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Great Western Railway

# Travelling with Great Western Railway

A guide to our tickets  
and services

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## Welcome to Great Western Railway

Welcome to our guide to Travelling With Great Western Railway. The guide is intended to explain the range of services we offer and to provide a comprehensive explanation of where we best to obtain information to help you plan all aspects of your journey. We hope you will find the experience of travelling with Great Western Railway an enjoyable one.

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## Before you travel

### Our timetables

We have a range of printed pocket timetables which are available from staffed stations:

- C1 London to Bristol, Cheltenham Spa and South Wales
- C1a London to Bristol and South Wales (summary)
- C2 London and Swindon to Cheltenham Spa
- C3 Cardiff and Bristol to the South Coast
- C3a Cardiff and Bristol to the South Coast (summary)
- C4 Cardiff and Bristol to Weston-super-Mare and Exeter
- C5 Bristol to Gloucester, Cheltenham Spa and the Malverns
- C6 Bristol to Severn Beach
- C7 Bath Spa to Cardiff Central
- E1 London to Greenford, Heathrow and Reading (local services)
- E2 London to Oxford and Banbury (stopping services)
- E3 London to Oxford (fast services)
- E4 London and Reading to Westbury and Castle Cary
- E5 London to Worcester and Hereford
- E6 Reading to Gatwick Airport
- E7 Slough to Windsor
- E8 London to Maidenhead and Marlow
- E9 Twyford to Henley-on-Thames
- E10 Reading to Basingstoke
- W1 London to the West of England
- W1a London to the West of England (summary)
- W1b Plymouth to Paignton (summary)
- W2 Exeter to Torbay
- W3 Exeter to Exmouth
- W4 Exeter to Barnstaple
- W5 Plymouth to Gunnislake
- W6 Liskeard to Looe
- W7 Par to Newquay
- W8 Truro to Falmouth
- W9 St Erth to St Ives

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### Large print timetables

Please call **03457 000 125**, email **feedback@GWR.com** or print at home.

Our online timetables are specially formatted to facilitate this.

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## Our website

### **GWR.com**

You can plan your journey and buy train tickets for any UK rail journey on our website. Here we will give you real-time train service information, timetables, offers, promotions, latest news, and destination guides. It is also a great way to get in touch with us and let us know what you think about our services.

## Great Western Railway app

The Great Western Railway app for smart phones enables you to search train times and purchase train tickets for all UK rail journeys. It also enables you to check the live progress of your train and gives platform information too. Visit your app store and search for Great Western Railway, or text **GWR to 86688** to receive a download link.

## Create your own timetable

Save time and create your own personalised timetable. In just a few minutes you can download or print your own customised journey for travel times that suit your needs. For more information about this easy-to-use service, visit our website, **GWR.com**

## JourneyCheck

Visit **[www.journeycheck.com/greatwesternrailway](http://www.journeycheck.com/greatwesternrailway)** to help plan your journey. You will find up-to-the-minute information regarding our train service, including improvement works, train cancellations and changes to train facilities. By registering for the free JourneyCheck alerts service you can receive e-mail and SMS bulletins about the routes of your choice. Simply register by following the **JourneyCheck Alerts** link on the above website.

## TrainTracker™

Find live train times for today and train timetables for the next three months. TrainTracker™ uses voice recognition and then relays the information to you.

Call **03457 48 49 50**. Calls to TrainTracker™ cost 12p a minute from a BT landline. Charges from other operators may vary. Calls may be monitored for quality and training purposes.

## TrainTracker™ Text

Use our instant textback service to find out about a specific journey, or about departures or arrivals at a specific station.

Text **dep** or **arr** followed by the station to **84950** (e.g. send **dep Swindon to 84950**), or simply text the origin and destination names and time of journey to **84950** (e.g. **Taunton to Paddington 1400 to 84950**).

Messages sent to **84950** cost the standard network rate. Replies to you will cost 25p including VAT, and will be charged to you by your operator. You will not be charged for error or usage messages.

## National Rail Enquiries

Call **03457 48 49 50** for the latest train times and fares. Open 24 hours. Calls will be charged at local rates. Calls may be monitored for quality and training purposes.

## Station posters and leaflets

A variety of information leaflets and posters are displayed at stations. Larger stations have help desks and travel centres to help you before, during or after your journey.

## Customer assistance

Assisted travel is available for those who need extra help. Please contact us on Freephone **0800 197 1329** or Textphone **18001 0800 197 1329**, where our experienced team will be able to advise you. You may also book assistance by completing our online booking form available on our website. We recommend that you give us at least 24 hours notice before travelling.

## Smoking policy

We operate a smoke free policy. It is illegal to smoke on any of our trains (including in the toilets and vestibules), or at any station. This includes all platform areas, whether they are covered or not. The use of e-cigarettes is also prohibited.

## Bank Holidays

We often operate an amended service on Bank Holidays. Full details are available on our website or by contacting National Rail Enquiries on **03457 48 49 50**. We also publicise any Bank Holiday service amendments on posters at stations.

## Getting to the station on time

Please allow yourself plenty of time to catch your train. Train doors are locked up to 40 seconds before departure to ensure trains depart on time.

## National Rail Conditions of Carriage

For further information on tickets and travelling on the National Rail network please refer to the National Rail Conditions of Carriage, a copy of which is available on our website at **GWR.com** or can be obtained at booking offices.



# Travelling to and from the station

## By bus

There are many bus services that link our rail stations with towns and villages across our region that are not served by trains. In conjunction with various local bus operators we offer three types of integrated train and bus tickets:

### 1. Combined train and bus tickets

Available to over 100 towns and villages beyond the rail network. Please ask at your nearest staffed station for more details.

### 2. Bus and rail travelcards

We have a number of multi-modal travelcards available:

The Freedom Travelpass gives unlimited travel on all train and most bus services in Bristol, Bath, North Somerset or South Gloucestershire. It is available as a daily (peak and off-peak), weekly or monthly Travelpass.

Ride Cornwall gives one day's unlimited travel on all train and most bus services within Cornwall and between Cornwall and Plymouth after 0900 Mondays to Fridays and at any time on Saturdays, Sundays and Bank Holidays.

The First Bus and Rail Card gives the customer unlimited travel on all First operated bus routes in a specified area and all Great Western Railway trains serving all stations Newport to Carmarthen inclusive.

### 3. PLUSBUS tickets

PLUSBUS tickets are discount price bus passes that you buy at the same time as your train ticket and they allow unlimited onward bus travel within the local area. For a full list of PLUSBUS destinations across the Great Western Railway region, please see the table overleaf.

Destination	Nearest bus stop to rail station
Banbury	Banbury rail station or bus station
Barnstaple	Barnstaple rail station or bus station
Basingstoke	Basingstoke rail station or bus station
Bath Spa	Bath Spa Dorchester St bus station (5 minutes walk from rail station)
Bodmin	Bodmin Parkway rail station
Bridgend	Bridgend rail station
Bridgwater	Bridgwater rail station
Brighton	Brighton rail station and Hove rail station
Bristol	Parkway and Temple Meads rail stations
Camborne	Camborne bus station
Cardiff	Cardiff Central bus station (adjacent to rail station)
Carmarthen	Carmarthen rail station or bus station
Cheltenham Spa	Cheltenham Spa rail station forecourt or Queens Road
Chichester	Chichester rail station or bus station
Chippenham	Chippenham rail station or bus station
Didcot and Harwell	Didcot Parkway rail station
Dorking	Dorking Deepdene rail station
Evesham	Evesham rail station
Exeter	Central and St Davids station forecourts
Falmouth	Falmouth Moor bus station
Fareham and Gosport	Fareham rail station or bus station
Gatwick and Crawley	Gatwick Airport South Terminal bus stop
Gloucester	Gloucester bus station/town centre bus stops
Great Malvern	Great Malvern rail station
Guildford	Guildford rail or bus station
Hereford	Hereford Country bus station
Liskeard	Liskeard rail station
Llanelli	Llanelli bus station
Maidenhead	Maidenhead rail station
Malvern Link	Malvern Link rail station
Neath	Neath Victoria Gardens (500 metres from rail station)
Newbury	Newbury bus station (near Newbury rail station)
Newport	Newport bus station (500 metres from rail station)
Newquay	Great Western Hotel or Newquay bus station
Newton Abbot	Newton Abbot rail station

Destination	Nearest bus stop to rail station
Oxford	Oxford rail station
Paignton	Paignton bus station (adjacent to rail station)
Penzance	Penzance bus station (adjacent to rail station)
Plymouth	Plymouth rail station (Saltash Road)
Portsmouth	Portsmouth & Southsea or Portsmouth Harbour rail stations
Port Talbot	Port Talbot Parkway rail station
Reading	Reading rail station
Redhill and Reigate	Redhill and Reigate rail stations
Redruth	Redruth rail station
St Austell	St Austell bus station (adjacent to rail station)
Salisbury	Salisbury rail station
Slough	Slough rail station
Southampton	Southampton rail station
Stonehouse	Stonehouse Post Office
Stroud	Merrywalks bus stops (500 metres from station)
Swansea	High Street, outside Swansea rail station
Swindon	Swindon rail station forecourt
Taunton	Taunton rail station
Tenby	Upper Park Road (10 minutes walk from Tenby rail station)
Torquay	Torquay rail station
Totnes	Totnes rail station
Truro	Truro rail station
Weston-super-Mare	Weston-super-Mare rail station
Weymouth	Weymouth rail station
Wokingham	Wokingham rail station
Worcester	Shrub Hill or Foregate Street stations
Worthing	Worthing rail station
Yeovil	Yeovil Pen Mill or Yeovil Junction rail stations

For more information visit **GWR.com** or pick up a leaflet at your nearest staffed station. For bus times visit **www.traveline.org.uk** or call Traveline on **0871 200 22 33**.

