


For more information

 Visit GWR.com/Christmas2016

Visit www.nationalrail.co.uk

 Call National Rail Enquiries on
03457 48 49 50
(24 hour service, calls may be recorded)

Call GWR Customer Support on
03457 000 125
(0600 – 2300 daily)

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FCN 508275 / 00

General travel advice:

From Friday 23 December until Monday 2 January you can use Off-Peak and Super Off-Peak tickets on any GWR train.

On Friday 23 December trains run as normal.

Christmas Eve (Saturday 24 December 2016)

The last train services of the evening will be significantly earlier than normal train times on most routes. Please plan your journey before you travel.

Christmas Day and Boxing Day

(Saturday 25 and Sunday 26 December 2016)

There will be no GWR trains on Christmas or Boxing Day

The Rail-Air coach link from Reading will operate a special service to Heathrow Airport and Gatwick Airport on Boxing Day.

New Year's Eve (Saturday 31 January 2016)

The last train services of the evening will be earlier than normal train times on most routes. Please plan your journey before you travel.

Additional trains will operate between London Paddington and Reading during the early hours of New Year's Day (Sunday 1 January 2017).

Trains will be busy – book in advance

To ensure your journey with us is as comfortable as possible, we recommend that you make your travel plans in advance and reserve your seats wherever possible to do so.

Luggage

Our High Speed Trains have luggage racks at the end of each carriage, and there is room for smaller bags on the overhead racks throughout the length of these trains. There is also space between some seat backs.

The remainder of our train fleet has a little less room, so we would be grateful for your assistance in stowing luggage safely, sensibly and considerately.

Travelling with a bike

Only folding bikes will be permitted between Reading and Ealing Broadway from 24 to 29 December, as well as on all rail replacement buses and London Underground services.

Our normal bike policy will remain in place elsewhere on the network, with reservations still required on all High Speed services.

Only two bikes are permitted on trains operated by Chiltern Railways and South West Trains.

Assist / Guide dogs

If your journey involves a rail replacement bus animals cannot be accommodated, however, Assist / Guide dogs can be carried on trains and rail replacement bus services.

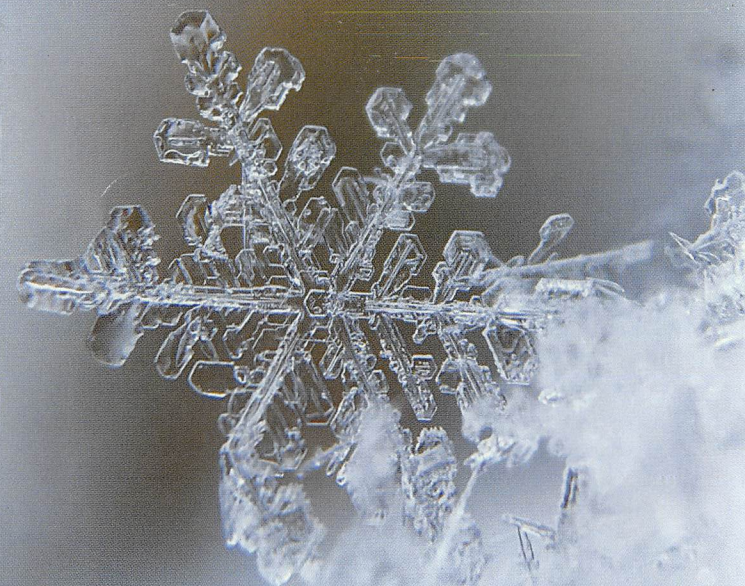
For more detailed information on the conveyance of accompanied luggage, articles and animals please refer to the National Rail Conditions of Travel, available online at www.nationalrail.co.uk

Customer assistance

Assisted travel is available for those who need extra help with their journey. Please contact us on Freephone **0800 197 1329** or Textphone **18001 0800 197 1329** where our specialist team will be available to offer you advice.

We recommend that you give us at least 24 hours notice before travelling.

Your guide to travelling this Christmas



This guide gives you all the information you need to make your journey with us as this Christmas easy as possible.

Plan your journey at GWR.com/Christmas2016



From **24 December 2016 to 2 January 2017**, Network Rail will be upgrading the railway in the London Paddington and Cardiff areas.

The work will deliver important improvements to the railway, which pave the way for the introduction of new, longer and more reliable trains across the region.

Train services will still be running, but there may be some changes to your journey. Customers travelling to and from London may find using London Marylebone, Euston or Waterloo more convenient.

This guide outlines the best way to make your journey, however full details of how you can plan your journey are available at **GWR.com**

Travelling to and from London between Saturday 24 and Thursday 29 December 2016.

Between Christmas and New Year, trains will start and terminate at Ealing Broadway instead of London Paddington. GWR tickets will be accepted on London Underground services between Ealing Broadway and Paddington or Lancaster Gate.

Tickets will be valid on alternative routes to London Waterloo, London Marylebone or London Euston.

