GWR

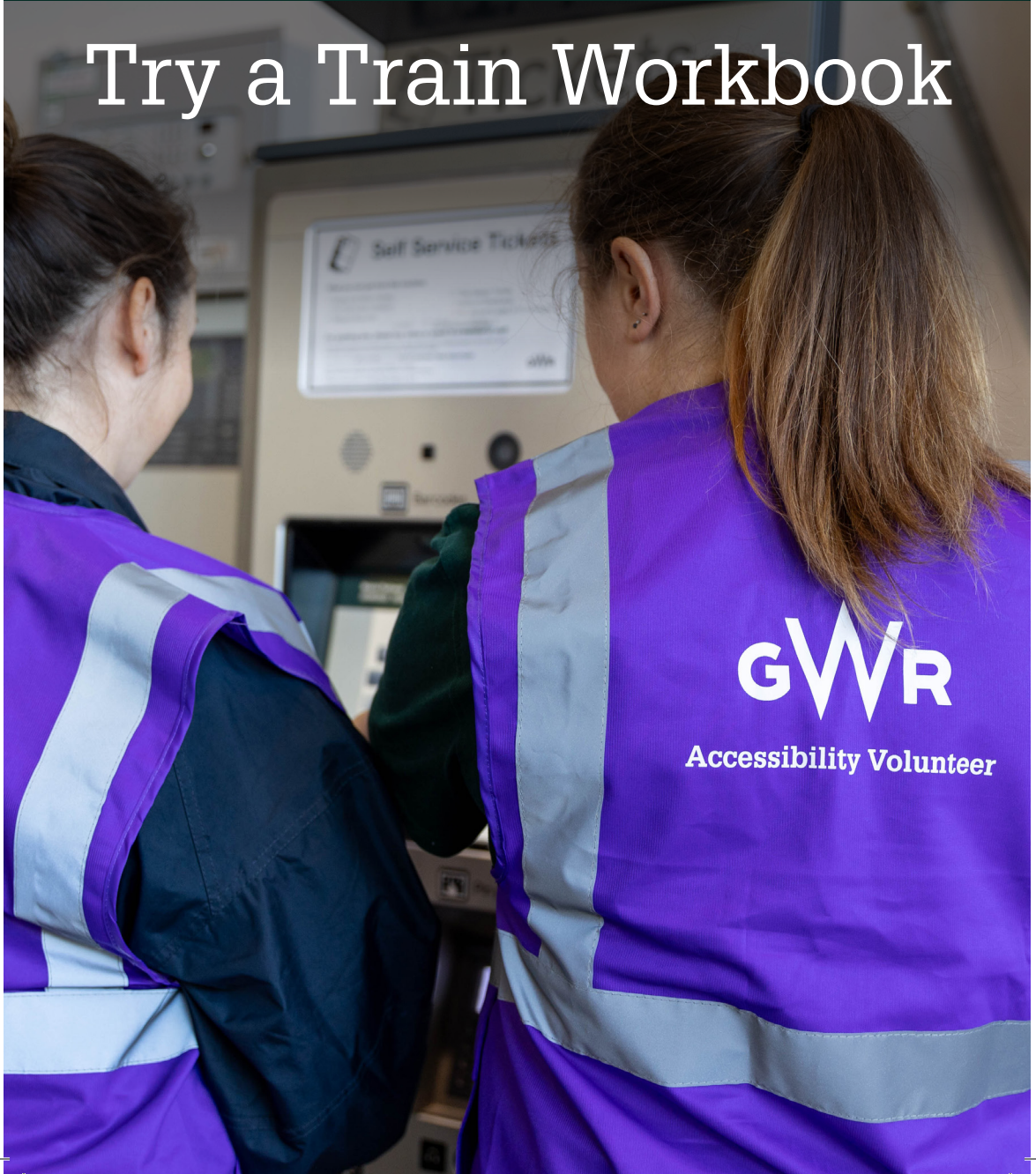# Try a Train Workbook

Introduction

This workbook has been developed to support groups to retain knowledge delivered during Try a Train sessions .