## By London Underground

London Paddington is on the Bakerloo, Circle, District and Hammersmith & City Underground lines. Ticket offices and our website can sell you a Travelcard that includes your Underground and bus travel. For details of Underground services visit [www.tfl.gov.uk](http://www.tfl.gov.uk) or call London Travel Information on **0343 222 1234**. An Underground map is shown on the inside rear cover.

## Train Taxi™

Train Taxi™ is a database which aims to help both business and leisure travellers take the train instead of the car, by overcoming one of the main obstacles: information about how to bridge those final few miles between stations and your actual destination. Please visit [www.traintaxi.com](http://www.traintaxi.com) where you will find lots of useful information about your onward journey.

## By air

We have convenient links to many airports across our region. Further details are given in our **Airport Links** leaflet, available from staffed stations, by visiting [GWR.com](http://GWR.com) or by calling **03457 48 49 50**.

## By car

We aim to provide safe and secure car parking at our stations and many are protected by CCTV. Great Western Railway car parks are managed by APCOA. For car park season tickets visit [GWR.com](http://GWR.com) or call **0845 165 2030**.

## By ferry/light aircraft

We work with The Isles of Scilly Steamship Company to offer you discounted travel from Penzance to the Isles of Scilly.

For more details visit [GWR.com](http://GWR.com), call **03457 000 125**.

We also work with Stena Ferries, Irish Ferries and Arriva Trains Wales to provide combined train and ferry tickets to Ireland.

For details visit [www.sailrail.co.uk](http://www.sailrail.co.uk) or call **08450 755 755**.

## By bike

Bicycle parking is available at many of our stations, giving you the opportunity to travel by train without your bike. Bikes can also be carried on some of our services and we recommend making a reservation in advance as we are limited as to the number of conventional bikes that we can carry. Folding bikes are welcome at any time.

Due to the high level of demand on many of our services it is necessary to place some restrictions on the number of bikes we carry to help all our customers travel as safely and comfortably as possible. This is particularly true at peak times.

On services marked with a ● or ● in timetables, bicycle reservations are compulsory. Where no symbol is shown the two non-reserved bike spaces will be allocated on a first come, first served basis, including those on services where reservations are not available. Bicycles are not permitted on trains marked with a ⊗ in timetables.

Bicycle reservations can be made at any rail station with a staffed ticket office.

Please note that cycling is not permitted anywhere on the station. In the interests of safety, for you and other customers, please walk with your bike at all times. For more details regarding our cycle policy, pick up a **Cycling by Train** leaflet from your nearest staffed station.



# Buying tickets

## Ticket types

Book in advance to save money on tickets for many journeys. We offer a number of great value tickets to suit your needs:

### Advance

Advance fares are available in both First Class and Standard accommodation and offer great value for money. These are sold as one-way tickets to help make sure you get the best fare available for each leg of your journey. Bookings must be made in advance, up to the day before departure; we will even reserve a seat on-board for you\*. Generally, the earlier these tickets are booked, the lower the fare, but in some instances additional advance tickets will go on sale when there is available capacity on specific trains. You can book up to 12 weeks in advance for travel on most Great Western Railway services. If you board a train with an Advance ticket for which you do not hold a seat reservation you will be liable to pay in full for a new ticket.

When presenting your Advance ticket for inspection please show both your travel ticket and your seat reservation for the leg of your journey on which you are travelling.

Advance tickets are not refundable, but you can amend a journey to a different time, subject to a £10 administration fee and payment of any difference between the fare you have paid and the price of the ticket you are changing to.



### Tickets that do not need to be pre-booked

- First Class and Standard Anytime Single (valid on any train on the date on the ticket or on the following day)
- First Class and Standard Anytime Day Single (valid on any train on the date shown on the ticket)
- First Class and Standard Anytime Return (outward travel valid for one journey within five days of the date on the ticket, return within one calendar month)
- First Class and Standard Anytime Day Return (outward and return travel on the same day on any train)
- Standard Off-Peak and Off-Peak Day Single (valid on the date on the ticket. Peak travel restricted)
- Standard Super Off-Peak Single (valid on the date on the ticket. Peak travel restricted)
- Standard Super Off-Peak Return (outward travel on the date on the ticket. Return within one calendar month. Peak travel restricted)

\* Seat reservations are not available on some connecting services

- First Class and Standard Off-Peak Return (outward travel on the date on the ticket. Return within one calendar month. Peak travel restricted)
- First Class and Standard Off-Peak Day Return (outward and return travel on the same day. Peak travel restricted)

## Seat reservations



If you buy your ticket in advance you can reserve a seat free of charge. Seat reservations are offered on many of our services (seats are reservable where trains are marked with  or  in timetables) and are subject to availability.

If you have reserved a First Class seat, check the code on your ticket after your seat number:

- F** Seat facing the direction of travel
- B** Seat back to the direction of travel

Seats in Standard do not carry such a code and due to the different types of train that we operate we are not able to guarantee a seat around a table, nor in a particular direction of travel.

A small number of our trains reverse during their journey. On these services the seat you reserve may not be facing or back for the whole journey.

If trains are marked with  in timetables, you must make a reservation before you travel. On the timetable pages where trains are marked with  we recommend that you make a reservation before you travel. Seat reservations made at the time of ticket purchase are free of charge; however, if you make a reservation with a single, return or season ticket after you have bought your ticket you will be charged £5 for each reservation.

## Executive tickets

This ticket (available on Great Western Railway High Speed services to Reading and London Paddington) includes car parking at the station, a First Class Anytime return ticket, an on-board catering voucher and a seat reservation. Inclusive Underground travel in Zone 1 is available as an optional extra on tickets to London Paddington.

## London One Day Travelcards

Includes day return train travel to London and unlimited travel on the Underground, Overground services, Docklands Light Railway and most London buses. Available in peak and off-peak versions, First Class or Standard.

## Gatwick FlyAway

This is a return ticket valid for up to one month taking you to and from Gatwick airport. Prices start from £45 return when two, three or four adults travel together. Proof of airline travel is required.

## PlusBus tickets

You can add unlimited bus travel around town onto your train ticket for a small additional fare. Available in over 70 towns and cities across the Great Western Railway network. Season tickets are also available (see page 8). Please visit [www.plusbus.info](http://www.plusbus.info) for more information.

## Season tickets

Save money on regular travel with a season ticket which offers great value for money. This ticket offers unlimited travel on your chosen route for either seven days or any period from one month to a year. Season tickets can be bought online at [GWR.com](http://GWR.com), from your local station or by calling **03457 000 125**.

## GroupSave

A GroupSave ticket gives groups of between 3 and 9 adults a discount of 33% when you travel together at off-peak times. You can buy your GroupSave tickets online (these tickets are available off-peak and will appear automatically when you request tickets for between 3 and 9 passengers), from your local staffed station, or by calling **03457 000 125**. You can also buy these great value tickets on the train, but only if you boarded at an unstaffed station, or if the booking office was closed immediately prior to travel.

Groups of 10 or more may be able to save even more by making a Group Travel booking - please call **03457 000 125** for details. During busy times of the year, or when special events are taking place on or near our network, we may have to temporarily withdraw the GroupSave ticket. In these circumstances we will publicise this in advance on posters at stations and on our website.

## Oyster Pay As You Go

Oyster Pay As You Go is valid on Great Western Railway and Heathrow Connect services between the following stations:

Please visit [www.tfl.gov.uk/farefinder](http://www.tfl.gov.uk/farefinder) or call **0343 222 1234** for more information on Oyster Cards.

## Day Ranger

Day Ranger tickets are the perfect way to explore parts of the South West or the Thames Valley in a day. Day Ranger tickets cover a small area and are valid for unlimited off-peak travel for one day.

## Rover

Rover tickets last for longer periods than Day Rangers and give you the freedom to go wherever you want at off-peak times, without having to book ahead or stick to a fixed travel plan.

A number of Rover tickets are available covering specific areas of the UK. In the Great Western Railway area we have Rover tickets covering Devon & Cornwall, the Severn & Solent area, a South West version which covers these two areas, and a Thames Rover. An Explore South Wales Flexi Rover is also available and covers most local buses, Arriva Trains Wales services in South Wales and also Great Western Railway services between Newport and Pembroke Dock.

The Heart of England Rover is valid on Great Western Railway services from Hereford, Gloucester, Worcester and Oxford into and throughout the Midlands.

For more details on Rover tickets please visit our website or pick up a leaflet from your nearest staffed station.



## All-Line Rail Rover

The All-Line Rail Rover ticket allows travel on most scheduled National Rail services, with certain time restrictions. Both First Class and Standard tickets with 7 and 14 day options are available. For more information, including prices, please visit your local staffed station or contact National Rail Enquiries on **03457 48 49 50** (24 hours, calls may be recorded). Please note that the All-Line Rail Rover cannot be used on Heathrow Express services or on Heathrow Connect services between Hayes & Harlington and Heathrow Airport.

## Railcards

Railcards can offer you big savings on many fares. Different types of railcard are available; those eligible for discounts on Great Western Railway services include:

- Senior Railcard
- Family and Friends Railcard
- 16-25 Railcard
- Network Railcard
- Disabled Person's Railcard
- Two Together Railcard
- Devon and Cornwall Railcard
- Cotswold Line Railcard

Remember to always carry your Railcard with you when travelling and to show it before purchasing your ticket.

