



Changes to Ticket Retailing at GWR Stations

5 July 2023

Barnstaple

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:20 - 16:40	Sunday:	09:20 - 16:40
Mon-Fri:	06:15 - 17:50	Mon-Fri:	06:15 - 17:50
Saturday:	06:15 - 17:50	Saturday:	06:15 - 17:50

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	77,466	45.5%
Bookings collected at Ticket Office:	8,045	-
Ticket sold at the TVM(s):	9,407	5.5%
Bookings collected at the TVM(s):	20,687	-
Journeys from this station booked online:	83,218	48.9%
Cash payments received:	17,195	22.2% of total transactions
Warrant / voucher payments:	235	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	149	Online	Telesales	-
Rovers/Rangers	11	Online	On-Train	Telesales
Excess Fares*	867	Online	On-Train	-
Car Parking	5,297	App	-	-
Disabled discounts (D34/D50)	28	On-Train	-	-
Railcards sold	2,803	GWR App	Online	-
Refunds processed:	311	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bath Spa

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:45 - 20:00	Sunday:	07:30 - 20:30
Mon-Fri:	06:00 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:00 - 20:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	212,977	10.9%
Bookings collected at Ticket Office:	52,539	-
Ticket sold at the TVM(s):	155,220	7.9%
Bookings collected at the TVM(s):	225,520	-
Journeys from this station booked online:	1,591,486	81.2%
Cash payments received:	35,136	16.5% of total transactions
Warrant / voucher payments:	381	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	3,969	Online	Telesales	-
Rovers/Rangers	74	Online	On-Train	Telesales
Excess Fares*	4,172	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	3	On-Train	-	-
Railcards sold	3,700	GWR App	Online	-
Refunds processed:	527	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	6
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bodmin Parkway

Current Ticket Office times		Proposed Staffing Times	
Sunday:	10:35 - 18:00	Sunday:	10:35 - 18:00
Mon-Fri:	07:00 - 18:00	Mon-Fri:	07:00 - 18:00
Saturday:	07:00 - 18:00	Saturday:	07:00 - 18:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	20,927	13.9%
Bookings collected at Ticket Office:	5,539	-
Ticket sold at the TVM(s):	9,378	6.2%
Bookings collected at the TVM(s):	13,990	-
Journeys from this station booked online:	120,354	79.9%
Cash payments received:	4,764	22.8% of total transactions
Warrant / voucher payments:	81	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	342	Online	Telesales	-
Rovers/Rangers	6	Online	On-Train	Telesales
Excess Fares*	289	Online	On-Train	-
Car Parking	1,330	App	-	-
Disabled discounts (D34/D50)	4	On-Train	-	-
Railcards sold	767	GWR App	Online	-
Refunds processed:	77	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bourne End

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:05 - 12:35	Mon-Fri:	06:05 - 12:35
Saturday:	07:05 - 13:35	Saturday:	07:05 - 13:35

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	11,558	24.9%
Bookings collected at Ticket Office:	716	-
Ticket sold at the TVM(s):	15,179	32.7%
Bookings collected at the TVM(s):	4,274	-
Journeys from this station booked online:	19,719	42.4%
Cash payments received:	1,749	15.1% of total transactions
Warrant / voucher payments:	0	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	724	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	7	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	100	GWR App	Online	-
Refunds processed:	23	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bradford-On-Avon

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:20 - 13:30	Mon-Fri:	06:20 - 13:30
Saturday:	06:20 - 13:30	Saturday:	06:20 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	26,522	18.1%
Bookings collected at Ticket Office:	2,134	-
Ticket sold at the TVM(s):	23,365	15.9%
Bookings collected at the TVM(s):	13,049	-
Journeys from this station booked online:	96,819	66.0%
Cash payments received:	4,449	16.8% of total transactions
Warrant / voucher payments:	36	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	234	Online	Telesales	-
Rovers/Rangers	1	Online	On-Train	Telesales
Excess Fares*	37	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	20	On-Train	-	-
Railcards sold	380	GWR App	Online	-
Refunds processed:	52	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bramley (Hants)

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:20 - 12:50	Mon-Fri:	06:20 - 12:50
Saturday:	07:20 - 13:30	Saturday:	07:20 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	5,372	8.2%
Bookings collected at Ticket Office:	494	-
Ticket sold at the TVM(s):	20,993	31.9%
Bookings collected at the TVM(s):	4,745	-
Journeys from this station booked online:	39,462	59.9%
Cash payments received:	897	16.7% of total transactions
Warrant / voucher payments:	1	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	262	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	5	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	48	GWR App	Online	-
Refunds processed:	17	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bridgwater

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 14:15	Mon-Fri:	06:30 - 14:15
Saturday:	06:30 - 14:15	Saturday:	06:30 - 14:15

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	34,272	20.1%
Bookings collected at Ticket Office:	2,814	-
Ticket sold at the TVM(s):	18,611	10.9%
Bookings collected at the TVM(s):	16,766	-
Journeys from this station booked online:	117,485	69.0%
Cash payments received:	9,691	28.3% of total transactions
Warrant / voucher payments:	263	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	133	Online	Telesales	-
Rovers/Rangers	18	Online	On-Train	Telesales
Excess Fares*	20	Online	On-Train	-
Car Parking	667	App	-	-
Disabled discounts (D34/D50)	14	On-Train	-	-
Railcards sold	292	GWR App	Online	-
Refunds processed:	8	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bristol Parkway

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:30 - 19:00	Sunday:	08:30 - 19:00
Mon-Fri:	06:00 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	07:00 - 18:00	Saturday:	07:00 - 18:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	112,278	9.7%
Bookings collected at Ticket Office:	64,843	-
Ticket sold at the TVM(s):	23,249	2.0%
Bookings collected at the TVM(s):	194,441	-
Journeys from this station booked online:	1,017,999	88.3%
Cash payments received:	14,741	13.1% of total transactions
Warrant / voucher payments:	375	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,956	Online	Telesales	-
Rovers/Rangers	59	Online	On-Train	Telesales
Excess Fares*	2,304	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	29	On-Train	-	-
Railcards sold	1,969	GWR App	Online	-
Refunds processed:	485	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bristol Temple Meads

Current Ticket Office times		Proposed Staffing Times	
Sunday:	06:45 - 21:30	Sunday:	07:30 - 20:30
Mon-Fri:	06:15 - 21:30	Mon-Fri:	06:30 - 19:30
Saturday:	06:15 - 21:30	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	260,855	6.9%
Bookings collected at Ticket Office:	91,846	-
Ticket sold at the TVM(s):	198,200	5.3%
Bookings collected at the TVM(s):	370,335	-
Journeys from this station booked online:	3,302,671	87.8%
Cash payments received:	56,147	21.5% of total transactions
Warrant / voucher payments:	2,426	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	6,442	Online	Telesales	-
Rovers/Rangers	120	Online	On-Train	Telesales
Excess Fares*	5,557	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	118	On-Train	-	-
Railcards sold	3,144	GWR App	Online	-
Refunds processed:	1,042	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	5
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Camborne

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:00 - 14:00	Mon-Fri:	07:00 - 14:00
Saturday:	07:30 - 14:00	Saturday:	07:30 - 14:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	19,353	19.0%
Bookings collected at Ticket Office:	2,056	-
Ticket sold at the TVM(s):	26,259	25.8%
Bookings collected at the TVM(s):	6,459	-
Journeys from this station booked online:	56,345	55.3%
Cash payments received:	7,367	38.1% of total transactions
Warrant / voucher payments:	151	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	567	Online	Telesales	-
Rovers/Rangers	10	Online	On-Train	Telesales
Excess Fares*	52	Online	On-Train	-
Car Parking	30	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	690	GWR App	Online	-
Refunds processed:	9	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Castle Bar Park