Contents

This is my journey

Use this journey planner to help plan your journey

Day of Travel

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Getting there

Start station		How many stops?	
Destination station		What time does the train leave?	
What time to leave?		What time does the train arrive?	

Returning

Start station		How many stops?	
Destination station		What time does the train leave?	
What time to leave?		What time does the train arrive?	

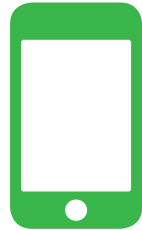**Check list - things I need - fill in what you need to take**

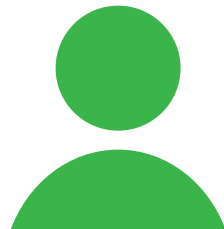**Need help? Action plan - If things don't go to plan - what to do?**

Tickets

What four ways are there to buy a ticket?

Connect the ticket types with their corresponding description

....

Advanced Single

**Timing restrictions apply.
One way journey.**

Anytime Return

**One way journey.
Must travel on the train
specified on the ticket.**

....

Off-Peak Single

**Timing restrictions apply.
Return journey.**

What do you need to bring with you if you are collecting your tickets at a station?

Super Off-Peak Return

**Travel any time of day.
Return journey.**

....

Gateline

Circle which of these gates you'd be able to use?

Give three reasons why you would use the wide aisle gates?

....

....

....

Help

What ways can you get help and information at a station?

....

....

....

....
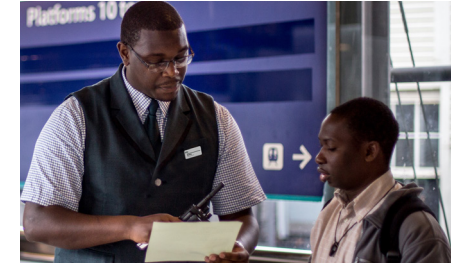
What two things do all colleagues working on the railway have on them at all times ?

....

....

Platform

Why do we stay behind the yellow line until boarding?

Trains are very ....

Trains take a long time to ....

What else is around the railway? ....

What can happen if you trespass on the railway?

....

How do you know if the train doors are locked or unlocked?

....

A train is scheduled to depart at 14:06. What time do the train doors close ?

.... : ....

If you wanted support crossing the gap between the train and the platform what could you do/use?

....

On-Board

Can you sit in seat 81?   Yes ☐   No ☐

Can you sit in seat 82?   Yes ☐   No ☐

When would you need to move seat if sat in seat 82?

....

Can you sit in seat 57?   Yes ☐   No ☐

Can you sit in seat 58?   Yes ☐   No ☐

When would you be able to sit in seat 57?

....

List three ways you can tell when to get off the train at your stop:

1...

2...

3...

When travelling by train, which of the following do you think are correct?

	Yes	No
You should let passengers off the train before you get on		
You can take your bike on the train during the week		
You can play your music out loud in the quiet carriage		
You should take some water with you for the journey		
You can eat on the train		
You can put your ticket in the bin after entering the station		
Only people who have luggage or have a mobility aid can use the wide aisle gates		
If there's no staff at a platform and you drop an item on the track you can go get it yourself		
If you are unable to or are nervous about speaking to someone, you can use a travel assistance card		