## Eurostar

We have teamed up with Eurostar to offer you the chance to buy tickets from a UK destination through to the continent. These through fares mean you pay just one fare for the whole journey. These tickets are available from 32 stations on the Great Western Railway network, to Paris, Brussels and 100 other connection stations in France, Belgium and The Netherlands. For more details, visit **www.eurostar.com**

## Business Direct

If your company spends more than £5,000 a year on train travel, we will organise your business travel for you, saving your business valuable time and money. You could also benefit from an exclusive, flexible range of tickets and facilities including:

- Business Carnets
- First Class Executive Tickets
- Corporate Season Tickets

For more information on Business Direct call **03457 660228** or visit **GWR.com/businessdirect**

## How to buy tickets

We offer a number of ways to buy tickets, to suit you:

### The Great Western Railway app

Search for train times and buy tickets for all UK rail journeys. Visit your app store and search for **Great Western Railway**.

### Online

You can buy tickets to anywhere in Britain quickly and easily by using our comprehensive online service at: **GWR.com**. We do not charge booking fees or credit card fees on bookings made through our website.

### By phone

Call **03457 000 125**. Open 0700–2200 daily. Most debit and credit cards are accepted. Tickets bought on our website or by phone can be collected from the self-service ticket machines at selected stations or you can have them delivered. Deliveries are available within three to four working days or you can have them delivered the next day for a charge of £6.20 providing you order before 1600.

### At the station

We have staffed ticket offices at many of our stations. Tickets can also be purchased from self-service ticket machines. Most debit and credit cards are accepted.

### Buy before you board

You should always ensure that you have a valid ticket to travel on our trains before you board.

You can buy tickets online, via the phone or at the station from staffed ticket offices or ticket machines. If facilities are not available to buy tickets and you board one of our trains without a ticket you should identify yourself to the Train Manager or Conductor in order to pay your fare. If there is no Train Manager or Conductor on-board you should pay your fare at your destination.

If you have a railcard, please ensure you always carry it with you when you travel and present it with a valid ticket when asked by rail staff. If you are unable to do so, you will be asked to pay the full fare, and will not be able to benefit from discounts.

We have easy-to-use automatic ticket gates at some of our larger stations, which can be operated by your ticket, including season tickets. Please note that seat reservation tickets do not operate the ticket gates.

If for any reason your ticket does not operate the gates, please seek assistance from a member of staff. Please remember to retain your ticket for your whole journey.

There are conditions that apply to the sale and use of rail tickets and a copy of the National Rail Conditions of Carriage, where these are explained, can be downloaded from [www.nationalrail.co.uk/conditionsofcarriage](http://www.nationalrail.co.uk/conditionsofcarriage)

### Penalty Fares

A Penalty Fares scheme applies at stations providing the opportunity to buy a ticket, either from a Booking Office or ticket vending machine. If you use any of our trains from these stations without a valid ticket you will have to pay a Penalty Fare. This will be twice the full single fare to the next station, or £20, whichever is the greater. You will also have to pay the full fare for the rest of the journey. For more information visit [GWR.com](http://GWR.com) or pick up a 'Buy Before you Board' leaflet from your nearest staffed station.

### Refunds

Refunds on train tickets depend on the ticket type. If you have a ticket that has not been used please contact the train company that is responsible for the ticket office where it was bought, or the telesales service or website.

An administration fee may apply and, in some circumstances, non-refundable tickets may be applicable for refunds. Further details can be found in the National Rail Conditions of Carriage or at [GWR.com](http://GWR.com)

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## Ticketing restrictions

### Travelling to London and Reading

#### Travel Off-Peak and save money

If you travel off-peak you can make considerable savings on the cost of Anytime tickets with our great value Off-Peak and Super Off-Peak tickets. You can purchase these tickets right up until the time of travel and choose from a wide range of trains for your journey. Complimentary seat reservations are available with these tickets – however, there is no need to book travel on a specific train.

Off-Peak and Super Off-Peak tickets can be used at any time of day at weekends and on Bank Holidays. On Mondays to Fridays, when demand for our services is at its highest, your Off-Peak or Super Off-Peak ticket is valid on quieter trains outside the busy peak periods. The following pages tell you when you can travel with these tickets.

## Section 1: Devon & Cornwall

### Outward Travel

#### (to Reading and London Paddington)

Principal stations with direct services to Reading and London Paddington are listed in the table below. If you are travelling from a station not listed in the table, please refer to the times shown for the station where you join the train to Reading or London Paddington. For example:

- if you have an Off-Peak ticket from Falmouth Town to London Terminals and change at Truro, you may take any train timed to depart Truro from 0605 onwards
- if you have a Super Off-Peak ticket from CREDITON or Exmouth to Reading and change at Exeter St Davids, you may take any train timed to depart Exeter St Davids from 0910 onwards

In both examples, the connecting journey from your local station may be made on any train.



Due to space limitations, not all stations are shown. For an alphabetical list of those stations omitted please see page 23.

From	Off-Peak tickets	Super Off-Peak tickets
Penzance	From 0530	From 0635
St Erth	From 0535	From 0645
Hayle	From 0540	From 0650
Camborne	From 0545	From 0655
Redruth	From 0555	From 0705
Truro	From 0605	From 0715
St Austell	From 0625	From 0725
Par	From 0630	From 0735
Lostwithiel	From 0640	From 0740
Bodmin Parkway	From 0645	From 0755
Liskeard	From 0700	From 0810
Menheniot	From 0705	From 0815
St Germans	From 0715	From 0820
Saltash	From 0720	From 0830

From	Off-Peak tickets	Super Off-Peak tickets
Plymouth	From 0735 <sup>(1)</sup>	From 0845
Ivybridge	From 0815	From 0900
Totnes	From 0800 <sup>(2)</sup>	From 0910
Paignton	From 0730	From 0905
Torquay	From 0735	From 0910
Torre	From 0740	From 0915
Newton Abbot	From 0800 <sup>(3)</sup>	From 0925
Teignmouth	From 0735	From 0840
Dawlish	From 0740	From 0845
Dawlish Warren	From 0745	From 0850
Starcross	From 0745	From 0850
Exeter St Thomas	From 0800	From 0900
Exeter St Davids	From 0810 <sup>(4)</sup>	From 0910
Tiverton Parkway	From 0830 <sup>(5)</sup>	From 0925

## Return Travel (from London Paddington and Reading)

The following tables show the times from London Paddington and Reading when your Off-Peak or Super Off-Peak ticket is valid.

Off-Peak and Super Off-Peak tickets are valid as indicated in the table below to the following stations:

- Tiverton Parkway, Exeter St Davids, Exeter St Thomas, Starcross, Dawlish Warren, Dawlish and Teignmouth
- All stations, Exeter Central to Exmouth inclusive
- Pinhoe, Whimple, Feniton, Honiton and Axminster

From	Off-Peak tickets	Super Off-Peak tickets
London Paddington	Between 0810 and 1640, or from 1831	Between 1010 and 1501, or from 1901
Reading	Between 0835 and 1710, or from 1901	Between 1030 and 1530, or from 1901

Off-Peak and Super Off-Peak tickets are valid as indicated in the table below to the following stations:

- All stations on the Barnstaple branch (Newton St Cyres to Barnstaple inclusive)
- Newton Abbot, Torre, Torquay and Paignton
- Totnes, Ivybridge, Plymouth and all stations to Gunnislake
- Saltash and St Germans

From	Off-Peak tickets	Super Off-Peak tickets
London Paddington	Between 0810 and 1640, or from 1801	Between 1010 and 1501, or from 1901
Reading	Between 0835 and 1710, or from 1830	Between 1030 and 1530, or from 1901

Off-Peak and Super Off-Peak tickets to **all stations, Menheniot and beyond** are valid as indicated in the table below:

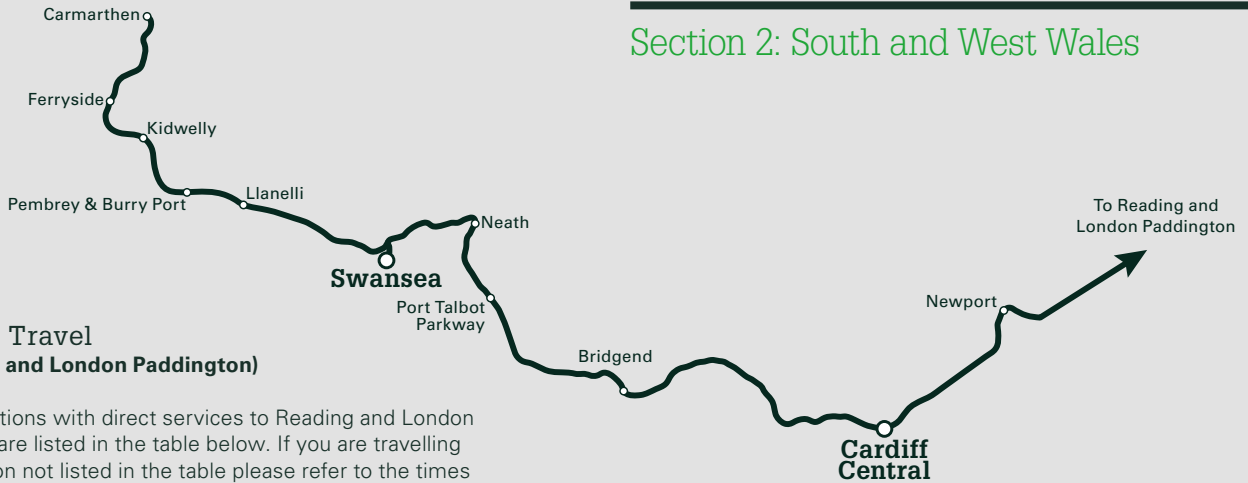
From	Off-Peak tickets	Super Off-Peak tickets
London Paddington	Between 0810 and 1640, or from 1801 <sup>(6)</sup>	Between 1003 and 1510, or from 1901
Reading	Between 0835 and 1710, or from 1830 <sup>(6)</sup>	Between 1030 and 1535, or from 1901

**The following stations have been omitted from the map on page 21:**

- Coombe Junction Halt
- Dockyard
- Exton
- Keyham
- Newcourt
- Newton St Cyres
- Penmere
- Penryn
- Perranwell
- Polsloe Bridge
- Portsmouth Arms
- St Budeaux Ferry Road
- St Budeaux Victoria Road
- St James' Park
- St Keyne Wishing Well Halt

1. You may also travel on CrossCountry services departing from 0615, changing at Bristol Temple Meads or Bristol Parkway
2. You may also travel on CrossCountry services departing from 0640, changing at Bristol Temple Meads or Bristol Parkway
3. You may also travel on CrossCountry services departing from 0650, changing at Bristol Temple Meads or Bristol Parkway
4. You may also travel on CrossCountry services departing from 0715, changing at Bristol Temple Meads or Bristol Parkway
5. You may also travel on CrossCountry services departing from 0730, changing at Bristol Temple Meads or Bristol Parkway
6. Off-Peak tickets to Menheniot and beyond are also valid on the 1703 London Paddington to Penzance service (1732 from Reading) on Fridays Only.