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:00 - 10:00	Mon-Fri:	07:00 - 10:00
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	0
Bookings collected at Ticket Office:	0
Ticket sold at the TVM(s):	No TVM
Bookings collected at the TVM(s):	No TVM
Journeys from this station booked online:	56
Cash payments received:	0
Warrant / voucher payments:	0

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	0
TVM payments accepted:	No TVM

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Castle Cary

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:30 - 18:30	Mon-Fri:	07:30 - 18:30
Saturday:	07:30 - 16:30	Saturday:	07:30 - 16:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	11,868	5.6%
Bookings collected at Ticket Office:	5,839	-
Ticket sold at the TVM(s):	2,978	1.4%
Bookings collected at the TVM(s):	21,207	-
Journeys from this station booked online:	196,630	93.0%
Cash payments received:	2,273	19.2% of total transactions
Warrant / voucher payments:	132	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	5	Online	Telesales	-
Rovers/Rangers	2	Online	On-Train	Telesales
Excess Fares*	342	Online	On-Train	-
Car Parking	1,102	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	422	GWR App	Online	-
Refunds processed:	75	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Charlbury

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	05:50 - 12:20	Mon-Fri:	05:50 - 12:20
Saturday:	06:45 - 13:15	Saturday:	06:45 - 13:15

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	3,898	3.0%
Bookings collected at Ticket Office:	712	-
Ticket sold at the TVM(s):	15,200	11.7%
Bookings collected at the TVM(s):	11,001	-
Journeys from this station booked online:	111,061	85.3%
Cash payments received:	283	7.3% of total transactions
Warrant / voucher payments:	4	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	169	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	33	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	139	GWR App	Online	-
Refunds processed:	7	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Cheltenham Spa

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:00 - 16:30	Sunday:	09:00 - 16:30
Mon-Fri:	06:15 - 20:15	Mon-Fri:	06:30 - 19:30
Saturday:	06:15 - 19:15	Saturday:	07:00 - 19:15

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	58,224	5.7%
Bookings collected at Ticket Office:	8,364	-
Ticket sold at the TVM(s):	39,851	3.9%
Bookings collected at the TVM(s):	101,593	-
Journeys from this station booked online:	926,620	90.4%
Cash payments received:	12,917	22.2% of total transactions
Warrant / voucher payments:	433	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	790	Online	Telesales	-
Rovers/Rangers	50	Online	On-Train	Telesales
Excess Fares*	917	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	51	On-Train	-	-
Railcards sold	1,379	GWR App	Online	-
Refunds processed:	109	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Chippenham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:40 - 19:50	Sunday:	07:40 - 19:50
Mon-Fri:	05:50 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	05:50 - 19:30	Saturday:	07:00 - 19:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	105,754	15.0%
Bookings collected at Ticket Office:	16,077	-
Ticket sold at the TVM(s):	81,651	11.6%
Bookings collected at the TVM(s):	101,528	-
Journeys from this station booked online:	518,566	73.5%
Cash payments received:	19,598	18.5% of total transactions
Warrant / voucher payments:	240	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	3,183	Online	Telesales	-
Rovers/Rangers	21	Online	On-Train	Telesales
Excess Fares*	806	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	29	On-Train	-	-
Railcards sold	1,301	GWR App	Online	-
Refunds processed:	219	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	3
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Cholsey

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:10 - 12:40	Mon-Fri:	06:10 - 12:40
Saturday:	07:00 - 13:30	Saturday:	07:00 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	10,910	15.6%
Bookings collected at Ticket Office:	1,008	-
Ticket sold at the TVM(s):	20,855	29.8%
Bookings collected at the TVM(s):	8,705	-
Journeys from this station booked online:	38,259	54.6%
Cash payments received:	1,113	10.2% of total transactions
Warrant / voucher payments:	6	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	648	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	153	App	-	-
Disabled discounts (D34/D50)	1	On-Train	-	-
Railcards sold	86	GWR App	Online	-
Refunds processed:	6	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Cookham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:50 - 11:30	Mon-Fri:	06:50 - 11:30
Saturday:	08:00 - 11:30	Saturday:	08:00 - 11:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	12,415	30.9%
Bookings collected at Ticket Office:	494	-
Ticket sold at the TVM(s):	15,525	38.6%
Bookings collected at the TVM(s):	2,719	-
Journeys from this station booked online:	12,283	30.5%
Cash payments received:	1,586	12.8% of total transactions
Warrant / voucher payments:	0	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,032	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	2	On-Train	-	-
Railcards sold	87	GWR App	Online	-
Refunds processed:	54	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Crowthorne

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:45 - 10:30	Mon-Fri:	06:45 - 10:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	263	1.4%
Bookings collected at Ticket Office:	32	-
Ticket sold at the TVM(s):	19,215	98.6%
Bookings collected at the TVM(s):	6,343	-
Journeys from this station booked online:	-	-
Cash payments received:	15	5.7% of total transactions
Warrant / voucher payments:	0	-

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	3	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	3	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	0
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Dawlish

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:05 - 19:00	Mon-Fri:	07:05 - 19:00
Saturday:	07:00 - 14:00	Saturday:	07:00 - 14:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	56,020	34.4%
Bookings collected at Ticket Office:	1,859	-
Ticket sold at the TVM(s):	40,625	25.0%
Bookings collected at the TVM(s):	8,162	-
Journeys from this station booked online:	66,088	40.6%
Cash payments received:	16,669	29.8% of total transactions
Warrant / voucher payments:	125	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,003	Online	Telesales	-
Rovers/Rangers	23	Online	On-Train	Telesales
Excess Fares*	98	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	12	On-Train	-	-
Railcards sold	1,073	GWR App	Online	-
Refunds processed:	69	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Didcot Parkway

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 19:40	Sunday:	08:00 - 19:40
Mon-Fri:	06:00 - 19:40	Mon-Fri:	06:30 - 19:30
Saturday:	06:30 - 19:40	Saturday:	07:00 - 19:40

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	288,011	25.8%
Bookings collected at Ticket Office:	34,458	-
Ticket sold at the TVM(s):	80,160	7.2%
Bookings collected at the TVM(s):	99,552	-
Journeys from this station booked online:	749,442	67.1%
Cash payments received:	40,946	14.2% of total transactions
Warrant / voucher payments:	352	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	14,486	Online	Telesales	-
Rovers/Rangers	11	Online	On-Train	Telesales
Excess Fares*	328	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	96	On-Train	-	-
Railcards sold	2,115	GWR App	Online	-
Refunds processed:	366	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	4
Number of TVMs:	3
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Evesham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:20 - 12:50	Mon-Fri:	06:20 - 12:50
Saturday:	07:20 - 13:50	Saturday:	07:20 - 13:50

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	13,800	13.0%
Bookings collected at Ticket Office:	3,803	-
Ticket sold at the TVM(s):	7,922	7.5%
Bookings collected at the TVM(s):	12,610	-
Journeys from this station booked online:	84,472	79.5%
Cash payments received:	2,780	20.1% of total transactions
Warrant / voucher payments:	71	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	237	Online	Telesales	-
Rovers/Rangers	9	Online	On-Train	Telesales
Excess Fares*	4	Online	On-Train	-
Car Parking	1,635	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	304	GWR App	Online	-
Refunds processed:	5	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Exeter Central

