | •    | 1809  | •     | •     | •     | 2006 | •    | •    |
| Reading                   | ⊕d    | •     | 0617  | 0721  | 0822 | 0852 | 0952 | 1022 | 1052  | 1152 | 1252 | 1352 | 1452 | 1622 | 1652 | 1750 | 1822  | 1850  | 1952  | 1952  | 2018 | 2052 | 2225 |
| Didcot Parkway            | d     | •     | 0625  | 0750  | 0825 | 0855 | 0955 | 1025 | 1055  | 1155 | 1255 | 1355 | 1455 | 1625 | 1715 | 1755 | •     | 1902  | 1955  | 1955  | 2033 | 2057 | 2225 |
| Swindon                   | d     | •     | •     | •     | •    | •    | •    | •    | •     | •    | •    | •    | •    | •    | •    | •    | •     | •     | •     | •     | 2054 | •    | •    |
| Oxford                    | d     | •     | 0651  | 0804  | 0858 | 0921 | 1025 | 1048 | 1119  | 1219 | 1325 | 1419 | 1520 | 1649 | 1732 | 1817 | 1849  | 1922  | 2020  | 2024  | •    | 2121 | 2253 |
| Hanborough                | ⊕d    | •     | 0703  | 0814  | 0907 | 0931 | 1035 | 1057 | 1129  | 1229 | 1334 | 1429 | 1529 | 1659 | 1741 | 1826 | •     | 1932  | 2030  | 2034  | •    | 2131 | 2303 |
| Combe                     | d     | •     | •     | •     | •    | •    | •    | •    | •     | •    | •    | •    | •    | •    | •    | •    | •     | •     | •     | •     | •    | •    | •    |
| Finstock                  | d     | •     | •     | •     | •    | •    | •    | •    | •     | •    | •    | •    | •    | •    | •    | •    | •     | •     | •     | •     | •    | •    | •    |
| Charlbury                 | ⊕d    | •     | 0710  | 0821  | 0914 | 0939 | 1042 | 1104 | 1137  | 1236 | 1341 | 1436 | 1536 | 1707 | 1756 | 1835 | 1903  | 1941  | 2036  | 2042  | •    | 2138 | 2311 |
| Ascott-under-Wychwood     | d     | •     | •     | •     | •    | •    | •    | •    | •     | •    | •    | •    | •    | •    | •    | •    | •     | •     | •     | •     | •    | •    | •    |
| Shipton                   | ⊕d    | •     | •     | •     | •    | •    | •    | •    | •     | •    | •    | •    | •    | •    | •    | •    | •     | •     | •     | •     | •    | •    | •    |
| Kingham                   | ⊕d    | •     | 0719  | 0830  | 0923 | 0949 | 1051 | 1113 | 1147  | 1245 | 1350 | 1445 | 1545 | 1717 | 1811 | 1845 | 1918  | 1951  | 2048  | 2052  | •    | 2157 | 2333 |
| Moreton-in-Marsh          | ⊕a    | •     | 0728  | 0839  | 0935 | 0958 | 1100 | 1122 | 1156  | 1254 | 1359 | 1454 | 1554 | 1726 | 1820 | 1854 | 1927  | 2000  | 2057  | 2101  | •    | 2157 | 2334 |
| Moreton-in-Marsh          | ⊕d    | 0545  | 0728  | 0839  | •    | 0958 | 1100 | •    | 1156  | 1254 | 1359 | •    | 1554 | 1727 | 1820 | 1855 | 1928  | 2001  | 2057  | 2101  | •    | 2157 | 2334 |