## Section 2: South and West Wales



### Outward Travel (to Reading and London Paddington)

Principal stations with direct services to Reading and London Paddington are listed in the table below. If you are travelling from a station not listed in the table please refer to the times shown for the station where you join the train to Reading or London Paddington. For example:

- if you have an Off-Peak ticket from Caerphilly to London Terminals and change at Cardiff Central, you may take any train timed to depart Cardiff Central between 0200 and 0530, or from 0810 onwards
- if you have a Super Off-Peak ticket from Whitland to Reading and change at Swansea, you may take any train timed to depart Swansea between 0200 and 0430, or from 0845 onwards

In both examples, the connecting journey from your local station may be made on any train.

From	Off-Peak tickets	Super Off-Peak tickets
Carmarthen	Between 0100 and 0400, or from 0645	Between 0100 and 0400, or from 0745
Ferryside	From 0730	From 0800
Kidwelly	From 0735	From 0805
Pembrey & Burry Port	From 0705	From 0805
Llanelli	Between 0200 and 0430, or from 0710	Between 0200 and 0430, or from 0815
Swansea	Between 0200 and 0430, or from 0715	Between 0200 and 0430, or from 0845
Neath	Between 0200 and 0430, or from 0725	Between 0200 and 0430, or from 0855
Port Talbot Parkway	Between 0200 and 0445, or from 0735	Between 0200 and 0445, or from 0905
Bridgend	Between 0200 and 0500, or from 0745	Between 0200 and 0500, or from 0915
Cardiff Central	Between 0200 and 0530, or from 0810	Between 0200 and 0530, or from 0940
Newport	Between 0200 and 0545, or from 0830	Between 0200 and 0545, or from 1000

### Return Travel (from London Paddington and Reading)

The following tables show the times from London Paddington and Reading when your Off-Peak or Super Off-Peak ticket is valid.

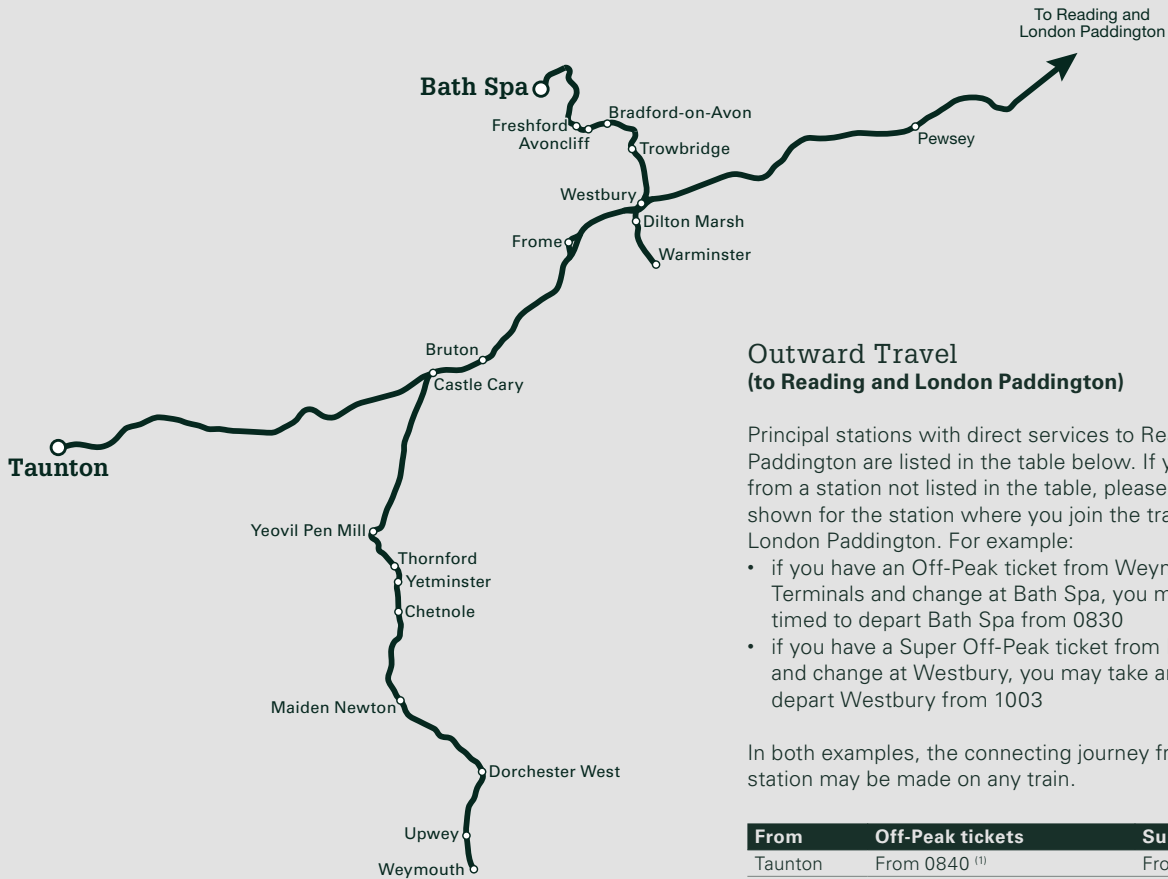
Off-Peak and Super Off-Peak tickets to **stations in South Wales, as far west as Swansea** are valid as indicated in this table:

From	Off-Peak tickets	Super Off-Peak tickets
London Paddington (or Waterloo)	Between 0810 and 1640, or from 1831	Between 1010 and 1501, or from 1901
Reading	Between 0835 and 1710, or from 1901	Between 1030 and 1530, or from 1901

Off-Peak and Super Off-Peak tickets to **all stations west of Swansea (Gowerton and beyond)** are valid as indicated in this table:

From	Off-Peak tickets	Super Off-Peak tickets
London Paddington (or Waterloo)	Between 0810 and 1750, or from 1831	Between 1010 and 1501, or from 1901
Reading	Between 0835 and 1820, or from 1901	Between 1030 and 1530, or from 1901

## Section 3: The West Country and Wessex



### Outward Travel (to Reading and London Paddington)

Principal stations with direct services to Reading and London Paddington are listed in the table below. If you are travelling from a station not listed in the table, please refer to the times shown for the station where you join the train to Reading or London Paddington. For example:

- if you have an Off-Peak ticket from Weymouth to London Terminals and change at Bath Spa, you may take any train timed to depart Bath Spa from 0830
- if you have a Super Off-Peak ticket from Frome to Reading and change at Westbury, you may take any train timed to depart Westbury from 1003

In both examples, the connecting journey from your local station may be made on any train.

From	Off-Peak tickets	Super Off-Peak tickets
Taunton	From 0840 <sup>(1)</sup>	From 0940
Castle Cary	From 0640 changing at Bath Spa, or from 0735 direct or changing at Westbury <sup>(2)</sup>	From 0945
Westbury	From 0751 <sup>(2)</sup>	From 1003
Pewsey	From 0755	From 1000
Bath Spa	From 0830	From 1000

1. You may also travel on CrossCountry services departing from 0740, changing at Bristol Temple Meads or Bristol Parkway.

2. If you change at Bath Spa, your Off-Peak ticket is subject to a second set of departure times from Bath Spa, as shown in the table. Please plan your journey carefully and enquire if you are in any doubt.

## Return Travel (from London Paddington and Reading)

The following tables show the times from London Paddington and Reading when your Off-Peak or Super Off-Peak ticket is valid.

