

Meet the Manager Bicester North 29 January 2025

Q1) How do I get a refund on a ticket?

If you have bought a ticket from a Chiltern Railways station you can get a refund of most tickets (not advance) as long as you have not used it for travel. You need to return it to any staffed Chiltern Railways station within 28 days of the ticket being valid for travel, and colleagues will issue a refund of the value of the ticket less a £5 admin fee. If you bought it online, you can return your original ticket to our ticketing team (within 28 days) details can be found online. If your train was cancelled and you didn't travel you won't be charged an admin fee.

Q2) What are the plans for the Woodyard car park?

We are re-lining and clearing the old woodyard car park and will be re-opening it for customer parking. Work has already begun to prepare the site ahead of opening.

Q3) What will you do with all the rubble from the work in the Woodyard car park?

All rubble is recycled.

Q3) When are you getting new trains?

Our current trains have an average age of 30 years, older than any other UK train operator. Improving reliability and increasing the number of seats available on our trains is part of our 2030 Vision. We are doing everything possible to get more trains on the line and replace our oldest trains with newer, more reliable models

Q5) When the lower car park deck is removed, what are you doing about lighting to make it safe?

When the deck is removed the car park will be getting a new lighting design and fully refreshed. Fencing, lighting and lay out are part of the project.

Q6) I am a local neighbour there are gaps in the fence that passers by throw rubbish in, can you do anything about this please?

Thanks for your feedback on this, we will work the contractors to see what can be done to arrange a repair.

Q7) When will you get more carriages?

We are using all available fleet. In line with our right route 2030 vision we are have an active business case with the DfT to acquire newer fleet and additional carriages, which, if approved would boost capacity across the network and would help us alleviate overcrowding.

Q8) Why are you removing the Edwardian style toilets at the station?

We are refurbishing the toilets at a number of stations to allow us to make better use of space and give our customers lighter and brighter more ambient toilet facilities.

Q9) Will your lower car park reopen and stay open in the long term?

Yes this is part of £3.8 million investment. The plans is to refresh and re-open the lower (Woodyard) car park and to remove upper deck in the upper carpark which is no longer in use as it has life expired. Improvements will also be made to the ground level car park which is expected to reopen later on this year.

Q10) What do I do if I cant find a car parking space because of less spaces being available?

If the station car park is full, please use Bicester Village car park (where more car parking space is available). If you are travelling to stations towards Birmingham, you can use the shuttle bus to travel between Bicester Village and Bicester North stations free of charge, to be able to use this service, please show the bus driver your parking ticket receipt or RingGo confirmation.

Q11) Will you clear the overgrown vegetation near the carparks?

We will take this forward to identify what needs to be done.