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:30 - 16:30	Sunday:	09:30 - 16:30
Mon-Fri:	07:50 - 18:15	Mon-Fri:	07:50 - 18:15
Saturday:	07:50 - 18:15	Saturday:	07:50 - 18:15

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	64,109	18.1%
Bookings collected at Ticket Office:	5,409	-
Ticket sold at the TVM(s):	88,926	25.1%
Bookings collected at the TVM(s):	28,683	-
Journeys from this station booked online:	200,727	56.7%
Cash payments received:	17,021	26.6% of total transactions
Warrant / voucher payments:	551	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,731	Online	Telesales	-
Rovers/Rangers	27	Online	On-Train	Telesales
Excess Fares*	583	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	153	On-Train	-	-
Railcards sold	3,411	GWR App	Online	-
Refunds processed:	130	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	3
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Exeter St Davids

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:30 - 20:40	Sunday:	07:30 - 20:30
Mon-Fri:	05:45 - 20:40	Mon-Fri:	06:30 - 19:30
Saturday:	06:15 - 20:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	183,315	12.1%
Bookings collected at Ticket Office:	69,360	-
Ticket sold at the TVM(s):	21,801	1.4%
Bookings collected at the TVM(s):	116,327	-
Journeys from this station booked online:	1,314,102	86.5%
Cash payments received:	46,103	25.1% of total transactions
Warrant / voucher payments:	661	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	9,569	Online	Telesales	-
Rovers/Rangers	152	Online	On-Train	Telesales
Excess Fares*	3,924	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	11	On-Train	-	-
Railcards sold	3,924	GWR App	Online	-
Refunds processed:	650	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Exmouth

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:10 - 15:25	Mon-Fri:	07:10 - 15:25
Saturday:	07:10 - 15:25	Saturday:	07:10 - 15:25

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	64,868	28.0%
Bookings collected at Ticket Office:	3,893	-
Ticket sold at the TVM(s):	71,464	30.8%
Bookings collected at the TVM(s):	16,168	-
Journeys from this station booked online:	95,539	41.2%
Cash payments received:	18,871	29.1% of total transactions
Warrant / voucher payments:	116	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	917	Online	Telesales	-
Rovers/Rangers	9	Online	On-Train	Telesales
Excess Fares*	354	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	59	On-Train	-	-
Railcards sold	1,991	GWR App	Online	-
Refunds processed:	138	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Frome

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 12:00	Mon-Fri:	06:30 - 12:00
Saturday:	06:30 - 12:50	Saturday:	06:30 - 12:50

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	9,967	11.0%
Bookings collected at Ticket Office:	1,908	-
Ticket sold at the TVM(s):	8,660	9.6%
Bookings collected at the TVM(s):	14,365	-
Journeys from this station booked online:	72,031	79.5%
Cash payments received:	1,689	16.9% of total transactions
Warrant / voucher payments:	80	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	102	Online	Telesales	-
Rovers/Rangers	3	Online	On-Train	Telesales
Excess Fares*	9	Online	On-Train	-
Car Parking	304	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	210	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Furze Platt

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:45 - 11:30	Mon-Fri:	06:45 - 11:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	4,216	18.3%
Bookings collected at Ticket Office:	164	-
Ticket sold at the TVM(s):	4,001	17.4%
Bookings collected at the TVM(s):	607	-
Journeys from this station booked online:	14,796	64.3%
Cash payments received:	912	21.6% of total transactions
Warrant / voucher payments:	2	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	394	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	8	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Gloucester

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:00 - 18:00	Sunday:	09:00 - 18:00
Mon-Fri:	06:00 - 19:00	Mon-Fri:	06:00 - 19:00
Saturday:	07:00 - 19:00	Saturday:	07:00 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	101,395	14.4%
Bookings collected at Ticket Office:	21,973	-
Ticket sold at the TVM(s):	32,549	4.6%
Bookings collected at the TVM(s):	79,873	-
Journeys from this station booked online:	569,683	81.0%
Cash payments received:	29,865	29.5% of total transactions
Warrant / voucher payments:	528	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,311	Online	Telesales	-
Rovers/Rangers	71	Online	On-Train	Telesales
Excess Fares*	1,246	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	56	On-Train	-	-
Railcards sold	1,584	GWR App	Online	-
Refunds processed:	190	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	3
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Goring & Streatley

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:15 - 12:45	Mon-Fri:	06:15 - 12:45
Saturday:	07:00 - 13:30	Saturday:	07:00 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	23,073	22.7%
Bookings collected at Ticket Office:	1,246	-
Ticket sold at the TVM(s):	24,838	24.4%
Bookings collected at the TVM(s):	7,673	-
Journeys from this station booked online:	53,812	52.9%
Cash payments received:	2,588	11.2% of total transactions
Warrant / voucher payments:	21	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,064	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	4	Online	On-Train	-
Car Parking	550	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	229	GWR App	Online	-
Refunds processed:	43	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Henley-On-Thames

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:00 - 13:00	Mon-Fri:	06:00 - 13:00
Saturday:	07:00 - 13:00	Saturday:	07:00 - 13:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	1,322	1.4%
Bookings collected at Ticket Office:	96	-
Ticket sold at the TVM(s):	34,073	36.5%
Bookings collected at the TVM(s):	12,527	-
Journeys from this station booked online:	57,906	62.1%
Cash payments received:	218	16.5% of total transactions
Warrant / voucher payments:	0	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	17	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	2	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	5	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Kemble

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 13:00	Mon-Fri:	06:30 - 13:00
Saturday:	07:30 - 14:00	Saturday:	07:30 - 14:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	1,952	1.0%
Bookings collected at Ticket Office:	1,089	-
Ticket sold at the TVM(s):	9,459	4.7%
Bookings collected at the TVM(s):	39,477	-
Journeys from this station booked online:	191,080	94.4%
Cash payments received:	201	10.3% of total transactions
Warrant / voucher payments:	9	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	61	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	13	Online	On-Train	-
Car Parking	23	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	107	GWR App	Online	-
Refunds processed:	4	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Kingham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	05:40 - 12:10	Mon-Fri:	05:40 - 12:10
Saturday:	06:40 - 13:10	Saturday:	06:40 - 13:10

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	10,583	8.9%
Bookings collected at Ticket Office:	2,292	-
Ticket sold at the TVM(s):	4,656	3.9%
Bookings collected at the TVM(s):	7,428	-
Journeys from this station booked online:	103,502	87.2%
Cash payments received:	820	7.7% of total transactions
Warrant / voucher payments:	4	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	308	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	18	Online	On-Train	-
Car Parking	1,963	App	-	-
Disabled discounts (D34/D50)	8	On-Train	-	-
Railcards sold	240	GWR App	Online	-
Refunds processed:	7	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Liskeard

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:15 - 16:45	Sunday:	09:15 - 16:45
Mon-Fri:	07:00 - 18:00	Mon-Fri:	07:00 - 18:00
Saturday:	08:00 - 18:00	Saturday:	08:00 - 18:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	28,679	21.5%
Bookings collected at Ticket Office:	3,257	-
Ticket sold at the TVM(s):	23,518	17.6%
Bookings collected at the TVM(s):	12,693	-
Journeys from this station booked online:	81,145	60.9%
Cash payments received:	6,969	24.3% of total transactions
Warrant / voucher payments:	162	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	654	Online	Telesales	-
Rovers/Rangers	10	Online	On-Train	Telesales
Excess Fares*	118	Online	On-Train	-
Car Parking	837	App	-	-
Disabled discounts (D34/D50)	7	On-Train	-	-
Railcards sold	1,174	GWR App	Online	-
Refunds processed:	84	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