Off-Peak and Super Off-Peak tickets to Pewsey are valid as indicated in this table:

From	Off-Peak tickets	Super Off-Peak tickets
London Paddington (or Waterloo)	Between 0810 and 1640, or from 1831	Between 1010 and 1510, or from 1901
Reading	Between 0835 and 1710, or from 1901	Between 1030 and 1535, or from 1901

Off-Peak and Super Off-Peak tickets to the following stations are valid as indicated in the table below. These times apply to travel via the direct route through Newbury, or via Bath Spa:

- Westbury, Dilton Marsh, Warminster, Frome, Bruton, Castle Cary and Taunton
- All stations, Yeovil Pen Mill to Weymouth

From	Off-Peak tickets	Super Off-Peak tickets
London Paddington (or Waterloo)	Between 0810 and 1640, or from 1831	Between 1010 and 1501, or from 1901
Reading	Between 0835 and 1710, or from 1901	Between 1030 and 1530, or from 1901

## Section 4: Avon and Somerset

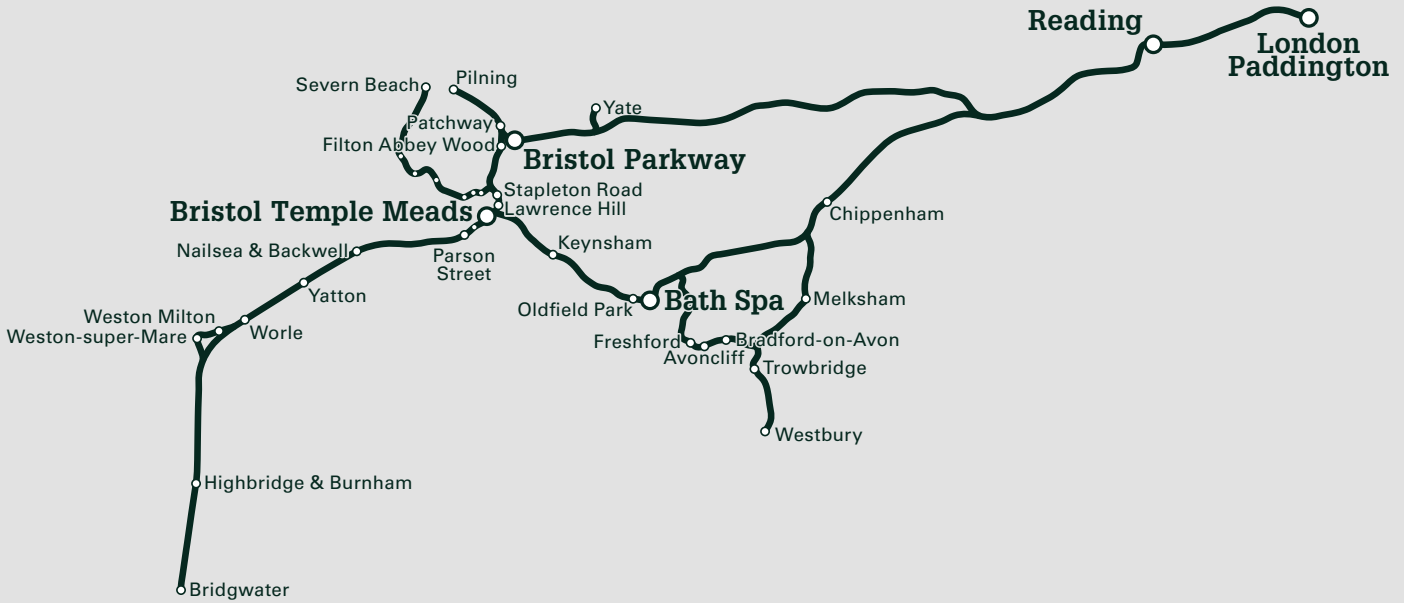
### Outward Travel (to Reading and London Paddington)

Principal stations with direct services to Reading and London Paddington are listed in the table below. If you are travelling from a station not listed in the table please refer to the times shown for the station where you join the train to Reading or London Paddington. For example:

- if you have an Off-Peak ticket from Clifton Down to London Terminals and change at Bristol Temple Meads, you may take any train timed to depart Bristol Temple Meads between 0200 and 0510 or from 0815
- if you have a Super Off-Peak ticket from Weston-super-Mare to Reading and change at Bristol Parkway, you may take any train timed to depart Bristol Parkway between 0200 and 0530 or from 1015
- if you have an Off-Peak ticket from Avoncliff to London Terminals routed "ANY PERMITTED", you may change at Bath Spa and depart Bath Spa after 0830. If you have a Super Off-Peak ticket from Avoncliff to London Terminals routed "VIA NEWBURY", you may change at Westbury and depart Westbury after 1003. Please note there is no Super Off-Peak ticket available from Avoncliff to London Terminals

In all three examples, the connecting journey from your local station may be made on any train.

From	Off-Peak tickets	Super Off-Peak tickets
Highbridge & Burnham	From 0725	From 0840
Bridgwater	From 0720	From 0845
Weston-super-Mare	From 0735	From 0920
Weston Milton	From 0745	From 0905
Worle	From 0750	From 0910
Yatton	From 0800	From 0945
Nailsea & Backwell	From 0805	From 0950
Bristol Temple Meads	Between 0200 and 0510, or from 0815	Between 0200 and 0510, or from 0945
Bristol Parkway	Between 0200 and 0530, or from 0845	Between 0200 and 0530, or from 1015
Bath Spa	From 0830	From 1000
Westbury	From 0751	From 1003
Chippenham	From 0840	From 1010



**Return Travel  
(from London Paddington and Reading)**

The following table shows the times from London Paddington and Reading when your Off-Peak or Super Off-Peak ticket is valid.

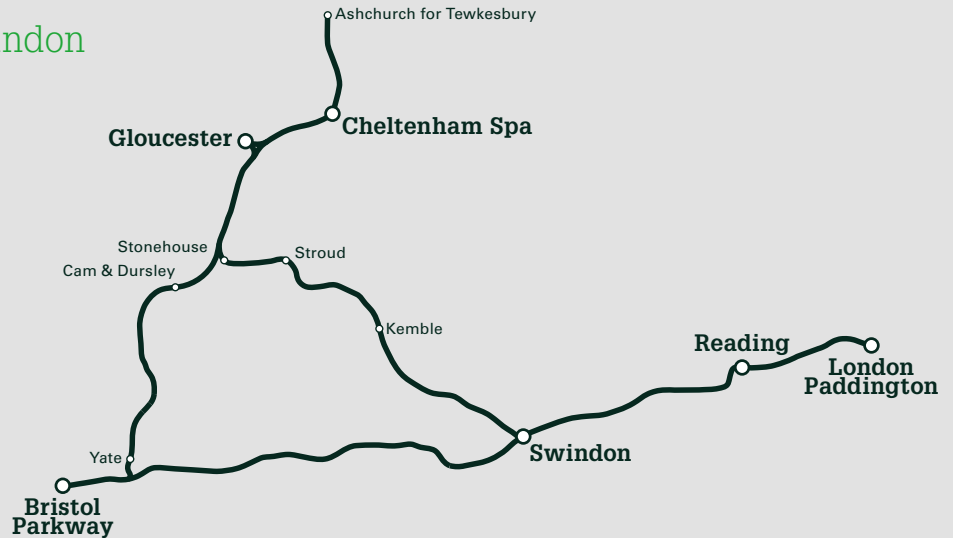
From	Off-Peak tickets	Super Off-Peak tickets
London Paddington (or Waterloo)	Between 0810 and 1640, or from 1831	Between 1010 and 1501, or from 1901
Reading	Between 0835 and 1710, or from 1901	Between 1030 and 1530, or from 1901

Off-Peak and Super Off-Peak tickets are valid as indicated in the table below to the following stations:

- Chippenham, Melksham, Bath Spa, Oldfield Park and Keynsham
- Freshford, Avoncliff, Bradford-on-Avon, Trowbridge and Westbury
- Bristol Parkway, Yate, Patchway, Filton Abbey Wood, Stapleton Road and Lawrence Hill
- All stations, Bristol Temple Meads to Bridgwater (via Weston-super-Mare)
- All stations on the Severn Beach line



## Section 5: Gloucestershire and Swindon



### Outward Travel (to Reading and London Paddington)

Principal stations with direct services to Reading and London Paddington are listed in the table below. If you are travelling from a station not listed in the table please refer to the times shown for the station where you join the train to Reading or London Paddington. For example:

- if you have an Off-Peak ticket from Cam & Dursley to London Terminals and change at Bristol Parkway, you may take any train timed to depart Bristol Parkway between 0200 and 0510, or from 0845
- if you have a Super Off-Peak ticket from Ashchurch for Tewkesbury to Reading and change at Gloucester, you may take any train timed to depart Gloucester from 0930

From	Off-Peak tickets	Super Off-Peak tickets
Cheltenham Spa	From 0745 <sup>(1)</sup>	From 0930 <sup>(1)</sup>
Gloucester	From 0748 <sup>(1)</sup>	From 0930 <sup>(1)</sup>
Stonehouse	From 0845	From 0955
Stroud	From 0850	From 1000
Kemble	From 0905	From 1015
Swindon	Between 0200 and 0545, or from 0905	Between 0200 and 0545, or from 1030
Bristol Parkway	Between 0200 and 0530, or from 0845	Between 0200 and 0530, or from 1015

1. If you change at Bristol Parkway, your Off-Peak or Super Off-Peak ticket is subject to a second set of departure times from Bristol Parkway, as shown in the table. Please plan your journey carefully and enquire if in any doubt.

### Return Travel (from London Paddington and Reading)

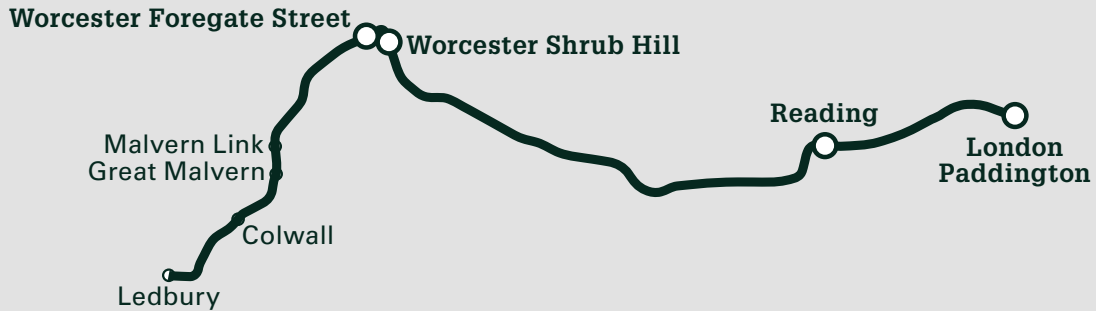
The following table shows the times from London Paddington and Reading when your Off-Peak or Super Off-Peak ticket is valid.