| Honeybourne               | ⊕d    | •     | 0739  | 0850  | •    | 1010 | •    | •    | 1208  | 1305 | 1410 | •    | 1605 | 1739 | 1832 | 1906 | •     | 2012  | 2109  | 2113  | •    | 2209 | 2345 |
| Evesham                   | a     | 0559  | 0746  | 0857  | •    | 1018 | 1115 | •    | 1216  | 1312 | 1417 | •    | 1612 | 1748 | 1839 | 1915 | 1944  | 2021  | 2117  | 2121  | •    | 2217 | 2353 |
| Evesham                   | d     | 0559  | 0747  | 0857  | •    | 1024 | 1115 | •    | 1225  | 1312 | 1426 | •    | 1621 | 1749 | 1840 | 1915 | 1945  | 2021  | 2121  | 2121  | •    | 2218 | 2354 |
| Pershore                  | ⊕d    | 0607  | 0755  | 0904  | •    | 1032 | 1122 | •    | 1232  | 1319 | 1434 | •    | 1629 | 1756 | 1848 | 1923 | 1953  | 2029  | 2128  | 2128  | •    | 2225 | 0002 |
| Worcester Shrub Hill      | ⊕d    | 0619  | 0807  | 0916  | •    | 1044 | 1135 | •    | 1244  | 1332 | 1446 | •    | 1640 | 1809 | 1859 | 1935 | 2005  | 2041  | 2147  | 2147  | 2224 | 2240 | 0013 |
| Worcester Shrub Hill      | ⊕d    | 0619  | 0813  | 0916  | •    | 1045 | 1136 | •    | 1246  | 1333 | 1449 | •    | 1641 | •    | 1908 | 1936 | •     | 2042  | 2148  | 2148  | •    | 2241 | •    |
| Worcester Foregate Street | ⊕⊖d   | 0625  | 0816  | 0919  | •    | 1048 | 1141 | •    | 1249  | 1336 | 1452 | •    | 1644 | 1821 | 1911 | 1939 | 2014  | 2045  | 2151  | 2151  | •    | 2244 | •    |
| Birmingham New Street     | ⊖a    | 0706c | 0907  | 1022c | •    | 1211 | 1313 | •    | 1412  | 1510 | 1613 | •    | 1811 | •    | 2018 | •    | 2120e | •     | 2251  | 2251  | •    | •    | •    |
| Birmingham Snow Hill      | a     | 0739c | 0945c | 1045c | •    | 1215 | 1315 | •    | 1415c | 1445 | 1615 | •    | 1817 | 1935 | •    | 2055 | •     | 2155c | 2324c | 2324c | •    | •    | •    |
| Malvern Link              | ⊕a    | 0753  | 0851  | 0928  | •    | 1102 | 1225 | •    | 1258  | 1361 | 1507 | •    | 1717 | 1830 | 1920 | 1949 | 2023  | 2054  | 2203  | 2203  | •    | 2253 | •    |
| Great Malvern             | ⊕a    | 0756  | 0854  | 0933  | •    | 1107 | 1233 | •    | 1303  | 1356 | 1510 | •    | 1721 | 1836 | 1924 | 1953 | 2026  | 2059  | 2207  | 2207  | •    | 2259 | •    |
| Colwall                   | ⊕a    | 0804  | 0900  | 0950  | •    | 1114 | 1250 | •    | 1315  | 1450 | 1550 | •    | 1752 | 1854 | •    | 2000 | 2032  | 2105  | 2226  | 2226  | •    | •    | •    |
| Ledbury                   | ⊕a    | 0811  | 0907  | 0957  | •    | 1122 | 1257 | •    | 1324  | 1457 | 1557 | •    | 1759 | 1902 | •    | 2008 | 2039  | 2114  | 2235  | 2235  | •    | •    | •    |
| Hereford                  | ⊕a    | 0832  | 0928  | 1017  | •    | 1143 | 1319 | •    | 1348  | 1519 | 1619 | •    | 1822 | 1924 | •    | 2029 | 2103  | 2134  | 2255  | 2255  | •    | •    | •    |

