



# Changes to our stations and how we sell tickets

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Our ideas



Have your say...

# Why we need to make changes

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We are Great Western Railway. We help people to travel by train in the South West, South Wales and the Cotswolds.



Train Ticket



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



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



Not many people use ticket offices anymore



Some of our stations already don't have a ticket office.



We want to move staff out of ticket offices to other parts of the station where they can be more help to more customers.

It means some ticket offices may close.

You will still be able to buy tickets at a station, but it will be a bit different.



You can use things like:

- Contactless machines. This is when you use your phone, or a smartcard to pay on a card reader.  
You do not have to buy a ticket



- Using ticket machines



- On our website or through our app on your phone



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

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

## **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 some stations.

Staff will be able to help you to:



- Plan your journey



- Buy tickets online



- Buy tickets at a ticket machine

**Train Ticket**



- Work out which is the cheapest ticket to buy



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

# How this makes things better for customers

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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 or there are no staff around, we still have Help Points at all our stations.

You can use the Help Point speak to someone who can help you.



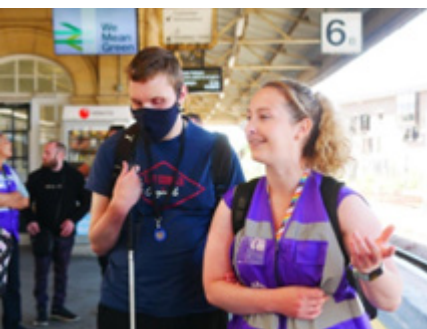
Our staff are friendly and helpful. They will help you with any questions or worries.



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.

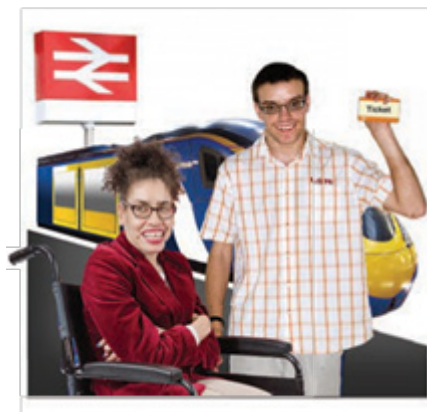


# Help and support at stations

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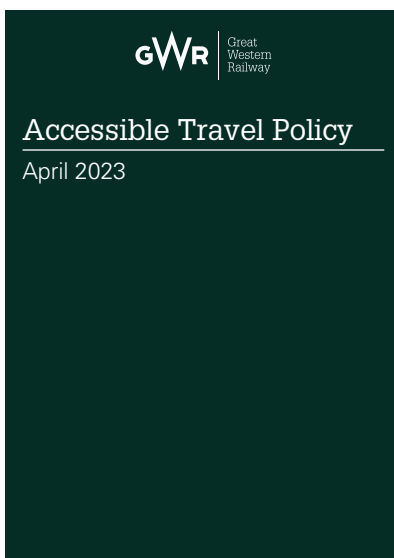


We have 24-hour Help Points at all our stations. You normally find them on the platform.



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: [gwr.com/travel-information/passenger-assist](http://gwr.com/travel-information/passenger-assist)**



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



**Passenger Assist Team**

**0800 197 1329**

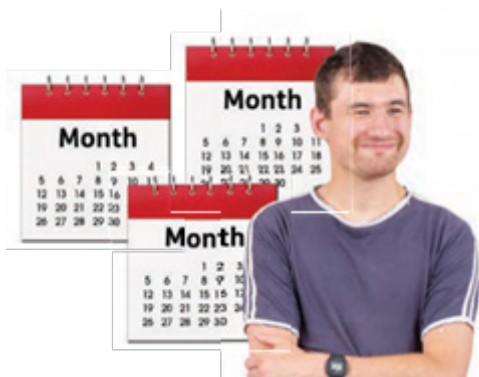
You can phone anytime day or night.

# How we will make the changes

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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

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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.

# How to have your say about the changes

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To tell us what you think, you can contact us about the changes.



We can also tell you how the changes will affect each station.



You need to let us know what you think by **Friday 1st September 2023.**

## **Write to us:**

Freepost: RTEH-XAGE-BYKZ,  
Transport Focus,  
PO Box 5594,  
Southend-on-Sea SS1 9PZ



## **Email us:**

[TicketOffice.GWR@transportfocus.org.uk](mailto:TicketOffice.GWR@transportfocus.org.uk)