



Meet the Manager at Banbury Station

Q&As from 21 February 2018

Question/Comment	Response
A visually impaired customer had concerns that the screen of the ticket vending machine on the east side of the station was distorted.	We are in the middle of a full installation of new ticket vending machines along our route and this machine has now been replaced.
The ticket vending machine at Kings Sutton is out of service.	Apologies, there was a network issue that should be resolved by the end of the week. In addition, we are in the middle of a full installation of new ticket vending machines along our route and this machine will be replaced in the near future.
Why are the toilets on Platform 3 closed?	Unfortunately these are closed due to a collapsed drain. While they are not available, facilities on the overbridge or on Platform 2 can be used as an alternative.
There is frustration about the need to return to cars to display tickets for parking.	There are many ways to pay for parking and we have improved our systems so customers can pay at ticket vending machines, add their car registration number and then there is no need to return to the car. Customers can also use RingGo to pay by phone or online.

These answers and others from Meet the Manager sessions are also available on our website at chilternrailways.co.uk