SATURDAYS

| Operator                  | Notes | GW    | GW   | GW    | GW    | GW    | GW   | GW    | GW    | GW    | GW   | GW   | GW    | GW    | GW    | GW | GW |
|---------------------------|-------|-------|------|-------|-------|-------|------|-------|-------|-------|------|------|-------|-------|-------|----|----|
| Facilities                |       | 1     | 1    | 1     | 1     | 1     | 1    | 1     | 1     | 1     | 1    | 1    | 1     | 1     | 1     | 1  | 1  |
| London Paddington         | ⊖⊕d   | 0521  | 0621 | 0721  | 0821  | 1021  | 1121 | 1321  | 1421  | 1521  | 1621 | 1721 | 1821  | 1950  | 2148g | •  | •  |
| Slough                    | ⊕⊖d   | 0538  | 0638 | 0738  | 0839  | 1039  | 1139 | 1339  | 1439  | 1539  | 1638 | 1739 | 1838  | 2006  | 2205g | •  | •  |
| Maidenhead                | ⊕⊖d   | •     | •    | •     | •     | •     | •    | •     | •     | •     | •    | •    | •     | •     | •     | •  | •  |
| Reading                   | ⊕d    | 0554  | 0654 | 0754  | 0854  | 1054  | 1154 | 1354  | 1454  | 1554  | 1654 | 1754 | 1854  | 2022  | 2221g | •  | •  |
| Didcot Parkway            | d     | 0608  | 0647 | 0751  | 0855  | 1055  | 1155 | 1355  | 1455  | 1555  | 1655 | 1755 | 1855  | 2025  | 2236g | •  | •  |
| Swindon                   | d     | •     | •    | •     | •     | •     | •    | •     | •     | •     | •    | •    | •     | •     | •     | •  | •  |
| Oxford                    | d     | 0623  | 0723 | 0823  | 0923  | 1123  | 1223 | 1423  | 1523  | 1623  | 1723 | 1823 | 1923  | 2049  | 2250  | •  | •  |
| Hanborough                | ⊕d    | 0633  | 0732 | 0832  | 0933  | 1132  | 1234 | 1432  | 1532  | 1632  | 1732 | 1832 | 1932  | 2058  | 2300  | •  | •  |
| Combe                     | d     | •     | •    | •     | •     | •     | •    | •     | •     | •     | •    | •    | •     | •     | •     | •  | •  |
| Finstock                  | d     | •     | •    | •     | •     | •     | •    | •     | •     | •     | •    | •    | •     | •     | •     | •  | •  |
| Charlbury                 | ⊕d    | 0641  | 0739 | 0839  | 0941  | 1140  | 1241 | 1439  | 1539  | 1639  | 1740 | 1840 | 1940  | 2105  | 2307  | •  | •  |
| Ascott-under-Wychwood     | d     | •     | •    | •     | •     | •     | •    | •     | •     | •     | •    | •    | •     | •     | •     | •  | •  |
| Shipton                   | ⊕d    | •     | •    | •     | •     | •     | •    | •     | •     | •     | •    | •    | •     | •     | •     | •  | •  |
| Kingham                   | ⊕d    | 0651  | 0748 | 0848  | 0951  | 1150  | 1250 | 1451  | 1548  | 1648  | 1754 | 1850 | 1950  | 2117  | 2319  | •  | •  |
| Moreton-in-Marsh          | ⊕a    | 0700  | 0757 | 0857  | 1000  | 1159  | 1259 | 1459  | 1557  | 1657  | 1803 | 1859 | 1959  | 2125  | 2327  | •  | •  |
| Moreton-in-Marsh          | ⊕d    | 0700  | 0757 | 0857  | 1000  | 1159  | 1259 | 1459  | 1557  | 1657  | 1803 | 1859 | 1959  | 2125  | 2327  | •  | •  |
| Honeybourne               | ⊕d    | 0712  | 0808 | 0908  | 1012  | 1211  | 1310 | 1510  | 1608  | 1708  | 1815 | 1911 | 2011  | 2136  | 2338  | •  | •  |
| Evesham                   | a     | 0720  | 0816 | 0916  | 1020  | 1219  | 1317 | 1518  | 1616  | 1716  | 1823 | 1919 | 2019  | 2143  | 2345  | •  | •  |
| Evesham                   | d     | 0725  | 0821 | 0921  | 1025  | 1220  | 1321 | 1521  | 1621  | 1721  | 1824 | 1921 | 2023  | 2143  | 2345  | •  | •  |
| Pershore                  | ⊕d    | 0732  | 0828 | 0928  | 1032  | 1227  | 1328 | 1528  | 1628  | 1728  | 1831 | 1928 | 2030  | 2150  | 2353  | •  | •  |
| Worcester Shrub Hill      | ⊕a    | 0744  | 0840 | 0940  | 1044  | 1240  | 1340 | 1540  | 1640  | 1740  | 1844 | 1941 | 2043  | 2202  | 0010  | •  | •  |
| Worcester Shrub Hill      | ⊕d    | 0746  | 0842 | 0941  | 1046  | 1246  | 1341 | 1541  | 1641  | 1741  | 1853 | 1942 | 2046  | 2204  | •     | •  | •  |
| Worcester Foregate Street | ⊕⊖a   | 0749  | 0844 | 0944  | 1049  | 1249  | 1344 | 1544  | 1644  | 1744  | 1855 | 1945 | 2049  | 2206  | •     | •  | •  |
| Birmingham New Street     | ⊖a    | 0911  | 1011 | 1041c | 1211  | 1411  | 1511 | 1645c | 1811  | 1911  | •    | 2120 | •     | •     | •     | •  | •  |
| Birmingham Snow Hill      | a     | 0915c | 0955 | 1045c | 1215c | 1415c | 1515 | 1716  | 1815c | 1915c | •    | •    | 2155c | 2336c | •     | •  | •  |
| Malvern Link              | ⊕a    | 0758  | 0854 | 0954  | 1058  | 1258  | 1354 | 1554  | 1655  | 1754  | 1905 | 2008 | 2058  | 2216  | •     | •  | •  |
| Great Malvern             | ⊕a    | 0803  | 0900 | 1000  | 1102  | 1303  | 1400 | 1600  | 1700  | 1800  | 1909 | 2011 | 2102  | 2222  | •     | •  | •  |
| Colwall                   | ⊕a    | 0850  | 0950 | 1050  | 1112  | 1313  | 1450 | 1650  | 1750  | 1852  | 1915 | 2030 | 2108  | •     | •     | •  | •  |
| Ledbury                   | ⊕a    | 0857  | 0957 | 1057  | 1120  | 1321  | 1457 | 1657  | 1757  | 1859  | 1923 | 2038 | 2116  | •     | •     | •  | •  |
| Hereford                  | ⊕a    | 0919  | 1019 | 1119  | 1139  | 1339  | 1519 | 1719  | 1816  | 1920  | 1945 | 2102 | 2135  | •     | •     | •  | •  |







