

PRESS RELEASE

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New ticket machines part of Chiltern's long-term plan for change

Chiltern Railways has invested £2 million in a project to replace the ticket vending technology at all stations on its network, with new machines already in place at London Marylebone, Kings Sutton, Leamington Spa, Gerrards Cross and Princes Risborough stations.

In addition to being faster and easier to use, the new machines will have bigger screens, contactless payment facilities and be wheelchair accessible with a screen that can be lowered to accommodate wheelchair users.

The project marks the launch of Chiltern's 2018 Continuous Improvement Plan, which also includes a £1.5 million investment in on-station improvements like waiting and customer facilities, as well as a range of on-train enhancements.

Alan Riley, Customer Services Direct at Chiltern Railways, said:

“We're investing to improve the experience for our customers at every point in their journey. We've listened to the feedback our customers have provided, and this new, easier-to-use ticket vending technology is part of our long-term plan for change as we continue to put the customer at the heart of everything we do.”

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For further media information please contact the Chiltern Railways press office on 020 3856 2226 or press@chilternrailways.co.uk.

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