



Meet the Manager at Leamington Spa station

Q&As from 23 October 2019

Q: Can there be better information on the website regarding season ticket refunds?

A: We regularly review the information included on the website and will continue to add to this when it's deemed necessary.

Q: Do Chiltern recycle tickets from the gate line and is Leamington Spa going to get a coffee cup recycling scheme like Marylebone has?

A: Unfortunately we are not able to recycle tickets due to the plastic and magnetic strip. Customers are able to choose an e-ticket or sign up for a Smartcard which helps to reduce paper waste. We are currently looking at rolling out the cup recycling scheme along our route, though we do not have specific dates for this at the moment.

Q: Could we have more Business Zones on trains with a catering offering?

A: At the moment we're not planning on altering our offering regarding catering or additional Business Zones. However, we will continue to review demand for the service and alter if there is a sufficient requirement.

Q: The Ticket Vending Machines are too big and require too many clicks to purchase a ticket.

A: Unfortunately we can't change the size of the Ticket Vending Machines, but the screen height is adjustable on each unit. We are currently working with our supplier to simplify the flow for customers buying a ticket.

Q: Recently when a Birmingham Snow Hill service was terminated at Moor Street, there was no assistance on arrival for customers who needed to travel to Snow Hill.

A: Sorry for the experience you had at Birmingham Moor Street. When a train terminates unexpectedly, an announcement should be made by the Train Manager advising customers to make their way to platform 2 for the next service to Birmingham Snow Hill. Unfortunately, there are no platform staff at Moor Street however gate line staff between platforms 2 and 3 should be directing customers needing to travel to Snow Hill, alongside announcements advising of the next service they can travel on.