



Meet the Manager at Banbury station

Q&As from 19 February 2020

Q: What is happening with the WiFi upgrades happening on trains?

A: We have completed the upgrade on our silver set trains and are now reviewing the 168 fleet and will commence the project on these shortly.

Q: Are there any plans to reduce the delay repay down from 30 to 15 minutes?

A: There are no plans to change the compensation arrangements at present.

Q: Can I get a discount on Carnet tickets with a 26-30 railcard?

A: Because these tickets are already discounted by buying in bulk, railcards can't be used for further discount.

Q: Can you extend the Meet the Manager sessions by 30 minutes as it finishes too early to capture the majority of commuters?

A: Thank you for your feedback. We will review this for our upcoming sessions.

Q: The road into Banbury has too many potholes - when can it be fixed?

A: The road surfaces are the responsibility of Network Rail as our landlord and we regularly log faults such as potholes with them. Any future problems can be logged with Network Rail via their Customer Contact number: 03457 11 41 41

Q: There are issues with purchasing super off-peak tickets. Why does it ask for train details before purchasing?

A: This option is made available to ensure that the Super Off-Peak ticket is valid for that service. We wanted to ensure that customers did not accidentally purchase a Super Off-Peak ticket when they actually wanted to travel during a peak time.

Q: Can the 1647 be moved to a closer platform?

A: Unfortunately this is not possible because of other trains that need to use the other platforms at the same time. The platform used depends on what other services are around at the time that the train needs to arrive or depart.

Q: The communication at Marylebone during disruption is poor.

A: We're limited in what we can announce on the station during disruption due to noise considerations for our neighbours. That being said we do try to announce any information we can to passengers at the station. A brief message regarding the cause and nature of the delay is added to the departure board where possible and staff will relay what information they can to customers. We are in the early stages of discussing the possibility of additional digital screens which could be used in times of disruption to display information updates.