London Paddington

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:00 - 22:00	Sunday:	07:30 - 20:30
Mon-Fri:	06:00 - 22:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:00 - 22:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	598,217	
Bookings collected at Ticket Office:	122,302	
Ticket sold at the TVM(s):	645,699	
Bookings collected at the TVM(s):	509,694	
Journeys from this station booked online:	-	
Cash payments received:	125,140	<i>20.9% of total transactions</i>
Warrant / voucher payments:	1,423	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	11,232	Online	Telesales	-
Rovers/Rangers	81	Online	On-Train	Telesales
Excess Fares*	40,063	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	6	On-Train	-	-
Railcards sold	7,445	GWR App	Online	-
Refunds processed:	2,299	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	9
Number of TVMs:	11
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Liskeard

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:15 - 16:45	Sunday:	09:15 - 16:45
Mon-Fri:	07:00 - 18:00	Mon-Fri:	07:00 - 18:00
Saturday:	08:00 - 18:00	Saturday:	08:00 - 18:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	28,679	21.5%
Bookings collected at Ticket Office:	3,257	-
Ticket sold at the TVM(s):	23,518	17.6%
Bookings collected at the TVM(s):	12,693	-
Journeys from this station booked online:	81,145	60.9%
Cash payments received:	6,969	24.3% of total transactions
Warrant / voucher payments:	162	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	654	Online	Telesales	-
Rovers/Rangers	10	Online	On-Train	Telesales
Excess Fares*	118	Online	On-Train	-
Car Parking	837	App	-	-
Disabled discounts (D34/D50)	7	On-Train	-	-
Railcards sold	1,174	GWR App	Online	-
Refunds processed:	84	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Maidenhead

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 19:00	Sunday:	08:00 - 19:00
Mon-Fri:	06:00 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	07:00 - 20:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	222,706	25.8%
Bookings collected at Ticket Office:	12,659	-
Ticket sold at the TVM(s):	364,833	42.2%
Bookings collected at the TVM(s):	71,808	-
Journeys from this station booked online:	276,958	32.0%
Cash payments received:	41,394	18.6% of total transactions
Warrant / voucher payments:	476	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	19,949	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	377	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	47	On-Train	-	-
Railcards sold	1,057	GWR App	Online	-
Refunds processed:	773	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	6
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Moreton in Marsh

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 13:00	Mon-Fri:	06:30 - 13:00
Saturday:	06:30 - 13:00	Saturday:	06:30 - 13:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	12,660	9.2%
Bookings collected at Ticket Office:	2,646	-
Ticket sold at the TVM(s):	8,693	6.3%
Bookings collected at the TVM(s):	12,457	-
Journeys from this station booked online:	116,713	84.5%
Cash payments received:	1,552	12.3% of total transactions
Warrant / voucher payments:	8	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	62	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	39	Online	On-Train	-
Car Parking	1,507	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	375	GWR App	Online	-
Refunds processed:	53	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Mortimer

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 13:00	Mon-Fri:	06:30 - 13:00
Saturday:	07:30 - 14:00	Saturday:	07:30 - 14:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	6,758	17.2%
Bookings collected at Ticket Office:	539	-
Ticket sold at the TVM(s):	9,083	23.1%
Bookings collected at the TVM(s):	3,076	-
Journeys from this station booked online:	23,410	59.6%
Cash payments received:	445	6.6% of total transactions
Warrant / voucher payments:	16	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	238	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	2	Online	On-Train	-
Car Parking	662	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	47	GWR App	Online	-
Refunds processed:	27	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Newbury

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:30 - 17:00	Sunday:	08:30 - 17:00
Mon-Fri:	06:00 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	07:00 - 19:00	Saturday:	07:00 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	77,870	17.0%
Bookings collected at Ticket Office:	12,181	-
Ticket sold at the TVM(s):	61,364	13.4%
Bookings collected at the TVM(s):	58,115	-
Journeys from this station booked online:	318,265	69.6%
Cash payments received:	13,696	17.6% of total transactions
Warrant / voucher payments:	392	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	4,603	Online	Telesales	-
Rovers/Rangers	5	Online	On-Train	Telesales
Excess Fares*	241	Online	On-Train	-
Car Parking	75	App	-	-
Disabled discounts (D34/D50)	19	On-Train	-	-
Railcards sold	1,283	GWR App	Online	-
Refunds processed:	340	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	4
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Newton Abbot

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:45 - 18:10	Sunday:	08:45 - 18:10
Mon-Fri:	06:00 - 19:10	Mon-Fri:	06:30 - 19:10
Saturday:	06:30 - 17:50	Saturday:	06:30 - 17:50

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	116,895	22.2%
Bookings collected at Ticket Office:	13,584	-
Ticket sold at the TVM(s):	32,273	6.1%
Bookings collected at the TVM(s):	46,742	-
Journeys from this station booked online:	378,515	71.7%
Cash payments received:	33,564	28.7% of total transactions
Warrant / voucher payments:	676	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	2,063	Online	Telesales	-
Rovers/Rangers	55	Online	On-Train	Telesales
Excess Fares*	947	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	2,472	GWR App	Online	-
Refunds processed:	171	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

North Camp

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 13:00	Mon-Fri:	06:30 - 13:00
Saturday:	07:15 - 13:45	Saturday:	07:15 - 13:45

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	6,847	8.1%
Bookings collected at Ticket Office:	596	-
Ticket sold at the TVM(s):	26,465	31.3%
Bookings collected at the TVM(s):	4,766	-
Journeys from this station booked online:	51,202	60.6%
Cash payments received:	1,268	18.5% of total transactions
Warrant / voucher payments:	5	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	345	Online	Telesales	-
Rovers/Rangers	1	Online	On-Train	Telesales
Excess Fares*	15	Online	On-Train	-
Car Parking	71	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	70	GWR App	Online	-
Refunds processed:	70	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Oxford

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 19:00	Sunday:	08:00 - 19:00
Mon-Fri:	06:00 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	07:30 - 20:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	252,718	10.4%
Bookings collected at Ticket Office:	57,076	-
Ticket sold at the TVM(s):	205,905	8.5%
Bookings collected at the TVM(s):	268,252	-
Journeys from this station booked online:	1,967,762	81.1%
Cash payments received:	45,511	18.0% of total transactions
Warrant / voucher payments:	1,722	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	8,637	Online	Telesales	-
Rovers/Rangers	36	Online	On-Train	Telesales
Excess Fares*	3,974	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	115	On-Train	-	-
Railcards sold	4,230	GWR App	Online	-
Refunds processed:	958	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	8
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Paignton

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:40 - 16:40	Sunday:	09:40 - 16:40
Mon-Fri:	06:55 - 18:00	Mon-Fri:	06:55 - 18:00
Saturday:	07:30 - 16:55	Saturday:	07:30 - 16:55

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	75,595	41.3%
Bookings collected at Ticket Office:	4,205	-
Ticket sold at the TVM(s):	19,242	10.5%
Bookings collected at the TVM(s):	20,589	-
Journeys from this station booked online:	88,341	48.2%
Cash payments received:	22,088	29.2% of total transactions
Warrant / voucher payments:	262	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	884	Online	Telesales	-
Rovers/Rangers	27	Online	On-Train	Telesales
Excess Fares*	565	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	16	On-Train	-	-
Railcards sold	2,157	GWR App	Online	-
Refunds processed:	165	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Pangbourne