Off-Peak and Super Off-Peak tickets to the following stations are valid as indicated in the table below:

- Swindon, Kemble, Stroud, Stonehouse, Cam & Dursley, Gloucester, Cheltenham Spa and Ashchurch for Tewkesbury

From	Off-Peak tickets	Super Off-Peak tickets
London Paddington (or Waterloo)	Between 0810 and 1640, or from 1831	Between 1010 and 1501, or from 1901
Reading	Between 0835 and 1710, or from 1901	Between 1030 and 1530, or from 1901

## Section 6: Worcester and The Malverns



### Which way can I go?

If you are travelling from Ledbury, Colwall, Great Malvern, Malvern Link or one of the Worcester stations, your ticket will show one of four possible routes:

If your ticket shows route **Any Permitted** or **Evesham/Stroud**, you may travel via Cheltenham Spa and Swindon, or the North Cotswolds Line and Oxford.

If your ticket shows route **Via Evesham** or **London Evesham**, you must travel via the North Cotswolds Line, i.e. Worcester – Evesham – Oxford – Reading – London.

Please note that travel via Hereford is not permitted, regardless of the route printed on your ticket.

### Outward travel (to Reading and London Paddington) – When can I travel?

Please check carefully which route is printed on your ticket, as the validity of Off-Peak and Super Off-Peak tickets differs according to which route you take.

All Standard Off-Peak and Super Off-Peak tickets, plus First Off-Peak Returns routed **Any Permitted** or **Evesham/Stroud**.

Principal stations with direct services to Reading and London Paddington are listed in the following table.

You may travel on any train timed to depart as follows:

From	Off-Peak tickets	Super Off-Peak tickets
Ledbury	From 0650	From 0855
Colwall	From 0700	From 0900
Great Malvern	From 0705	From 0940
Malvern Link	From 0710	From 0945
Worcester Foregate St	From 0720	From 0955
Worcester Shrub Hill	From 0725	From 1000

### Return Travel (from London Paddington and Reading) – when can I travel?

#### All Standard Off-Peak and Super Off-Peak tickets, plus First Off-Peak Returns

Please use the following table which shows the times from London Paddington and Reading when your ticket is valid. Make sure you also check carefully which route is printed on your ticket.

From	Off-Peak tickets	Super Off-Peak tickets
London Paddington (or Waterloo)	Between 0810 and 1640, or from 1831	Between 1010 and 1501, or from 1901
Reading	Between 0835 and 1710, or from 1901	Between 1030 and 1530, or from 1901

## Section 7: Hereford and The Marches



### Which way can I go?

Your ticket will show one of four possible routes:

If your ticket shows route **Any Permitted** or **Via Hereford**, you may travel via Newport, or Worcester and Cheltenham Spa, or Worcester and Oxford.

If your ticket shows route **Via Evesham** or **London Evesham**, you must travel via Worcester and Oxford.

### Outward travel

**(to Reading and London Paddington) – when can I travel?**

#### All Standard Off-Peak and Super Off-Peak tickets, plus First Class Off-Peak Return

Direct services to Reading and London Paddington operate from Hereford or Newport. If you travel from Hereford via Worcester you may travel on any train timed to depart Hereford as indicated in the table below. If you travel from Newport you may take any train from Newport as indicated below.

If you are travelling from further afield, requiring a change of train at Hereford or Newport, please refer to the times shown for the station where you join the train to Reading or London Paddington. For example:

- if you hold an Off-Peak ticket from Ludlow to London and change at Hereford (for onward travel via Worcester) you may travel on any train timed to depart Hereford from 0630.
- If you hold a Super Off-Peak ticket from Church Stretton or Hereford to London and change at Newport, you may travel on any train timed to depart Newport from 1000.
- In both examples, the connecting journey from your local station may be made on any train.

From	Off-Peak tickets	Super Off-Peak tickets
Hereford (via Worcester)	From 0642	From 0847
Newport	From 0900	From 1000

### Return Travel

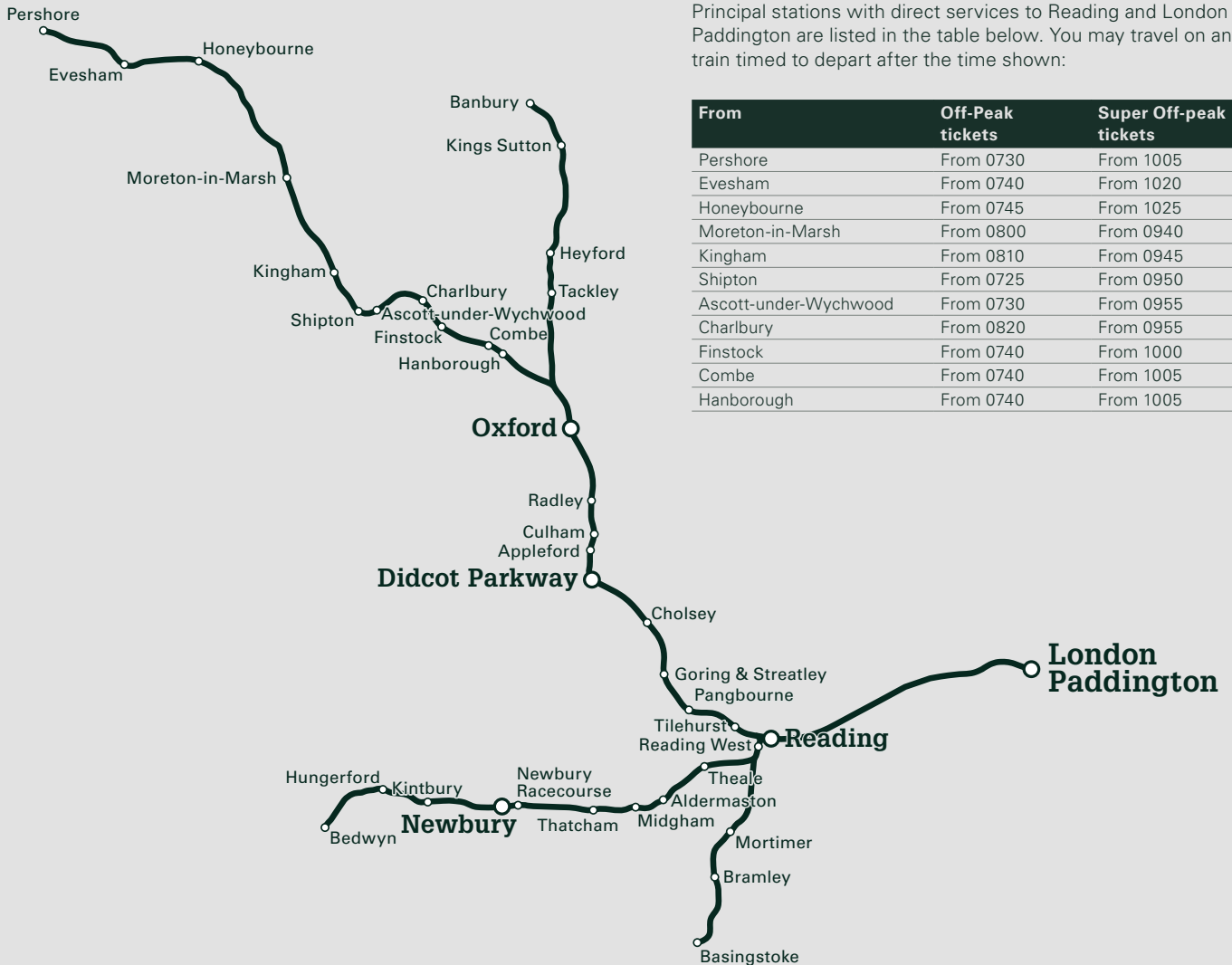
**(from London Paddington and Reading) – when can I travel?**

All Standard Off-Peak and Super Off-Peak tickets, plus First Class Off-Peak Returns

Please use the following table which shows the times from London Paddington and Reading when your Off-Peak or Super Off-Peak ticket is valid.

From	Off-Peak tickets	Super Off-Peak tickets
London Paddington	Between 0810 and 1640, or from 1831	Between 1010 and 1501, or from 1901
Reading	Between 0835 and 1710, or from 1901	Between 1030 and 1530, or from 1901

## Section 8: The Cotswolds and Oxfordshire



### Outward travel (to / via London Paddington)

#### Standard Off-Peak and Super Off-Peak Return tickets

Principal stations with direct services to Reading and London Paddington are listed in the table below. You may travel on any train timed to depart after the time shown:

From	Off-Peak tickets	Super Off-peak tickets
Pershore	From 0730	From 1005
Evesham	From 0740	From 1020
Honeybourne	From 0745	From 1025
Moreton-in-Marsh	From 0800	From 0940
Kingham	From 0810	From 0945
Shipton	From 0725	From 0950
Ascott-under-Wychwood	From 0730	From 0955
Charlbury	From 0820	From 0955
Finstock	From 0740	From 1000
Combe	From 0740	From 1005
Hanborough	From 0740	From 1005

## Outward travel (to / via London Paddington)

### First Class and Standard Off-Peak Day Returns and Travelcards, and First Off-Peak Return tickets

Travel to the London and South East area with these tickets can be made on any train timed to arrive at London Paddington at or later than 1000.

