Great Western Railway

Cycling by train

Our cycle and scooter policy

October 2026





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Information correct at the time of issue - October 2026 and replaces the September 2025 edition of this guide.

Where indicated by this symbol - ♦ - next to the telephone numbers, standard network charges apply. Calls from mobiles may be higher.

Before your journey

Please be aware we can only guarantee your bike will be carried if it has a tyre width of **7cm or less**.

Folding bikes with a maximum 20-inch wheel can be taken on any train at any time. Please fold the bike before boarding.

E-Bikes are permitted on our services providing they comply with this guidance and additional guidance shown on page 7.

Tandems, motorbikes, motor scooters, e-Scooters and powered vehicles **cannot be carried on any service**.

You should make a bike reservation, even for short journeys, if these are available.

You can only make a bike reservation if you have bought a ticket.

Reservations can be made up to 1 hour before the train departs its origin station on the day of travel, either online, by contacting us on our Social Media channels, by telephone or at a ticket office.

Once the train sets off from its origin, we offer any unreserved bike spaces on a strictly first-come, first-served basis and at the discretion of on-board staff.

This does not apply to the 'Night Riviera' sleeper service on which bike reservations are mandatory at all times, for any journey.

Bike reservations

You are strongly advised to make a bike reservation where these are available.

If you are travelling on our 'Night Riviera' sleeper service, bikes can only be carried with a mandatory reservation.

There is no charge for making a bike reservation and you are advised to do so as early as possible. Reservations can be made up to 1 hour before the train departs its origin station on the day of travel.

Ways to make a bike reservation

	At the time of ticket purchase	If you've already bought your ticket
Online at **GWR.com** in the **'My Account'** section	✓	✓
By contacting us on **Facebook or X** by **direct message**	✗	✓
On the **GWR app**	✓	✗
At a **ticket office**	✓	✓
By contacting our **Customer Support Team** on **03457 000 125** ♦	✓	✓

Bike reservations made:

- Online will be downloaded with your ticket
- By telephone will be emailed to you
- By social media will be sent to you as a direct message.

You can also make a bike reservation at a ticket office.

Under the National Rail Conditions of Travel, we will refuse to carry a bike if it is unsafe to do so or if space is not available where a reservation has not been made.

We will also refuse to accept prohibited bikes and scooters including tandems and E-scooters.

Our commitment to you

If you have reserved a space for your bike and we don't honour that reservation, or find a suitable alternative for you and your bike, get in touch with our Customer Support Team who will be happy to arrange compensation for you.

In the event of train cancellation or a delay of one hour or longer, you may be entitled to travel on an alternative service if space is available. Please keep all your reservation documents with you at all times.

Using your E-bike on the railway

Only road legal electric bicycles (also known as E-bikes, including folding E-bikes) can be taken on the train.

Road-legal E-bikes are defined as pedal-assisted bicycles with a motor that generates a maximum continuous rated power output of 250 watts and does not provide electrical assistance when travelling at more than 15.5 mph.

For the safety of yourself and other passengers, on our trains and stations:

- Electrically **modified or adapted E-bikes are not permitted** on trains
- The charging of E-bikes is **not permitted** on trains or at stations
- Batteries must **not be removed from the bike**, unless designed to do so for folding purposes (e.g. a Brompton folding bike)
- Spare batteries and any E-bike with a **damaged battery cannot be carried**
- You must use the **normal designated cycle storage areas on trains**, ensuring the bike does not block entrances, exits or aisle-way access for passengers
- **Do not lock your bike to any part of the train**
- Hire based E-bikes from providers such as Dott and Lime are **not permitted on trains**.

E-scooters on the railway

Due to safety reasons, E-Scooters (including E-unicycles, E-Scooters, Segways and Hoverboards) are not permitted

Unattended E-scooters will be treated as abandoned and will be safely disposed of.

At the station

Switch all bike lights off (including helmets) when using the railway.

Cycling is not permitted anywhere at our stations. Walk with your bike at all times.

Most of our stations have dedicated bike parking. More information can be found at **Nationalrail.co.uk**



Lock your bike and remove items such as lights and panniers. We cannot be held responsible for the theft of your bike or the loss of any items taken from it.

If you leave panniers on your bikes we may search them. We may also search bike lockers.

We make regular checks on bikes left at stations and remove any that appear to have been abandoned.

Catching your train

Tell station staff that you are taking your bike on the train and show your bike reservation.

Our staff will advise you of the best place to wait. Be in the correct position on the platform at least five minutes before your train is due to arrive.

Bike storage areas on most of our trains are marked with a bike symbol next to the door indicating the storage location.



If you have a reservation, it will show the carriage you need to join for boarding with your bike.

Stations with short platforms

It may not be possible to access the bike storage area when the train arrives.

If the bike area is not available at the platform, please board the train with your bike and then move your bike to the correct location of the train at your earliest opportunity.

You will need to move your bike when the train is at a station - **you must not try to take it through the carriages**.

On the train

Bikes should be stored in the dedicated area marked with a bike icon, like this one from our IET trains.



If you are travelling on one of our long distance IET trains, you will need to store your bike vertically on a hook in the dedicated bike compartment.

Some of our trains do not have dedicated bike storage - in this case, bikes should be kept in the doorway away from the platform and you must attend to it at all times in case it needs to be moved.

Leaving the train

If you are leaving at a station with a short platform, tell on-board staff who will be able to help. Be prepared and ready when approaching your destination.



Travel restrictions

Due to the customer demand on many of our services, it is necessary to apply some peak time restrictions in line with other train companies on the same route.

Travel to London Paddington

Unless you have a reservation, you can not take your bike on any train which **arrives at London Paddington between 0730 and 0930** (Mondays to Fridays excluding Public Holidays).

Travel from London Paddington

Unless you have a reservation, you can not take your bike on any train which **departs from London Paddington between 1600 and 1900** (Mondays to Fridays excluding Public Holidays).

The above also applies to Elizabeth line services to and from London Paddington.

There are no restrictions on services on Saturdays, Sundays and Public Holidays, other than space being available. Reservations should be made where possible.

Rail improvement work

Where trains are replaced by buses, **non-folding bikes cannot be carried**. Folding bikes may be carried on rail replacement services.

More information

GWR.Feedback@GWR.com

GWR.com/contact

Follow us: **@GWRHelp**

Like us: **facebook.com/GWRUK**

03457 000 125*

Don't miss out on our latest offers, special deals and news. Register at **GWR.com/signup**

* Standard network charges apply. Calls from mobiles may be higher.

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Whilst every care has been taken to produce this information, Great Western Railway cannot be held liable for any errors or omissions once printed.

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