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:20 - 12:50	Mon-Fri:	06:20 - 12:50
Saturday:	07:00 - 13:30	Saturday:	07:00 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	23,061	21.1%
Bookings collected at Ticket Office:	1,132	-
Ticket sold at the TVM(s):	32,581	29.8%
Bookings collected at the TVM(s):	7,531	-
Journeys from this station booked online:	53,669	49.1%
Cash payments received:	1,594	6.9% of total transactions
Warrant / voucher payments:	10	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,401	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	3	Online	On-Train	-
Car Parking	211	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	199	GWR App	Online	-
Refunds processed:	48	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Par

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:30 - 14:00	Mon-Fri:	07:30 - 14:00
Saturday:	08:00 - 14:30	Saturday:	08:00 - 14:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	13,622	13.1%
Bookings collected at Ticket Office:	1,546	-
Ticket sold at the TVM(s):	18,303	17.7%
Bookings collected at the TVM(s):	5,976	-
Journeys from this station booked online:	71,711	69.2%
Cash payments received:	3,656	26.8% of total transactions
Warrant / voucher payments:	27	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	254	Online	Telesales	-
Rovers/Rangers	3	Online	On-Train	Telesales
Excess Fares*	52	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	486	GWR App	Online	-
Refunds processed:	11	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Penzance

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:45 - 17:30	Sunday:	08:45 - 17:30
Mon-Fri:	06:45 - 19:30	Mon-Fri:	06:45 - 19:30
Saturday:	06:15 - 18:10	Saturday:	06:15 - 18:10

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	95,453	33.9%
Bookings collected at Ticket Office:	7,990	-
Ticket sold at the TVM(s):	21,570	7.7%
Bookings collected at the TVM(s):	22,594	-
Journeys from this station booked online:	164,875	58.5%
Cash payments received:	22,860	23.9% of total transactions
Warrant / voucher payments:	377	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	936	Online	Telesales	-
Rovers/Rangers	33	Online	On-Train	Telesales
Excess Fares*	1,403	Online	On-Train	-
Car Parking	739	App	-	-
Disabled discounts (D34/D50)	110	On-Train	-	-
Railcards sold	3,212	GWR App	Online	-
Refunds processed:	742	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Pewsey

Current Ticket Office times		Proposed Staffing Times	
Sunday:	-	Sunday:	--:-- - --:--
Mon-Fri:	06:10 - 12:40	Mon-Fri:	06:10 - 12:40
Saturday:	07:10 - 13:40	Saturday:	07:10 - 13:40

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	10,361	7.7%
Bookings collected at Ticket Office:	5,497	-
Ticket sold at the TVM(s):	2,337	1.7%
Bookings collected at the TVM(s):	13,985	-
Journeys from this station booked online:	121,113	90.5%
Cash payments received:	905	8.7% of total transactions
Warrant / voucher payments:	12	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	364	Online	Telesales	-
Rovers/Rangers	2	Online	On-Train	Telesales
Excess Fares*	41	Online	On-Train	-
Car Parking	1,056	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	267	GWR App	Online	-
Refunds processed:	126	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Plymouth

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 19:00	Sunday:	08:00 - 19:00
Mon-Fri:	06:25 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:25 - 19:00	Saturday:	07:00 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	184,468	16.1%
Bookings collected at Ticket Office:	50,406	-
Ticket sold at the TVM(s):	30,284	2.6%
Bookings collected at the TVM(s):	141,571	-
Journeys from this station booked online:	929,457	81.2%
Cash payments received:	49,480	26.8% of total transactions
Warrant / voucher payments:	1,212	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	2,070	Online	Telesales	-
Rovers/Rangers	88	Online	On-Train	Telesales
Excess Fares*	3,048	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	6	On-Train	-	-
Railcards sold	6,278	GWR App	Online	-
Refunds processed:	600	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	6
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Reading

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:15 - 22:00	Sunday:	07:30 - 20:00
Mon-Fri:	06:15 - 22:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:15 - 22:00	Saturday:	06:30 - 19:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	645,910	24.4%
Bookings collected at Ticket Office:	78,609	-
Ticket sold at the TVM(s):	787,638	29.8%
Bookings collected at the TVM(s):	411,772	-
Journeys from this station booked online:	1,213,679	45.8%
Cash payments received:	120,418	18.6% of total transactions
Warrant / voucher payments:	2,435	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	32,017	Online	Telesales	-
Rovers/Rangers	28	Online	On-Train	Telesales
Excess Fares*	7,505	Online	On-Train	-
Car Parking	3	App	-	-
Disabled discounts (D34/D50)	25	On-Train	-	-
Railcards sold	7,981	GWR App	Online	-
Refunds processed:	2,676	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	12
Number of TVMs:	11
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Reading West

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 10:45	Mon-Fri:	06:30 - 10:45
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	5,135	9.3%
Bookings collected at Ticket Office:	596	-
Ticket sold at the TVM(s):	18,818	34.2%
Bookings collected at the TVM(s):	8,823	-
Journeys from this station booked online:	31,125	56.5%
Cash payments received:	996	19.4% of total transactions
Warrant / voucher payments:	40	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	587	Online	Telesales	-
Rovers/Rangers	7	Online	On-Train	Telesales
Excess Fares*	5	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	10	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Redruth

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:00 - 16:30	Sunday:	09:00 - 16:30
Mon-Fri:	07:30 - 19:00	Mon-Fri:	07:30 - 19:00
Saturday:	07:30 - 19:00	Saturday:	07:30 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	36,860	26.3%
Bookings collected at Ticket Office:	2,856	-
Ticket sold at the TVM(s):	19,953	14.2%
Bookings collected at the TVM(s):	13,333	-
Journeys from this station booked online:	83,371	59.5%
Cash payments received:	10,433	28.3% of total transactions
Warrant / voucher payments:	116	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	626	Online	Telesales	-
Rovers/Rangers	9	Online	On-Train	Telesales
Excess Fares*	308	Online	On-Train	-
Car Parking	536	App	-	-
Disabled discounts (D34/D50)	8	On-Train	-	-
Railcards sold	1,162	GWR App	Online	-
Refunds processed:	94	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Slough

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:00 - 21:30	Sunday:	07:30 - 20:30
Mon-Fri:	06:00 - 21:30	Mon-Fri:	06:30 - 19:30
Saturday:	06:30 - 21:30	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	418,076	31.8%
Bookings collected at Ticket Office:	22,494	-
Ticket sold at the TVM(s):	470,908	35.9%
Bookings collected at the TVM(s):	80,366	-
Journeys from this station booked online:	424,106	32.3%
Cash payments received:	113,951	27.3% of total transactions
Warrant / voucher payments:	682	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	19,720	Online	Telesales	-
Rovers/Rangers	1	Online	On-Train	Telesales
Excess Fares*	508	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	5	On-Train	-	-
Railcards sold	1,538	GWR App	Online	-
Refunds processed:	505	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	6
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

St Austell

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:00 - 16:30	Sunday:	09:00 - 16:30
Mon-Fri:	07:30 - 19:00	Mon-Fri:	07:30 - 19:00
Saturday:	07:30 - 19:00	Saturday:	07:30 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	60,005	31.7%
Bookings collected at Ticket Office:	9,187	-
Ticket sold at the TVM(s):	11,982	6.3%
Bookings collected at the TVM(s):	11,782	-
Journeys from this station booked online:	117,168	61.9%
Cash payments received:	14,271	23.8% of total transactions
Warrant / voucher payments:	143	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,043	Online	Telesales	-
Rovers/Rangers	9	Online	On-Train	Telesales
Excess Fares*	285	Online	On-Train	-
Car Parking	1,060	App	-	-
Disabled discounts (D34/D50)	6	On-Train	-	-
Railcards sold	1,855	GWR App	Online	-
Refunds processed:	67	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

