

Changes we want to make to how you buy train tickets



Easy read booklet

Who we are and what this booklet is about

Chilternrailways

We are **Chiltern Railways**.
We run train services in Chiltern.



We want to make sure it's easy for everyone to use our trains and buy train tickets from us.



We want to change how you buy train tickets at our train stations.



This booklet tells you about these changes and how you can tell us what you think about them.

Changes we want to make



We want to close all the ticket offices in our train stations.



We will use our old ticket offices for things like shops or rooms you can sit in to wait for your train.

What we will not change

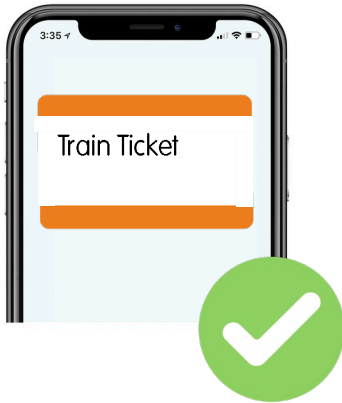


You will still be able to use cash to pay for these train tickets.



You will still be able to use cash to pay for these train tickets.

Why we want to make changes



We know that people like to buy train tickets on their phone and not from ticket offices.



We want the people who work in our ticket offices to help people around our train stations instead.



For example, they might help you plan your train journey or use the ticket machines.

Where we want to make changes



We want to make changes to these train stations

- Aylesbury Vale Parkway
- Aylesbury
- Banbury
- Beaconsfield
- Bicester North
- Bicester Village
- Birmingham Moor Street
- Dorridge
- Denham
- Gerrards Cross
- Great Missenden
- Haddenham and Thame Parkway
- High Wycombe
- Leamington Spa
- London Marylebone
- Oxford Parkway
- Princes Risborough
- Stoke Mandeville
- Solihull
- Seer Green and Jordans
- Wendover
- Warwick Parkway
- Warwick



Pay As You Go



We want more train stations to use **Pay As You Go** to let people pay for their train tickets.

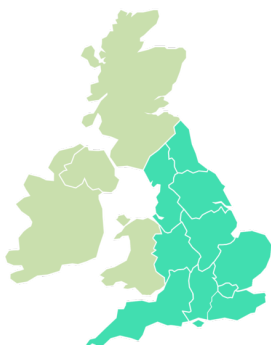


Pay As You Go is when you tap your phone or credit card against the card reader as you go in or out of a train station.



These train stations will soon use Pay As You Go

- Denham
- Denham Golf Club
- Gerrards Cross
- Seer Green and Jordans
- Beaconsfield
- High Wycombe



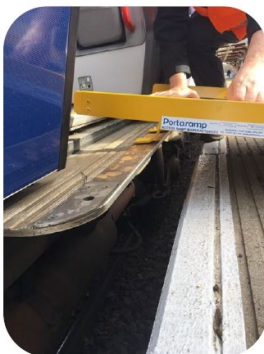
How we can help you travel



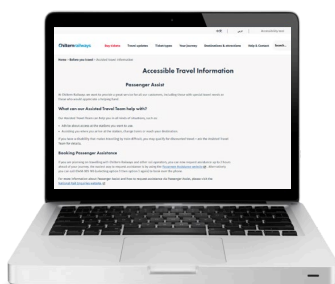
We want to make it easy for everyone to use our trains and travel where they want to go.



Our changes will make it easier for you to find someone who works for us and ask them for help.



They can answer any questions you have or help you get on and off your train.



Go to this website to find out more about how the people who work for us can help you

<https://www.chilternrailways.co.uk/before-you-travel/Assisted-Travel-Information>



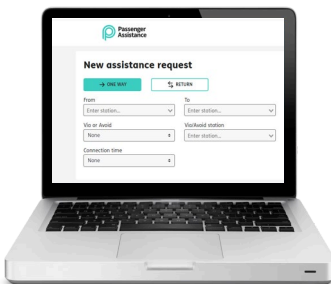
If you have a disability, you might want some help to buy your train tickets or get on your train.



You can ask for help when you get to the train station or before you go there.



If you ask for help before you go to the train station, please ask us 2 hours before you get your train.



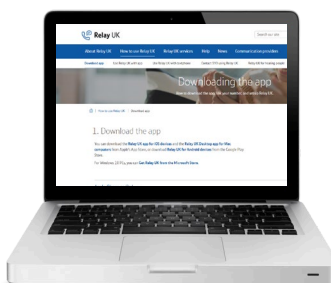
Go to this website to ask for help before you go to the train station

<https://booking.passengerassistance.com/>



Or call this number and choose option 3 and 3 again

03456 005 165



If you are D/deaf, hard of hearing or speech impaired, you can use the Relay UK app and call the same number.

Our Impact Assessment



We need to know if any of the changes we want to make will have a bad impact on anyone.



We wrote an **impact assessment** for each of the train stations where we want our changes to happen.



Our **impact assessment** looks at how the changes we want to make will impact different people.



Read the impact assessment for your local train station after you read this booklet.

Tell us what you think



We want to know what you think about the changes we want to make.

Tell us what you think by
1 September 2023.



Tell **Transport Focus** what you think for these stations



- Banbury
- Birmingham Moor Street
- Dorridge
- Leamington Spa
- Solihull
- Warwick
- Warwick Parkway



Transport Focus do work to help make travel better for everyone.



Send **Transport Focus**
an email to this address

TicketOffice.Chiltern@transportfocus.org.uk



Send **Transport Focus**
a letter to this address

RTEH-XAGE-BYKZ

Transport Focus

PO Box 5594

Southend-on-Sea

SS1 9PZ



Go to this website to find out how else
you can tell **London Travel Watch**
what you think

<https://www.transportfocus.org.uk/>

LONDON TRAVELWATCH

Tell **London Travel Watch** what you think for these stations



- Aylesbury
- Aylesbury Vale Parkway
- Beaconsfield
- Bicester North
- Denham
- Gerrards Cross
- Great Missenden
- Haddenham and Thame Parkway
- High Wycombe
- London Marylebone
- Northolt
- Princes Risborough
- Seer Green and Jordans
- Stoke Mandeville
- Wendover



London Travel Watch do work to help make travel better for everyone in London.



Send **London Travel Watch**
an email to this address

**[Chiltern.Consultation@Londontravel
watch.org.uk](mailto:Chiltern.Consultation@Londontravelwatch.org.uk)**



Send **London Travel Watch**
a letter to this address

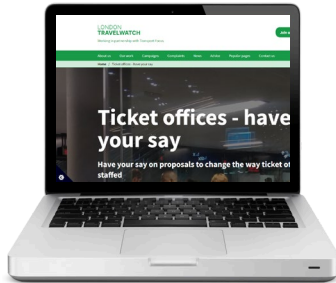
RTEH-XAFE-BYKZ
London TravelWatch
PO Box 5594
Southend-on-Sea
SS1 9PZ



Go to this website to find out how else
you can tell **London Travel Watch**
what you think

**[https://www.londontravelwatch.org.
uk/ticket-offices-have-your-say/](https://www.londontravelwatch.org.uk/ticket-offices-have-your-say/)**

Thank you for reading this booklet



Go to our website to read more about the changes we want to make
<https://www.chilternrailways.co.uk/ticketofficeproposals>

Public consultation on ticket office changes at Chiltern Railways

5 July 2023

Thank you to A2i for the words
www.a2i.co.uk (reference 37573a)

The full version of this document is called
“Public consultation on ticket office changes at Chiltern Railways”