Standard Off-Peak and Super Off-Peak Return tickets Principal stations with direct services to Reading and London Paddington are listed in the table below. You may travel on any train timed to depart after the time shown:

From	Off-Peak tickets
Banbury	From 0845
Kings Sutton	From 0930
Heyford	From 0930
Tackley	From 0930
Oxford	From 0910
Radley	From 0905
Culham	From 0910
Appleford	From 0930
Didcot Parkway	From 0920
Cholsey	From 0930
Goring & Streatley	From 0930
Pangbourne	From 0930
Tilehurst	From 0930
Basingstoke	From 0930
Bramley	From 0930
Mortimer	From 0930
Bedwyn	From 0930
Kintbury	From 0930
Hungerford	From 0930
Newbury	From 0910
Newbury Racecourse	From 0915
Thatcham	From 0855
Midgham	From 0930
Aldermaston	From 0930
Theale	From 0900

## Return Travel (from London Paddington)

These tickets can be used on some, but not all, services from London Paddington and Reading during the busy peak periods. This table lists the services which are not available to holders of Off-Peak, Off-Peak Day and Off-Peak Travelcards to/from the area defined on the map at the start of this section.

You may use any service timed to depart London Paddington from 0920 with the exception of the following trains on Mondays to Fridays:

London Paddington depart	Reading depart	Final Destination of Service
1600	1628	Bristol Temple Meads
1606	1632	Penzance
1615	1644	Swansea
1630	1659	Taunton
1636	1704	Exeter St Davids (FX) / Plymouth (FO)
1645	1712	Swansea
1649	1721	Oxford
1700	1727	Bristol Temple Meads
1703	1730	Penzance
1715	1742	Carmarthen
1722	1750	Hereford
1730	1757	Taunton
1733	1801	Paignton
1742	–	Cheltenham Spa
1745	1812	Swansea
1749	1822	Worcester Shrub Hill
1800	1828	Bristol Temple Meads
1803	1831	Penzance
1815	1842	Swansea
1822	1851	Hereford
1830	1857	Weston-super-Mare
1835	1903	Exeter St Davids (FX) / Plymouth (FO)
1845	1912	Swansea
1847	1919	Cheltenham Spa
1850	1923	Oxford
1900	1928	Bristol Temple Meads
1903	1933	Plymouth (FX) / Penzance (FO)
1915	1942	Swansea

Please note that the above services are not available to holders of these tickets for boarding at London Paddington or Reading.

## On-board

### Lost property

If you have left any of your property on one of our stations or trains, please call our Customer Support Team on **03457 000 125**.

All items of lost property we find are logged with our partners

**www.MissingX.com**

Search for your lost item on their website.

### Belongings

You may take up to three items of luggage free of charge on

Great Western Railway services, provided:

- It will not cause injury, inconvenience or damage to property
- There is enough room available
- The loading and unloading will not delay services
- It is carried and packaged in a suitable way

Your luggage should be stored in the facilities provided at the entrance to the carriage or in the overhead racks.

We take our customers' security very seriously. To ensure your safety is never jeopardised, we must be vigilant at all times. To help us minimise security alerts which cause delays, please keep hold of your belongings at all times and never leave them unattended. We are obliged to remove unattended items without notice and cannot be held responsible for loss or damage.

### Leaving the trains

For safety reasons, on our High Speed Trains please do not attempt to open the doors of the train until the 'door unlocked' sign is illuminated. If you are the last person to leave the train please help us by closing the window and the door firmly behind you.

On our local trains you will need to press the 'open' button, when it is illuminated, for the doors to open.

There will be a gap of varying proportions between the train and the platform edge. Please be mindful of this and take great care when boarding or alighting from any train.



## Food and drink

We provide a variety of options to suit your needs during your journey.

### Pullman Restaurants

Why not try our Pullman restaurant, Britain's only high speed dining carriage and a unique experience? The menu and wine list have been created in partnership with restaurateur and Chef Mitch Tonks of the Seahorse Restaurant in Dartmouth. The produce you will enjoy is the very best we can find and is sourced from the land and sea you travel past.

Priority is given to First Class ticket holders who can make a reservation by calling **03457 000 125**, or by visiting the First Class Lounge at London Paddington station on the day of travel. A lunch and dinner menu is available on the 1201, 1256 and 1803 Plymouth to London Paddington services, and on the 1206, 1305, 1803 and 1903 London Paddington to Plymouth services.

A breakfast and brunch service is also available on the 0553 and 0655 Plymouth to London Paddington services and on the 1006 London Paddington to Plymouth service, on the 0558 Swansea to London Paddington and 1045 London Paddington to Swansea service.



Look for the **X** symbol in timetables.

### First Class Complimentary Service

On most weekday services operated by High Speed Trains, we will serve complimentary light refreshments at your seat until 1900, and your Customer Host will be pleased to bring you something from the on-board shop. After this time, and at weekends, just take your ticket to the on-board shop and the Customer Host will be happy to serve you.

### Great Western Railway Larder

We have a tasty range of hot and cold food and drink on board our High Speed Trains, most of it from suppliers and producers close to our lines of route. Our range includes sandwiches, cakes, biscuits, sweets, hot and cold drinks including beer, cider, wine and spirits. These are found in coach F or coach K on our High Speed Trains.

### Trolley service

On selected services we provide an at-seat service with our on-board trolley. From this we provide hot and cold drinks as well as cold food and a selection of sweets, cakes and biscuits from our full range. This service may operate on all or part of your journey.

## The Night Riviera

The Night Riviera Sleeper is a refreshing way to travel between London Paddington and Devon and Cornwall, getting you to your destination early in the morning after you've had a relaxing night's sleep on board.

Whether you're travelling to London for an early meeting, or just want to avoid a long drive to the West Country, the Night Riviera saves you both time and effort.

Single and twin cabins are available to holders of Standard class tickets, on payment of a supplement, or you can make a reservation in the seated accommodation. Free Wi-Fi is available throughout the train.

### Check-in

Customers joining at London Paddington can use the First Class Lounge on Platform 1 from 2130 and may board from 2230. Those joining at Penzance may board from 2115 on Monday to Friday and 2045 on Sunday. On arrival at London Paddington customers may remain on board until 0700. A shower is also available at London Paddington on platform 12, and is free of charge to sleeper cabin customers. Throughout your journey a dedicated on-board team is available to assist and answer any queries you may have.

### Timetable

#### London to Devon and Cornwall

	Mon-Fri	Sun
Passengers may board from	2230	2230
London Paddington	d 2345	2350
Reading	d 0037	0037
Taunton	d 0235	*
Exeter St Davids	a 0305	0305
Newton Abbot	a 0431	0455
Plymouth	a 0514	0535
Liskeard	a 0607	0702
Bodmin Parkway	a 0621	0721
Lostwithiel	a 0628	0728
Par	a 0636	0737
St Austell	a 0645	0745
Truro	a 0704	0804
Redruth	a 0718	0818
Camborne	a 0725	0826
Hayle	a 0735	0835
St Erth	a 0740	0842
Penzance	a 0753	0859
Passengers may stay on board until	—	—

#### Devon and Cornwall to London

	Mon-Fri	Sun
Passengers may board from	2115	2045
Penzance	d 2145	2115
St Erth	d 2155	2125
Camborne	d 2208	2138
Redruth	d 2216	2145
Truro	d 2229	2200
St Austell	d 2247	2218
Par	d 2257	*
Bodmin Parkway	d 2309	2235
Liskeard	d 2325	2250
Plymouth	d 2354	2320
Totnes	d 0023	2348
Newton Abbot	d 0036	0001
Exeter St Davids	d 0106	0106
Taunton	d 0142	*
Reading	a 0400	0400
London Paddington	a 0523	0502
Passengers may stay on board until	0700	0700

\* Service does not call on Sunday nights / Monday mornings

a Arrival time  
d Departure time

## Customer help and feedback

At Great Western Railway we do everything we can to deliver the highest standards of safety, performance and customer care.

Our Passenger Charter outlines our commitment to you and what you can expect when you travel on our network. This is available to download at [GWR.com](http://GWR.com).

If you feel we have given you exceptional service, we would love to know so we can pass your compliments on to the staff concerned. Equally, please let us know if we have not achieved the standards you deserve.

Contact us by any of the methods below:

### Customer Support Team Great Western Railway

By post: **Great Western Railway**  
Customer Support  
FREEPOST RSKT-AHAZ-SLRH  
Plymouth  
PL4 6AB

Phone: **03457 000 125**  
(0700–2200 daily)

Textphone: **18001 0800 197 1329**

Email: **GWRfeedback@GWR.com**

### Customer Panel

Great Western Railway's Customer Panel has been established to provide us with valuable customer feedback and input to help us improve your services. Customer Panel members are recruited from across the region, with each member representing customers in specific regions and travelling on specific routes. For more details, and to contact your local panel member, visit our website or contact us via email.

Email: **customer.panel@GWR.com**

Website: **GWR.com**

### Facebook and Twitter

Share your stories, ask a question, post a picture or simply see what others are discussing. Great Western Railway are on both Twitter and Facebook.

Facebook: **[www.facebook.com/GWRUK](http://www.facebook.com/GWRUK)**

Twitter: **[www.twitter.com/GWRHelp](http://www.twitter.com/GWRHelp)**

## Transport Focus

We always appreciate the opportunity to deal with your comments about our services ourselves in the first instance. However, Transport Focus is the independent National Rail consumer watchdog and can offer help and advice on the issues that affect your journey.

By post: **Transport Focus**  
FREEPOST RTEH-XAGE-BYKZ  
PO Box 5594  
Southend-on-Sea  
SS1 9PZ  
Phone: **0300 123 2350**  
Fax: **0845 850 13 92**  
Email: **advice@transportfocus.org.uk**  
Website: **www.transportfocus.org.uk**

## London TravelWatch

If you wish to make a comment on services in the London area, contact:

By post: **London TravelWatch**  
169 Union Street  
London  
SE1 0LL  
Phone: **020 3176 29 99** (Monday to Friday, 0900 to 1700)  
Email: **enquiries@londontravelwatch.org.uk**  
Website: **www.londontravelwatch.org.uk**

## National Rail Enquiries

This website provides up-to-date travel information for the National Rail network, including details of timetables, services and train companies.