St Erth

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:30 - 14:45	Mon-Fri:	07:30 - 14:45
Saturday:	08:00 - 13:00	Saturday:	08:00 - 13:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	40,838	27.7%
Bookings collected at Ticket Office:	2,203	-
Ticket sold at the TVM(s):	21,991	14.9%
Bookings collected at the TVM(s):	5,552	-
Journeys from this station booked online:	84,447	57.3%
Cash payments received:	8,689	21.3% of total transactions
Warrant / voucher payments:	56	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	61	Online	Telesales	-
Rovers/Rangers	1	Online	On-Train	Telesales
Excess Fares*	136	Online	On-Train	-
Car Parking	2,901	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	491	GWR App	Online	-
Refunds processed:	14	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Stonehouse Glos

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:10 - 10:45	Mon-Fri:	06:10 - 10:45
Saturday:	07:10 - 10:40	Saturday:	07:10 - 10:40

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	873	1.2%
Bookings collected at Ticket Office:	512	-
Ticket sold at the TVM(s):	7,617	10.1%
Bookings collected at the TVM(s):	12,154	-
Journeys from this station booked online:	66,901	88.7%
Cash payments received:	204	23.4% of total transactions
Warrant / voucher payments:	1	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	27	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	8	Online	On-Train	-
Car Parking	51	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	22	GWR App	Online	-
Refunds processed:	1	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Stroud

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:45 - 17:00	Sunday:	09:45 - 17:00
Mon-Fri:	06:30 - 18:00	Mon-Fri:	06:30 - 18:00
Saturday:	07:15 - 14:30	Saturday:	07:15 - 14:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	36,140	14.5%
Bookings collected at Ticket Office:	9,851	-
Ticket sold at the TVM(s):	12,612	5.1%
Bookings collected at the TVM(s):	40,268	-
Journeys from this station booked online:	200,557	80.4%
Cash payments received:	8,824	24.4% of total transactions
Warrant / voucher payments:	144	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	264	Online	Telesales	-
Rovers/Rangers	16	Online	On-Train	Telesales
Excess Fares*	400	Online	On-Train	-
Car Parking	1,687	App	-	-
Disabled discounts (D34/D50)	10	On-Train	-	-
Railcards sold	1,045	GWR App	Online	-
Refunds processed:	166	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Swindon

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 20:00	Sunday:	08:00 - 20:00
Mon-Fri:	06:30 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:30 - 19:30	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	219,236	14.9%
Bookings collected at Ticket Office:	53,193	-
Ticket sold at the TVM(s):	49,663	3.4%
Bookings collected at the TVM(s):	206,949	-
Journeys from this station booked online:	1,203,905	81.7%
Cash payments received:	41,868	19.1% of total transactions
Warrant / voucher payments:	643	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	4,912	Online	Telesales	-
Rovers/Rangers	106	Online	On-Train	Telesales
Excess Fares*	1,991	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	8	On-Train	-	-
Railcards sold	2,708	GWR App	Online	-
Refunds processed:	1,020	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	4
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Taunton

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 19:00	Sunday:	08:00 - 19:00
Mon-Fri:	06:30 - 19:00	Mon-Fri:	06:30 - 19:00
Saturday:	06:30 - 19:00	Saturday:	06:30 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	107,433	13.3%
Bookings collected at Ticket Office:	28,230	-
Ticket sold at the TVM(s):	31,642	3.9%
Bookings collected at the TVM(s):	80,418	-
Journeys from this station booked online:	667,681	82.8%
Cash payments received:	22,653	21.1% of total transactions
Warrant / voucher payments:	794	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,085	Online	Telesales	-
Rovers/Rangers	70	Online	On-Train	Telesales
Excess Fares*	2,016	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	108	On-Train	-	-
Railcards sold	2,392	GWR App	Online	-
Refunds processed:	706	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	3
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Teignmouth

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:10 - 19:00	Mon-Fri:	07:10 - 19:00
Saturday:	07:00 - 14:00	Saturday:	07:00 - 14:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	49,550	26.6%
Bookings collected at Ticket Office:	1,675	-
Ticket sold at the TVM(s):	44,423	23.9%
Bookings collected at the TVM(s):	13,237	-
Journeys from this station booked online:	92,272	49.5%
Cash payments received:	14,075	28.4% of total transactions
Warrant / voucher payments:	99	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,086	Online	Telesales	-
Rovers/Rangers	22	Online	On-Train	Telesales
Excess Fares*	105	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	27	On-Train	-	-
Railcards sold	1,235	GWR App	Online	-
Refunds processed:	128	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Thatcham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:00 - 12:30	Mon-Fri:	06:00 - 12:30
Saturday:	06:50 - 13:20	Saturday:	06:50 - 13:20

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	32,450	26.2%
Bookings collected at Ticket Office:	4,879	-
Ticket sold at the TVM(s):	23,009	18.6%
Bookings collected at the TVM(s):	14,315	-
Journeys from this station booked online:	68,444	55.2%
Cash payments received:	3,537	10.9% of total transactions
Warrant / voucher payments:	33	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,739	Online	Telesales	-
Rovers/Rangers	2	Online	On-Train	Telesales
Excess Fares*	36	Online	On-Train	-
Car Parking	601	App	-	-
Disabled discounts (D34/D50)	2	On-Train	-	-
Railcards sold	226	GWR App	Online	-
Refunds processed:	67	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Theale

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 13:00	Mon-Fri:	06:30 - 13:00
Saturday:	07:00 - 13:30	Saturday:	07:00 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	17,902	22.5%
Bookings collected at Ticket Office:	2,136	-
Ticket sold at the TVM(s):	16,988	21.4%
Bookings collected at the TVM(s):	11,969	-
Journeys from this station booked online:	44,629	56.1%
Cash payments received:	1,154	6.4% of total transactions
Warrant / voucher payments:	50	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	748	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	5	Online	On-Train	-
Car Parking	1,898	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	106	GWR App	Online	-
Refunds processed:	33	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Tilehurst

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:25 - 12:55	Mon-Fri:	06:25 - 12:55
Saturday:	07:00 - 13:30	Saturday:	07:00 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	18,035	15.9%
Bookings collected at Ticket Office:	1,968	-
Ticket sold at the TVM(s):	31,370	27.7%
Bookings collected at the TVM(s):	11,691	-
Journeys from this station booked online:	63,723	56.3%
Cash payments received:	1,976	11.0% of total transactions
Warrant / voucher payments:	3	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,208	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	1	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	167	GWR App	Online	-
Refunds processed:	25	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Tiverton Parkway

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:00 - 17:00	Sunday:	09:00 - 17:00
Mon-Fri:	06:05 - 18:00	Mon-Fri:	06:05 - 18:00
Saturday:	07:05 - 17:00	Saturday:	07:05 - 17:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	30,121	9.2%
Bookings collected at Ticket Office:	9,627	-
Ticket sold at the TVM(s):	7,765	2.4%
Bookings collected at the TVM(s):	42,878	-
Journeys from this station booked online:	287,815	88.4%
Cash payments received:	4,628	15.4% of total transactions
Warrant / voucher payments:	94	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	265	Online	Telesales	-
Rovers/Rangers	19	Online	On-Train	Telesales
Excess Fares*	412	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	787	GWR App	Online	-
Refunds processed:	74	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Torquay