## General Information

### Holiday Periods

We will be running amended timetables on Monday 27 May and Monday 26 August 2013 Bank Holidays. Details will be available on our website and on posters at stations.

### Bringing Your Bike

Bikes (except tandems) are welcome on board our trains but please be extra careful when it's busy.

### Getting assistance at the station

Call us on 0800 092 4260 if you need some help getting on or off the trains and we'll make the necessary arrangements. Please give at least 24 hours notice if possible.

### Onward travel

You can find details of all local train, bus and Metro services within the West Midlands - including times and fares - at [networkwestmidlands.com](http://networkwestmidlands.com)

### Passenger Focus

email [info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk)  
tel 03001 23 23 50  
web [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)  
address Freepost (RRRE-ETTC-LEET), PO Box 4257, Manchester, M60 3AR

### Rail User Groups

If you'd like to be more involved with the development of rail services, why not join your local rail user group.

### Bromsgrove Rail User Group

Mike Ponsonby, Chairman  
email [memsec@bromsgroverail.org.uk](mailto:memsec@bromsgroverail.org.uk)  
web [www.bromsgroverail.org.uk](http://www.bromsgroverail.org.uk)

### Stourbridge Line User Group

Don Barton, Secretary  
email [contactus@stourbridgelineusergroup.info](mailto:contactus@stourbridgelineusergroup.info)  
web [www.stourbridgelineusergroup.info](http://www.stourbridgelineusergroup.info)

### Cotswold Line Promotion Group

John Stanley, Membership Secretary  
web [www.clpg.co.uk](http://www.clpg.co.uk)  
address 4 Cloddip Rise, Charlbury, Oxfordshire, OX7 3SZ

## Notes & Symbols

PLUSBUS through ticketing available  
connection with Midland Metro Line 1  
station for Queen Elizabeth Medical Centre  
and the University of Birmingham

GW operated by First Great Western  
XC operated by Cross Country

a arrival time  
d departure time

A on Fridays only train is extended to Gloucester arrive 0020, Worcester Shrub Hill depart 2346, Ashchurch for Tewkesbury arrive 0001 and Cheltenham Spa arrive 0009  
B until 28 July and from 15 September  
C from 4 August until 8 September

# season tickets online

you can now buy your season ticket online

[londonmidland.com/seasons](http://londonmidland.com/seasons)

## Engineering Work

Late night and weekend train times may be subject to alteration of engineering work. Planned timetable alterations can be found on our website and on station posters. Check [www.londonmidland.com](http://www.londonmidland.com) before travelling.