Travelling in the Cardiff area

On Tuesday 27 and Wednesday 28 December and Sunday 1 and Monday 2 January, buses will replace trains between Newport, Cardiff Central and Bridgend.

Marlow and Greenford lines, and Burnham and Taplow stations

From Saturday 24 December until Monday 2 January there will be no train services on the Marlow or Greenford branch lines.

Buses will run from Maidenhead to Marlow, as well as between Slough, Burnham and Taplow.

Customers holding tickets for the Greenford line may use London Underground or TfL bus services where tickets will be accepted.

Heathrow Airport

From Saturday 24 to Thursday 29 December 2016 there are no Heathrow Connect or Heathrow Express services.

Please use the Piccadilly Line from central London, RailAir coach link from Reading or 140 bus from Hayes & Harlington.

Saturday 24 to Thursday 29 December 2016

Trains will start / terminate at Ealing Broadway instead of London Paddington.

There is no step-free access at Ealing Broadway.

Please use London Waterloo, London Marylebone or London Euston if required.

See the maps for suggested routes for travel to London.

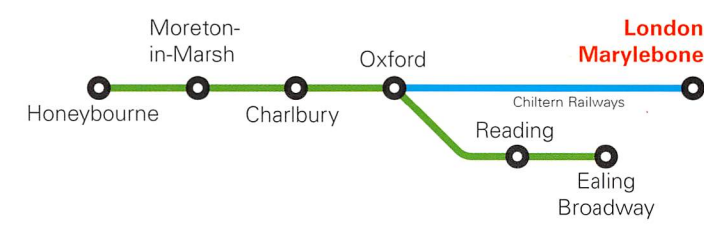
If you require assisted travel please call: **0800 197 1329.**

Hereford to Evesham, and Gloucester and Cheltenham Spa to London



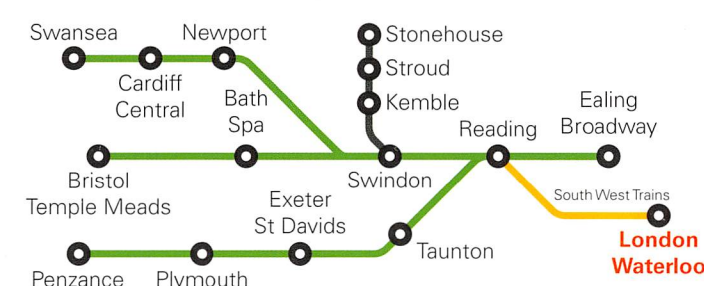
- Travel to **London Euston**, changing at Birmingham New Street. GWR tickets will be valid
- GWR train services will run to Ealing Broadway for customers travelling to Oxford, Reading and intermediate stations

Honeybourne to Oxford



- Travel to **London Marylebone** from Oxford. GWR tickets will be valid
- GWR train services will run to Ealing Broadway for customers travelling to Oxford, Reading and intermediate stations

South Wales, West of England, Bristol Temple Meads and Reading to London



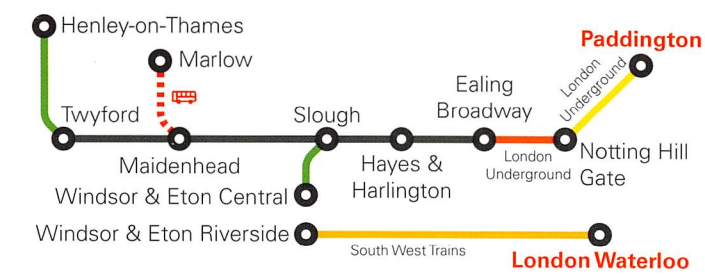
- It may be more convenient to change at Reading for services to **London Waterloo**. GWR tickets will be valid

Thames and Kennet Valley area



- It may be more convenient to change at Reading for services to **London Waterloo**. GWR tickets will be valid

Twyford to London



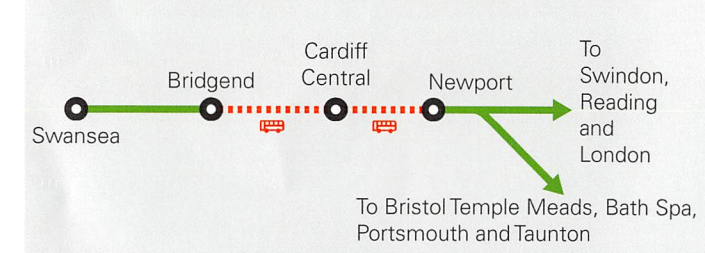
- Trains will terminate at Ealing Broadway instead of London Paddington
- GWR tickets will be valid on London Underground services between Ealing Broadway and **Paddington**
- It may be more convenient if travelling from Windsor to travel to **London Waterloo**

There is no step-free access at Ealing Broadway.

If you require assisted travel please call: **0800 197 1329** before you travel.

Tuesday 27 to Wednesday 28 December 2016 and Sunday 1 to Monday 2 January 2017

Swansea to Newport and beyond



- Trains between Newport and Bridgend will be replaced by buses