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:40 - 17:10	Sunday:	09:40 - 17:10
Mon-Fri:	07:10 - 17:00	Mon-Fri:	07:10 - 17:00
Saturday:	07:00 - 17:00	Saturday:	07:00 - 17:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	37,984	29.4%
Bookings collected at Ticket Office:	4,767	-
Ticket sold at the TVM(s):	14,416	11.2%
Bookings collected at the TVM(s):	14,793	-
Journeys from this station booked online:	76,612	59.4%
Cash payments received:	9,290	24.5% of total transactions
Warrant / voucher payments:	247	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	131	Online	Telesales	-
Rovers/Rangers	21	Online	On-Train	Telesales
Excess Fares*	304	Online	On-Train	-
Car Parking	4	App	-	-
Disabled discounts (D34/D50)	7	On-Train	-	-
Railcards sold	1,460	GWR App	Online	-
Refunds processed:	88	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Totnes

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:25 - 17:00	Sunday:	09:25 - 17:00
Mon-Fri:	07:25 - 16:10	Mon-Fri:	07:25 - 16:10
Saturday:	07:25 - 15:45	Saturday:	07:25 - 15:45

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	31,723	9.9%
Bookings collected at Ticket Office:	3,870	-
Ticket sold at the TVM(s):	19,980	6.2%
Bookings collected at the TVM(s):	41,805	-
Journeys from this station booked online:	268,706	83.9%
Cash payments received:	6,502	20.5% of total transactions
Warrant / voucher payments:	121	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	256	Online	Telesales	-
Rovers/Rangers	6	Online	On-Train	Telesales
Excess Fares*	433	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	4	On-Train	-	-
Railcards sold	1,482	GWR App	Online	-
Refunds processed:	148	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Trowbridge

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:20 - 16:50	Sunday:	09:20 - 16:50
Mon-Fri:	06:40 - 13:10	Mon-Fri:	06:40 - 13:10
Saturday:	06:40 - 14:50	Saturday:	06:40 - 14:50

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	31,698	13.3%
Bookings collected at Ticket Office:	1,588	-
Ticket sold at the TVM(s):	36,728	15.4%
Bookings collected at the TVM(s):	24,961	-
Journeys from this station booked online:	169,304	71.2%
Cash payments received:	7,831	24.7% of total transactions
Warrant / voucher payments:	144	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	370	Online	Telesales	-
Rovers/Rangers	9	Online	On-Train	Telesales
Excess Fares*	29	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	23	On-Train	-	-
Railcards sold	407	GWR App	Online	-
Refunds processed:	3	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	2
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Truro

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:15 - 18:30	Sunday:	09:15 - 18:30
Mon-Fri:	06:45 - 20:05	Mon-Fri:	06:45 - 20:05
Saturday:	06:40 - 19:05	Saturday:	06:40 - 19:05

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	128,548	30.4%
Bookings collected at Ticket Office:	19,659	-
Ticket sold at the TVM(s):	26,457	6.3%
Bookings collected at the TVM(s):	33,527	-
Journeys from this station booked online:	267,430	63.3%
Cash payments received:	26,669	20.7% of total transactions
Warrant / voucher payments:	511	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	3,261	Online	Telesales	-
Rovers/Rangers	197	Online	On-Train	Telesales
Excess Fares*	1,761	Online	On-Train	-
Car Parking	1,759	App	-	-
Disabled discounts (D34/D50)	37	On-Train	-	-
Railcards sold	4,051	GWR App	Online	-
Refunds processed:	663	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	4
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Twyford

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:15 - 15:00	Sunday:	08:15 - 15:00
Mon-Fri:	06:00 - 19:00	Mon-Fri:	06:00 - 19:00
Saturday:	06:45 - 15:30	Saturday:	06:45 - 15:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	98,202	25.2%
Bookings collected at Ticket Office:	3,911	-
Ticket sold at the TVM(s):	118,035	30.3%
Bookings collected at the TVM(s):	41,997	-
Journeys from this station booked online:	173,786	44.6%
Cash payments received:	11,350	11.6% of total transactions
Warrant / voucher payments:	163	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	6,973	Online	Telesales	-
Rovers/Rangers	4	Online	On-Train	Telesales
Excess Fares*	51	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	1	On-Train	-	-
Railcards sold	583	GWR App	Online	-
Refunds processed:	157	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Warminster

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:00 - 13:30	Mon-Fri:	07:00 - 13:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	21,456	19.1%
Bookings collected at Ticket Office:	942	-
Ticket sold at the TVM(s):	14,099	12.6%
Bookings collected at the TVM(s):	13,352	-
Journeys from this station booked online:	76,586	68.3%
Cash payments received:	4,990	23.3% of total transactions
Warrant / voucher payments:	76	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	211	Online	Telesales	-
Rovers/Rangers	2	Online	On-Train	Telesales
Excess Fares*	19	Online	On-Train	-
Car Parking	794	App	-	-
Disabled discounts (D34/D50)	2	On-Train	-	-
Railcards sold	376	GWR App	Online	-
Refunds processed:	62	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Westbury Wilts

Current Ticket Office times		Proposed Staffing Times	
Sunday:	11:35 - 18:00	Sunday:	11:35 - 18:00
Mon-Fri:	06:50 - 17:00	Mon-Fri:	06:50 - 17:00
Saturday:	07:40 - 13:40	Saturday:	07:40 - 13:40

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	26,526	8.0%
Bookings collected at Ticket Office:	4,050	-
Ticket sold at the TVM(s):	31,129	9.4%
Bookings collected at the TVM(s):	32,620	-
Journeys from this station booked online:	274,897	82.7%
Cash payments received:	5,604	21.1% of total transactions
Warrant / voucher payments:	179	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	756	Online	Telesales	-
Rovers/Rangers	18	Online	On-Train	Telesales
Excess Fares*	313	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	12	On-Train	-	-
Railcards sold	363	GWR App	Online	-
Refunds processed:	274	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Weston-super-Mare

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:30 - 18:20	Sunday:	08:30 - 18:20
Mon-Fri:	06:10 - 17:45	Mon-Fri:	06:10 - 17:45
Saturday:	06:10 - 17:45	Saturday:	06:10 - 17:45

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	91,124	29.0%
Bookings collected at Ticket Office:	10,646	-
Ticket sold at the TVM(s):	41,258	13.1%
Bookings collected at the TVM(s):	28,985	-
Journeys from this station booked online:	181,389	57.8%
Cash payments received:	26,784	29.4% of total transactions
Warrant / voucher payments:	314	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,406	Online	Telesales	-
Rovers/Rangers	60	Online	On-Train	Telesales
Excess Fares*	667	Online	On-Train	-
Car Parking	2,451	App	-	-
Disabled discounts (D34/D50)	70	On-Train	-	-
Railcards sold	1,446	GWR App	Online	-
Refunds processed:	370	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	3
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Windsor & Eton Central

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:20 - 17:50	Sunday:	08:20 - 17:50
Mon-Fri:	06:40 - 19:00	Mon-Fri:	06:40 - 19:00
Saturday:	06:40 - 19:00	Saturday:	06:40 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	91,432	38.2%
Bookings collected at Ticket Office:	4,458	-
Ticket sold at the TVM(s):	73,540	30.7%
Bookings collected at the TVM(s):	16,859	-
Journeys from this station booked online:	74,187	31.0%
Cash payments received:	20,526	22.4% of total transactions
Warrant / voucher payments:	124	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	2,122	Online	Telesales	-
Rovers/Rangers	1	Online	On-Train	Telesales
Excess Fares*	63	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	449	GWR App	Online	-
Refunds processed:	94	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Worcestershire Parkway