## Off-peak Travel

Certain off-peak tickets are not valid on trains leaving Birmingham between 1635-1800 Mondays to Fridays. Please check before travelling.

## Birmingham - Worcester - Hereford

|                                                                                                          | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      |      |      |
|----------------------------------------------------------------------------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|  Birmingham Moor Street  | 0605 |      | 0648 |      |      | 0718 |      | 0747 |      |      | 0839 | 0909 |      | 0939 |      | 1009 |      | 1039 | 1109 |      |
|  Birmingham Snow Hill    | 0608 |      | 0653 |      |      | 0723 |      | 0753 |      |      | 0843 | 0913 |      | 0943 |      | 1013 |      | 1043 | 1113 |      |
|  Birmingham New Street   |      | 0659 |      |      | 0719 |      | 0759 |      |      | 0849 |      | 0913 |      | 0949 | 0943 | 1013 | 1049 |      |      | 1149 |
| § University                                                                                             |      | 0705 |      |      | 0725 |      | 0805 |      |      | 0855 |      |      |      | 0955 |      |      | 1055 |      |      | 1155 |
| Barnet Green                                                                                             |      |      |      |      | 0741 |      | 0818 |      |      |      |      |      |      |      |      |      |      |      |      |      |
|  Bromsgrove              |      |      |      |      | 0746 |      | 0823 |      |      | 0910 |      | 0939 |      | 1010 |      |      | 1110 |      |      | 1210 |
|  Stourbridge Junction    | 0637 | 0722 | 0723 |      |      | 0753 |      | 0819 |      | 0909 | 0939 |      | 1009 |      | 1039 |      | 1109 | 1139 |      |      |
| Hagley                                                                                                   | 0640 |      | 0726 |      |      | 0756 |      | 0823 |      | 0912 | 0942 |      | 1012 |      | 1042 |      | 1112 | 1142 |      |      |
| Blakedown                                                                                                | 0643 |      | 0729 |      |      | 0759 |      | 0826 |      | 0915 | 0945 |      | 1015 |      | 1045 |      | 1115 | 1145 |      |      |
|  Kidderminster           | 0648 |      | 0734 |      |      | 0804 |      | 0831 |      | 0920 | 0950 |      | 1020 |      | 1050 |      | 1120 | 1150 |      |      |
| Hartlebury                                                                                               |      |      | 0739 |      |      | 0809 |      | 0836 |      |      |      |      |      |      |      |      |      |      |      |      |
| Droitwich Spa                                                                                            | 0659 | 0732 | 0746 |      | 0756 | 0817 | 0832 | 0844 |      | 0920 | 0931 | 1001 |      | 1020 | 1031 | 1101 | 1120 | 1131 | 1201 | 1220 |
|  Worcester Shrub Hill a  |      |      |      |      | 0803 | 0825 |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|  Worcester Shrub Hill d  | 0556 | 0619 |      |      | 0755 | 0807 | 0816 | 0829 | 0916 | 0919 | 0928 |      | 1015 | 1017 | 1030 | 1045 | 1110 | 1130 | 1214 | 1230 |
|  Worcester Foregate St a | 0558 | 0625 | 0709 | 0742 | 0757 | 0758 | 0809 | 0831 | 0841 | 0859 |      | 1010 | 1017 | 1030 | 1040 | 1048 | 1110 | 1130 | 1210 | 1230 |
|  Worcester Foregate St d | 0559 |      | 0743 |      | 0758 | 0811 |      | 0842 | 0919 | 0932 |      |      | 1018 | 1032 | 1042 | 1054 | 1132 |      | 1217 | 1232 |
| Malvern Link                                                                                             | 0608 |      | 0753 |      | 0807 | 0820 |      | 0852 | 0928 | 0942 |      |      | 1027 | 1042 | 1052 | 1103 | 1142 |      | 1226 | 1242 |
|  Great Malvern           | 0611 |      | 0759 |      | 0812 | 0822 |      | 0855 | 0933 | 0945 |      |      | 1032 | 1045 | 1055 | 1108 | 1145 |      | 1233 | 1245 |
| Colwall                                                                                                  | 0616 |      | 0804 |      |      | 0900 |      | 0950 |      |      |      |      | 1050 | 1105 | 1115 | 1150 |      |      | 1250 | 1259 |
| Ledbury                                                                                                  | 0625 |      | 0812 |      |      | 0908 |      | 0959 |      |      |      |      | 1059 | 1124 | 1159 |      |      |      | 1259 | 1259 |
|  Hereford              | 0646 |      | 0832 |      |      | 0928 |      | 1017 |      |      |      |      | 1119 | 1143 | 1219 |      |      |      | 1319 | 1319 |