**www.nationalrail.co.uk**

## First Group

This website provides the latest information from First, the UK's largest passenger transport company, with links to our rail, tram and bus companies.

**www.firstgroup.com**

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## Rail user groups

If you would like to join a rail user group, please write to one of the following:

### Avocet Line Rail User Group

For more information about this group, visit their website at **www.avocetline.org.uk**

### Bedwyn Trains Passenger Group

Website: **www.bedwyntrains.org.uk**

### Cherwell Valley Rail User Group (CVRUG)

Chairman, 12 Valley View, Great Bourton, Banbury  
Oxfordshire, OX17 1QJ

### Cotswold Line Promotion Group (CLPG)

Oxford – Worcester – Hereford  
Membership Secretary, 4 Sandford Rise, Charlbury  
Oxfordshire, OX7 3SZ  
Website: **www.clpg.org.uk**

### Ealing Passenger Transport User Group

Membership Secretary, 3 Gordon Road  
Ealing, W5 2AD  
Website: **www.eptug.org.uk**

### Friends of Suburban Bristol Railways

FOSBR membership, 29 Brighton Road, Bristol BS6 6NU  
Website: **www.fosbr.org.uk**  
Email: **membership@fosbr.org.uk**

### Severn Tunnel Action Group (STAG)

Secretary, 28 Mounton Drive, Chepstow,  
Monmouthshire, NP16 5EH

### St Germans Rail User Group

Tony Bowditch  
Phone: **01503 23 02 81**  
Email: **sgrug@talktalk.net**

### Taplow Rail User Group / Regeneration Partnership (TRUG)

Organiser, The Lodge, Bounda, Bucks, SL6 0EZ

### Tarka Rail Association

Membership Secretary, 20 Barton Meadow Road, High  
Bickington, Umberleigh, EX37 9AN  
Website: **www.tarkarail.org**



### **Torbay Line Rail User Group**

Chairman, Woodlands, Old Newton Road  
Kingskerswell, Newton Abbot, TQ12 4LB

### **Totnes Rail and Transport User Group**

Membership Secretary, 1 Maudlin Cottages  
Maudlin Road, Totnes, TQ9 5TG

### **West Wiltshire Rail Users Group**

Secretary, Frog Cottage, 9A Petticoat Lane, Dilton Marsh  
Wiltshire, BA13 4DG

### **TransWilts Rail Partnership**

Website: [www.transwiltsrail.org.uk](http://www.transwiltsrail.org.uk)  
Email: [info@transwiltsrail.org.uk](mailto:info@transwiltsrail.org.uk)

### **Ivybridge Rail User Group**

Website: [www.irug.uk.com](http://www.irug.uk.com)

### **Marlow – Maidenhead Passengers Association (MMPA)**

Membership Secretary, c/o Randolph House, Riversdale  
Bourne End, Bucks, SL8 5EA  
Website: [www.mmpa.org.uk](http://www.mmpa.org.uk)

### **Newbury and District Rail Passenger Association (NDRPA)**

Membership Secretary, The Old Cottage, Front Street  
East Garston, Hungerford, Berkshire, RG17 7EU

### **Rail for Herefordshire**

PO Box 299, Hereford, HR1 2YE  
Website: [www.railforherefordshire.com](http://www.railforherefordshire.com)

### **Saltash Rail User Group**

c/o Knuston Villa, Culver Road, Saltash, Cornwall, PL12 4DS  
Phone: **01752 84 11 19**  
Email: [secretary@srug.org.uk](mailto:secretary@srug.org.uk)  
Website: [www.srug.org.uk](http://www.srug.org.uk)

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## Other train operating companies

Many connecting services and some through services shown in our timetables are operated by other train companies. Please see below for their contact details.

### **Arriva Trains Wales**

St Mary's House, 47 Penarth Road, Cardiff, CF10 5DJ  
Phone: **033 33 211 202**  
Website: [www.arrivatrainswales.co.uk](http://www.arrivatrainswales.co.uk)

### **CrossCountry**

5th Floor, Cannon House, 18 Priory Queensway,  
Birmingham, B4 6BS  
Phone: **03447 369 123**  
Website: [www.crosscountrytrains.co.uk](http://www.crosscountrytrains.co.uk)

### **Chiltern Railways**

Customer Services, Banbury ICC, Merton Street  
Banbury, Oxfordshire, OX16 4RN  
Phone: **03456 005 165** (0830–1730 Mon–Fri)  
Website: [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk)

### **Heathrow Connect**

Customer Relations, FREEPOST RLRZ-TZXE-BYKY  
Heathrow Connect, 50 Eastbourne Terrace, London, W2 6LX  
Phone: **0345 604 1515**  
Website: [www.heathrowconnect.com](http://www.heathrowconnect.com)

### **Heathrow Express**

Customer Relations Team, FREEPOST, Heathrow Express  
London, W2 6LG  
Phone: **0345 600 1515**  
Website: [www.heathrowexpress.com](http://www.heathrowexpress.com)

### **London Midland**

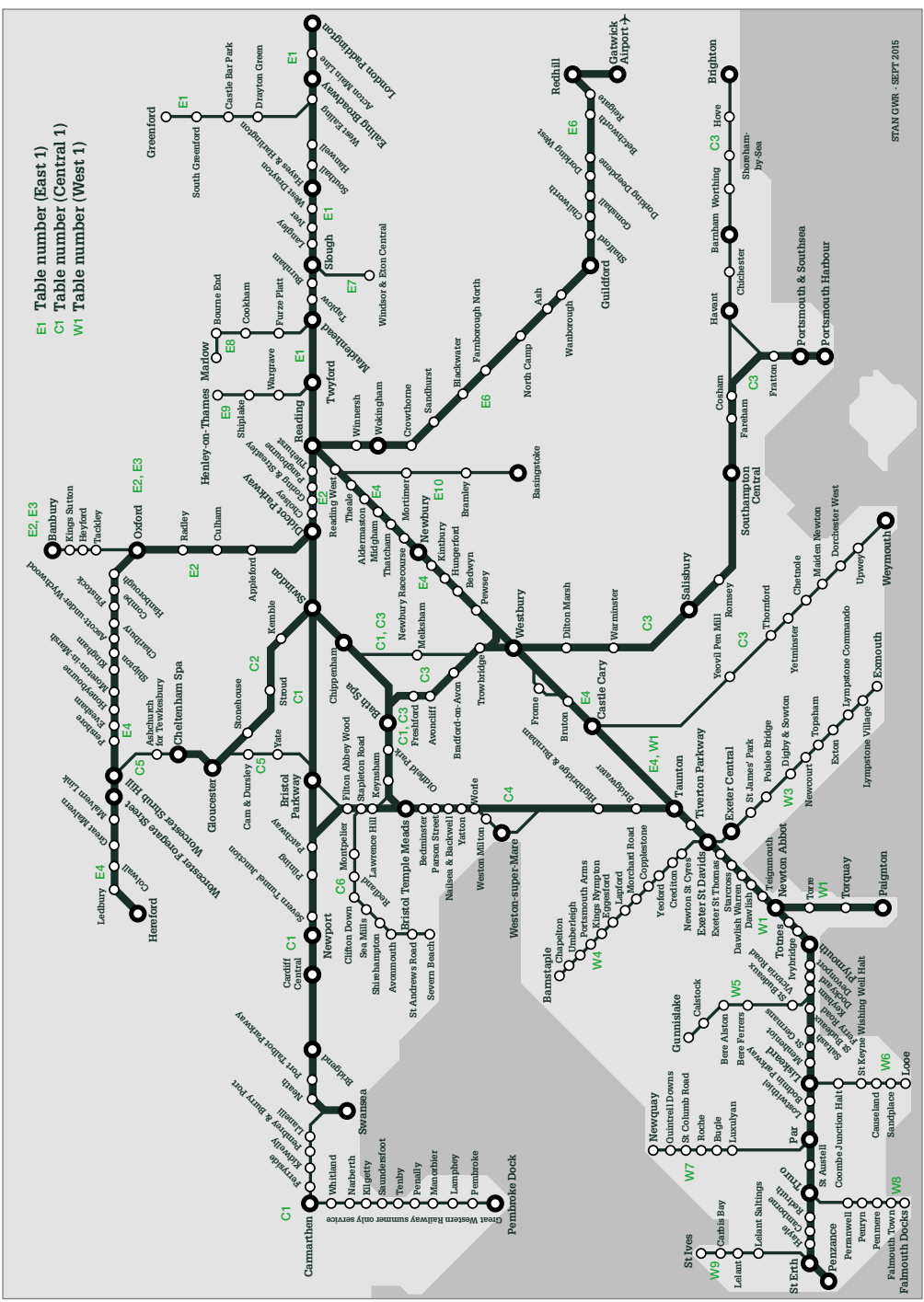
PO Box 4323, Birmingham, B2 4JB  
Phone: **03448 110 133**  
Website: [www.londonmidland.com](http://www.londonmidland.com)

### **Southern**

Customer Services, PO Box 3021, Bristol, BS2 2BS  
Phone: **0345 127 29 20**  
Website: [www.southernrailway.com](http://www.southernrailway.com)

### **South West Trains**

Overline House, Blechynden Terrace, Southampton, SO15  
1GW  
Phone: **03456 000 650**  
Website: [www.southwesttrains.co.uk](http://www.southwesttrains.co.uk)



E1 Table number (East 1)  
 C1 Table number (Central 1)  
 W1 Table number (West 1)

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## More information



### **GWR Customer Services**

GWR.com

03457 000 125 (0700 to 2200 daily)



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