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 16:30	Sunday:	08:00 - 16:30
Mon-Fri:	05:00 - 20:00	Mon-Fri:	05:00 - 20:00
Saturday:	07:00 - 20:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	20,312	10.3%
Bookings collected at Ticket Office:	6,381	-
Ticket sold at the TVM(s):	4,098	2.1%
Bookings collected at the TVM(s):	17,531	-
Journeys from this station booked online:	172,783	87.6%
Cash payments received:	2,753	13.6% of total transactions
Warrant / voucher payments:	62	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	336	Online	Telesales	-
Rovers/Rangers	13	Online	On-Train	Telesales
Excess Fares*	176	Online	On-Train	-
Car Parking	3	App	-	-
Disabled discounts (D34/D50)	9	On-Train	-	-
Railcards sold	230	GWR App	Online	-
Refunds processed:	89	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	3
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Yatton

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 12:30	Mon-Fri:	06:30 - 12:30
Saturday:	07:00 - 12:00	Saturday:	07:00 - 12:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	19,912	13.1%
Bookings collected at Ticket Office:	4,298	-
Ticket sold at the TVM(s):	14,395	9.4%
Bookings collected at the TVM(s):	6,224	-
Journeys from this station booked online:	118,050	77.5%
Cash payments received:	3,468	17.4% of total transactions
Warrant / voucher payments:	23	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	385	Online	Telesales	-
Rovers/Rangers	11	Online	On-Train	Telesales
Excess Fares*	97	Online	On-Train	-
Car Parking	1,276	App	-	-
Disabled discounts (D34/D50)	5	On-Train	-	-
Railcards sold	315	GWR App	Online	-
Refunds processed:	102	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	0
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Yeovil Pen Mill

Current Ticket Office times		Proposed Staffing Times	
Sunday:	14:30 - 17:00	Sunday:	14:30 - 17:00
Mon-Fri:	07:20 - 18:25	Mon-Fri:	07:20 - 18:25
Saturday:	07:20 - 14:10	Saturday:	07:20 - 14:10

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	13,038	
Bookings collected at Ticket Office:	1,712	
Ticket sold at the TVM(s):	No TVM	
Bookings collected at the TVM(s):	No TVM	
Journeys from this station booked online:	47,526	
Cash payments received:	3,010	23.1% of total transactions
Warrant / voucher payments:	85	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	5	Online	Telesales	-
Rovers/Rangers	4	Online	On-Train	Telesales
Excess Fares*	39	Online	On-Train	-
Car Parking	976	App	-	-
Disabled discounts (D34/D50)	22	On-Train	-	-
Railcards sold	167	GWR App	Online	-
Refunds processed:	38	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	0
TVM payments accepted:	No TVM

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Filton Abbey Wood

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	16:15 - 19:15	Mon-Fri:	16:15 - 19:15
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	751
Bookings collected at Ticket Office:	-
Ticket sold at the TVM(s):	11,182
Bookings collected at the TVM(s):	9,696
Journeys from this station booked online:	-

Cash payments received:	0.0%
Warrant / voucher payments:	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card Only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Keynsham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:45 - 09:30	Mon-Fri:	06:45 - 09:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	5,587	
Bookings collected at Ticket Office:	-	
Ticket sold at the TVM(s):	22,050	
Bookings collected at the TVM(s):	17,628	
Journeys from this station booked online:	-	
Cash payments received:	536	9.6% of total transactions
Warrant / voucher payments:	74	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	-	Online	Telesales	-
Rovers/Rangers	-	Online	On-Train	Telesales
Excess Fares*	-	Online	On-Train	-
Car Parking	-	App	-	-
Disabled discounts (D34/D50)	-	On-Train	-	-
Railcards sold	-	GWR App	Online	-
Refunds processed:	-	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card Only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Nailsea & Backwell

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 09:45	Mon-Fri:	06:30 - 09:45
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	2,089	
Bookings collected at Ticket Office:	-	
Ticket sold at the TVM(s):	26,537	
Bookings collected at the TVM(s):	28,528	
Journeys from this station booked online:	-	
Cash payments received:	347	16.6% of total transactions
Warrant / voucher payments:	39	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Oldfield Park

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 10:30	Mon-Fri:	06:30 - 10:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	7,729	
Bookings collected at Ticket Office:	-	
Ticket sold at the TVM(s):	9,418	
Bookings collected at the TVM(s):	5,422	
Journeys from this station booked online:	-	
Cash payments received:	711	9.2% of total transactions
Warrant / voucher payments:	47	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card Only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Worle

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:00 - 09:30	Mon-Fri:	06:00 - 09:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	6,719	
Bookings collected at Ticket Office:	-	
Ticket sold at the TVM(s):	17,294	
Bookings collected at the TVM(s):	14,465	
Journeys from this station booked online:	-	
Cash payments received:	745	11.1% of total transactions
Warrant / voucher payments:	30	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card Only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Yate

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:00 - 11:00	Mon-Fri:	07:00 - 11:00
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	4,118	
Bookings collected at Ticket Office:	-	
Ticket sold at the TVM(s):	19,596	
Bookings collected at the TVM(s):	22,976	
Journeys from this station booked online:	-	
Cash payments received:	1,080	26.2% of total transactions
Warrant / voucher payments:	5	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card Only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Appendix A

Alternative purchasing channels available to customers by product

	TVM	On-Train	Online	Telesales	
STANDARD SINGLE	✓	✓	✓	✓	
FIRST SINGLE	✓	✓	✓	✓	
STANDARD RETURN	✓	✓	✓	✓	
FIRST RETURN	✓	✓	✓	✓	
SAVER	✓	✓	✓	✓	
SUPERSAVER	✓	✓	✓	✓	
FIRST REDUCED	✓	✓	✓	✓	
CHEAP DAY SINGLE	✓	✓	✓	✓	
STD CHEAP DAY RTN/DAY TRVLCARD	✓	✓	✓	✓	
FIRST CHEAP DAY RTN/DAY TRVLCARD	✓	✓	✓	✓	
STD SEASONS WEEKLY	✓	✓	✓	✓	
FIRST SEASONS WEEKLY	✓	✓	✓	✓	
STD SEASONS UP TO 90 DAYS VB1			✓	✓	
FIRST SEASONS UP TO 90 DAYS VB1			✓	✓	
STD SEASONS 91-180 DAYS VB2A			✓	✓	
FIRST SEASONS 91-180 DAYS VB2A			✓	✓	
STD SEASONS 180-359 DAYS VB2B			✓	✓	
FIRST SEASONS 180-359 DAYS VB2B			✓	✓	
STD SEASONS ANNUAL			✓	✓	
FIRST SEASONS ANNUAL			✓	✓	
SEASON CHANGEOVER					
STANDARD FLEXI SEASON			✓		
RAILCARD SALES					
National Railcards			✓	✓	
Devon & Cornwall Railcard			✓		
Cotswold Railcard					
EXCESS/PENALTY FARES					
Alt Route		✓			
Peak Period		✓			
Over Distance		✓			
Std-1st		✓			
Advance Purchase changes			(See Note 1)		
APEX SINGLE/RETURN			✓	✓	
FIRST ADVANCE PURCHASE			✓	✓	
OTHER ADVANCE PURCHASE SGL/RTN			✓	✓	
OTHER REDUCED SINGLE/RETURN			✓	✓	
REFUNDS BY FLOW ORDINARY					
REFUNDS BY FLOW SEASONS					
ROVER TICKETS		✓	✓	✓	
SLEEPER SUPPLEMENT			✓	✓	
INCLUSIVE TOURS					
MISCELLANEOUS					
Seat reservations			✓	✓	
Cycle reservations			✓	✓	
CAR PARKING	(See Note 2)				