|                        | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | XC   |      |
|------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Birmingham Moor Street | 1139 |      | 1209 |      | 1239 | 1309 |      | 1339 |      | 1409 |      | 1439 | 1509 |      | 1541 |      | 1609 | 1638 |
| Birmingham Snow Hill   | 1143 |      | 1213 |      | 1243 | 1313 |      | 1343 |      | 1413 |      | 1443 | 1513 |      | 1544 |      | 1613 | 1643 |
| Birmingham New Street  |      |      | 1249 |      |      |      | 1349 |      |      |      | 1449 |      |      | 1549 |      | 1619 | 1649 | 1719 |
| University             |      |      | 1255 |      |      |      | 1355 |      |      |      | 1455 |      |      | 1555 |      | 1625 | 1655 | 1725 |
| Barnet Green           |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
| Bromsgrove             |      |      | 1310 |      |      |      | 1410 |      |      |      | 1510 |      |      | 1610 |      | 1641 | 1710 | 1740 |
| Stourbridge Junction   | 1209 |      | 1239 |      | 1309 | 1344 |      | 1409 |      | 1439 |      | 1509 | 1539 |      | 1609 |      | 1639 | 1711 |
| Hagley                 | 1212 |      | 1242 |      | 1312 | 1347 |      | 1412 |      | 1442 |      | 1512 | 1543 |      | 1612 |      | 1642 | 1715 |
| Blakedown              | 1215 |      | 1245 |      | 1315 | 1350 |      | 1415 |      | 1445 |      | 1515 | 1546 |      | 1615 |      | 1645 | 1719 |
| Kidderminster          | 1220 |      | 1250 |      | 1320 | 1355 |      | 1420 |      | 1450 |      | 1520 | 1551 |      | 1620 |      | 1650 | 1724 |
| Hartlebury             |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      | 1729 |      |
| Droitwich Spa          | 1231 |      | 1301 | 1320 | 1331 | 1406 | 1420 | 1431 | 1501 | 1520 | 1531 | 1603 | 1620 | 1631 | 1651 | 1701 | 1720 | 1737 |
| Worcester Shrub Hill   | a    |      |      |      |      | 1414 | 1415 | 1444 | 1449 |      |      |      |      |      | 1658 | 1727 | 1759 | 1818 |
| Worcester Shrub Hill   | d    |      | 1246 |      |      |      |      |      |      |      |      |      |      |      | 1706 | 1732 | 1804 |      |
| Worcester Foregate St  | a    | 1240 | 1249 | 1310 | 1330 | 1336 | 1340 | 1418 | 1430 | 1446 | 1452 | 1510 | 1530 | 1540 | 1617 | 1630 | 1640 | 1644 |
| Worcester Foregate St  | d    |      | 1250 | 1311 | 1332 | 1342 | 1418 | 1432 | 1447 | 1457 | 1532 | 1617 | 1632 |      | 1709 | 1719 | 1735 | 1807 |
| Malvern Link           |      | 1259 | 1320 | 1342 | 1351 |      | 1427 | 1442 | 1455 | 1507 | 1542 | 1626 | 1642 |      | 1718 | 1744 | 1816 |      |
| Great Malvern          |      | 1310 | 1324 | 1345 | 1356 |      | 1435 | 1445 | 1458 | 1510 | 1545 | 1632 | 1645 |      | 1721 | 1747 | 1819 |      |
| Colwall                |      | 1316 |      | 1350 |      |      | 1450 |      |      |      | 1550 | 1650 |      |      | 1752 | 1824 | 1824 |      |
| Ledbury                |      | 1331 |      | 1400 |      |      | 1459 |      |      |      | 1559 | 1659 |      |      | 1800 | 1831 | 1831 |      |
| Hereford               |      | 1348 |      | 1421 |      |      | 1519 |      |      |      | 1619 | 1719 |      |      | 1822 | 1851 | 1851 |      |

