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Great Western Railway  
Cycle Policy

A photograph of several bicycles parked on a train. The focus is on the handlebars and front of a blue bicycle in the foreground, with other bicycles blurred in the background. The text 'Bikes on trains' is overlaid on the image in a large, thin, black serif font.

# Bikes on trains



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## **Bike Reservations**

Reserving your bike is **compulsory** on all of our Intercity Express Trains (IET), High Speed Trains (HST) and Night Riviera Sleeper services.

On our local trains, spaces are allocated on a first-come, first-served basis.

There is no charge for making a bike reservation and you are advised to do so as early as possible.

### **Make a bike reservation:**

- online at **GWR.com** when you make your ticket purchase
- at a ticket office
- **03457 000 125\*** (0600 to 2300 daily)

Bike reservations made online will be downloaded with your ticket. You can collect bike reservations from ticket offices. Bike reservations made by phone will be posted to you.

In accordance with the National Rail Conditions of Travel we will refuse to carry a bike if it is unsafe to do so, or if a reservation has not been made.



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## Before your journey

You must make a bike reservation, even for short journeys, if you are travelling on IET or HST trains. You can only make a bike reservation if you have bought a ticket.

There is no charge for making a bike reservation. Reservations can be made right up until the arrival of the train, even after it has left its origin station, by phone or at a ticket office. This allows for greater flexibility in journey planning. It also means that we cannot allow bikes to be boarded without reservations, as spaces could be booked en route.

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

Tandems can only be carried on HST services and must have a reservation.

Motor bikes, motor scooters and powered vehicles cannot be carried.

## 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 cancellations 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 reservation documents.

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## At the station

Cycling is not permitted anywhere on 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/stations\\_destinations/cyclists](https://nationalrail.co.uk/stations_destinations/cyclists)

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

If you leave panniers on your bike 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.



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## 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.

On IET trains your reservation will show the carriage for boarding with your bike.

## Some stations have short platforms

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

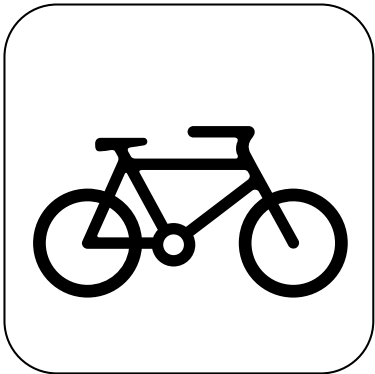
If you are joining an IET at one of these stations, your reservation should be for one of the storage areas that is platformed. For local trains, load your bike into the dedicated area within the passenger saloon.

## Leaving the train

If you are leaving at a station with a short platform, tell the Train Manager or Conductor, who will be able to help. Be prepared and ready when approaching your destination.

## On the train

Bikes should be stored in the area marked with a bike icon. Do not lock your bike to any part of the train.



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## Restrictions

Due to the high-level of demand on many of our services it is necessary to apply some peak time restrictions, which apply on weekdays Monday to Friday.

## Travelling to London Paddington

Unless you have a reservation on an IET or HST service, you can't take your bike on any train which arrives into London Paddington between 0745-0945

## Travelling from London Paddington

Unless you have a reservation on an IET or HST service, you can't take your bike on any train which leaves London Paddington between 1630-1900

## Travelling from Wokingham to Reading

You can't take your bike on any train which arrives into Reading between 0745-0945

## Travelling from Reading to Wokingham

You can't take your bike on any train which departs from Reading between 1630-1900

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## Weekends and Bank Holidays

Bikes can be taken on all train services at weekends and Bank Holidays, subject to reservation and space availability

## Rail improvement work

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

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## **Bike capacity on our trains**

### **Intercity Express Trains**

Reservations are compulsory on all IET.

#### **IET 5 coach train**

2 spaces in coach B

#### **IET 9 coach train**

2 spaces in coach B

2 spaces in coach J

#### **IET 10 coach train**

2 spaces in coach B

2 spaces in coach H

Bike reservation details are displayed on the screen above the bike storage area. Reservations can also be made during the train's journey via ticket office, phone or GWR website.



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## **High Speed Trains**

Reservations are compulsory on all HST  
6 spaces in the guards carriage, coach A

### **Turbo Trains**

Bike spaces will be managed on a first-come first-served basis. Reservations are not possible.  
2 spaces inside the passenger saloon. Look for the bike storage icon on the side of the train.

### **Electrostar services**

Bike spaces will be managed on a first-come, first-served basis. Reservations are not possible.  
2 spaces per 4 coach train, 4 spaces per 8 coach train and 6 spaces per 12 coach train, inside the passenger saloon. Look for the bike storage icon on the side of the train.

### **Local services in the West of England**

Bike spaces will be managed on a first-come, first-served basis. Reservations are not possible.  
2 spaces inside the passenger saloon. Look for the bike storage icon on the side of the train.

### **Night Riviera Sleeper**

Reservations are compulsory.  
2 spaces in coach A



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## **Bike hire**

Bike hire schemes are in place at several locations including Oxford, Didcot Parkway, Bristol Temple Meads, Bristol Parkway, and Exeter St Davids.

To hire a Brompton bike and view the full list of stations visit [bromptonbikehire.com/docks](https://bromptonbikehire.com/docks)

Other bike hire schemes are also available from our stations. For further information, please visit our bikes on trains pages at [GWR.com/bikes](https://GWR.com/bikes)



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## Further information

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**GWRfeedback@GWR.com**



**GWR.com/contact**



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**03457 000 125\*** (open 0600–2300 daily)



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