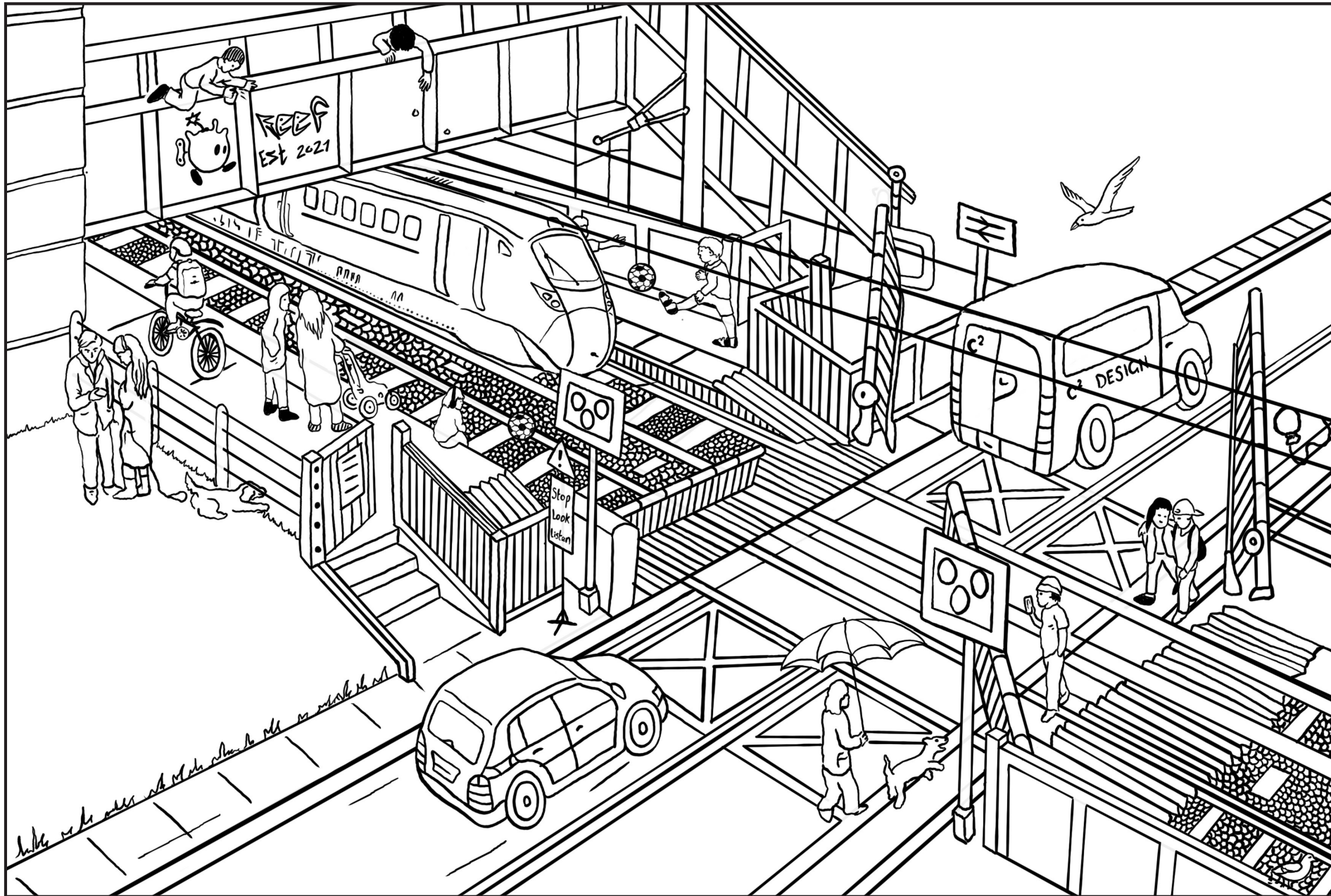What can you do to help staff identify your luggage if it is lost ?

....

....

....

Hazard Spotting

Name the Hazards you can see in the image on pages 11 & 12.

1...

2...

3...

4...

5...

6...

7...

8...

9...

10...

11...

12...

Can you think of any other hazards you may come across on the railway?

1...

2...

3...

Stations and trains accessibility information

Available from our website at:

- **GWR.com/stations**
- **GWR.com/PassengerAssist**

Day of travel queries or issues:

- WhatsApp on **07890 6080430**
- Twitter using **@GWRHelp**
- **0800 197 1329**

Passenger Assist service:

- **PassengerAssistance.com**
- **0800 197 1329** open 24 hours a day, 7 days a week (except 25 and 26 December)
- **Text Relay: 18001 0800 197 1329** (for people with hearing impairments).

GWR