|                        | GW |      | XC   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | A    |      |
|------------------------|----|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Birmingham Moor Street |    |      | 1729 |      | 1747 |      | 1839 |      | 1922 |      | 1953 |      | 2052 |      | 2154 |      | 2256 |      |
| Birmingham Snow Hill   |    |      | 1733 |      | 1753 |      | 1843 |      | 1927 |      | 1958 |      | 2055 |      | 2157 |      | 2300 |      |
| Birmingham New Street  |    | 1749 |      | 1759 |      | 1819 | 1830 |      | 1919 |      | 1959 |      | 2059 |      | 2200 |      | 2300 |      |
| University             |    | 1755 |      | 1805 |      | 1825 | 1836 |      | 1925 |      | 2005 |      | 2105 |      | 2206 |      | 2306 |      |
| Barnet Green           |    |      |      | 1821 |      | 1845 | 1850 |      | 1941 |      | 2019 |      | 2120 |      | 2220 |      | 2319 |      |
| Bromsgrove             |    |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
| Stourbridge Junction   |    | 1801 |      | 1821 |      | 1910 |      | 1957 |      | 2028 |      | 2124 |      | 2226 |      | 2330 |      |      |
| Hagley                 |    | 1805 |      | 1825 |      | 1913 |      | 2000 |      | 2031 |      | 2128 |      | 2230 |      | 2333 |      |      |
| Blakedown              |    | 1808 |      | 1828 |      | 1916 |      | 2003 |      | 2034 |      | 2131 |      | 2233 |      | 2336 |      |      |
| Kidderminster          |    | 1813 |      | 1833 |      | 1921 |      | 2008 |      | 2039 |      | 2136 |      | 2238 |      | 2341 |      |      |
| Hartlebury             |    | 1818 |      | 1838 |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
| Droitwich Spa          |    | 1817 | 1826 | 1834 | 1846 | 1857 |      | 1932 | 1952 | 2019 | 2029 | 2050 | 2130 | 2147 | 2234 | 2249 | 2329 | 2352 |
| Worcester Shrub Hill   | a  |      | 1825 |      | 1842 |      | 1910 |      | 2001 | 2027 |      | 2059 |      | 2157 | 2247 | 2257 | 2337 | 0001 |
| Worcester Shrub Hill   | d  | 1819 | 1832 |      | 1853 |      | 1908 | 1936 |      | 2012 | 2020 | 2042 |      | 2148 | 2203 | 2241 | 2305 |      |
| Worcester Foregate St  | a  | 1821 | 1834 | 1836 | 1855 | 1857 | 1911 | 1939 | 1941 | 2014 | 2022 | 2038 | 2045 | 2138 | 2151 | 2205 | 2244 | 2307 |
| Worcester Foregate St  | d  | 1822 | 1835 |      | 1856 | 1912 |      | 1940 |      | 2015 | 2025 | 2046 |      | 2141 | 2154 | 2245 | 2308 |      |
| Malvern Link           |    | 1830 | 1844 |      | 1905 | 1921 |      | 1950 |      | 2024 | 2034 | 2055 |      | 2151 | 2204 | 2254 | 2316 |      |
| Great Malvern          |    | 1836 | 1849 |      | 1908 | 1924 |      | 1954 |      | 2027 | 2040 | 2100 |      | 2154 | 2220 | 2259 | 2319 |      |
| Colwall                |    |      | 1854 |      |      | 2001 | 2032 |      |      | 2106 |      | 2159 | 2227 |      |      |      |      |      |
| Ledbury                |    | 1904 |      |      |      | 2010 | 2040 |      |      | 2116 |      | 2209 | 2237 |      |      |      |      |      |
| Hereford               |    | 1924 |      |      |      | 2029 | 2103 |      |      | 2134 |      | 2229 | 2255 |      |      |      |      |      |

|                                                                                                            | XC   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      | GW   |      |
|------------------------------------------------------------------------------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|  Birmingham Moor Street  |      |      | 0631 |      | 0701 |      | 0748 |      | 0843 | 0909 |      | 0939 |      | 1009 |      | 1039 | 1109 |      |
|  Birmingham Snow Hill    |      |      | 0635 |      | 0705 |      | 0753 |      | 0853 | 0913 |      | 0943 |      | 1013 |      | 1043 | 1113 |      |
|  Birmingham New Street   | 0542 |      | 0649 |      | 0749 |      | 0849 |      |      |      |      | 0949 |      | 1049 |      |      |      |      |
| 8 University                                                                                               |      | 0655 |      | 0755 |      | 0855 |      |      |      |      |      | 0955 |      | 1055 |      |      | 1149 |      |
| Barnet Green                                                                                               | ↓    |      |      |      |      |      |      |      |      |      |      |      |      |      |      | 1155 |      |      |
|  Bromsgrove              |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|  Stourbridge Junction    | 0604 | 0710 |      | 0810 |      | 0910 |      |      |      |      | 1010 |      |      |      |      |      | 1210 |      |
| Hagley                                                                                                     |      | 0704 |      | 0735 |      | 0818 |      | 0919 | 0939 |      | 1009 |      | 1039 |      | 1109 | 1139 |      | 1209 |
| Blakedown                                                                                                  |      | 0708 |      | 0738 |      | 0821 |      | 0922 | 0942 |      | 1012 |      | 1042 |      | 1112 | 1142 |      | 1212 |
|  Kidderminster           |      | 0711 |      | 0741 |      | 0824 |      | 0925 | 0945 |      | 1015 |      | 1045 |      | 1115 | 1145 |      | 1215 |
| Hartlebury                                                                                                 |      | 0716 |      | 0746 |      | 0829 |      | 0930 | 0950 |      | 1020 |      | 1050 |      | 1120 | 1150 |      | 1220 |
| Droitwich Spa                                                                                              |      | 0721 |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|  Worcester Shrub Hill a  |      | 0720 | 0728 | 0757 | 0820 | 0840 | 0920 | 0941 | 1001 | 1020 | 1031 | 1101 | 1120 | 1131 | 1201 | 1220 | 1231 | 1301 |
|  Worcester Shrub Hill d  |      |      | 0739 |      | 0805 |      |      | 0949 |      |      | 1039 |      |      | 1139 |      |      |      |      |
|  Worcester Foregate St a | 0630 |      |      | 0746 | 0811 | 0842 |      | 0941 |      | 1015 |      | 1046 |      |      | 1216 |      | 1246 |      |
|  Worcester Foregate St d | 0632 | 0730 |      | 0749 | 0813 | 0830 | 0844 | 0849 | 0930 | 0944 | 1010 | 1017 | 1030 | 1049 | 1110 | 1130 | 1210 | 1218 |
|                                                                                                            | 0633 | 0732 |      | 0750 | 0814 | 0832 | 0846 |      | 0932 | 0945 |      | 1018 | 1032 | 1050 | 1111 | 1132 |      | 1232 |
|                                                                                                            | 0642 | 0742 |      | 0759 | 0823 | 0842 | 0854 |      | 0942 | 0954 |      | 1027 | 1042 | 1059 | 1119 | 1142 |      | 1242 |
|  Great Malvern           | 0645 | 0745 |      | 0803 | 0826 | 0845 | 0900 |      | 0945 | 1000 |      | 1032 | 1045 | 1107 | 1122 | 1145 |      | 1245 |
| Cotwall                                                                                                    | 0650 | 0750 |      |      |      | 0850 |      | 0950 |      |      |      | 1050 |      | 1113 | 1150 |      |      | 1250 |
| Ledbury                                                                                                    | 0658 | 0759 |      |      | 0859 |      | 0959 |      | 0959 |      |      | 1059 |      | 1122 | 1159 |      |      | 1259 |
|  Hereford                | 0714 | 0819 |      |      | 0919 |      | 1019 |      | 1019 |      |      | 1119 | 1139 | 1219 |      |      | 1319 | 1339 |







## Notes & Symbols

 **PLUSBUS** through ticketing available

 PLUSBUS through ticketing available  
 bus service  
 connection with Midland Metro Line 1

AW operated by Arriva Trains Wales  
CH operated by Chiltern Railways

- a arrival time
- d departure time

B starts from Hereford. See guide 14

B starts from Hereford. See guide 14  
C continues to Great Malvern. See guide 14

SO train only runs on Saturdays  
SX train runs Mondays to Fridays

ing Birmingham between  
are travelling

ing Birmingham between  
are travelling