



Meet the Manager at Leamington Spa

Q&As from 24 October 2018

Question/Comment	Response
Why does your 19.12 Stratford service terminate at Hatton?	Unfortunately, this train cannot go into Leamington Spa or Banbury due to following a Trafford Park to Southampton freight train. If this train ever got removed (unlikely at the moment) then the train would be extended. However, we have extended the train to Warwick in the December timetable, providing a better waiting area for the connection south.
The 06.05 ex MYB which gets to Leamington at 0721 was reported as getting extremely busy.	This feedback was passed on to our train planning team to look into. The team will always do their best to meet capacity needs but it is not always possible as all trains are used during the peak.
Why am I unable to purchase a Solihull-Leamington open return on the Chiltern app?	Generally open returns are not available on 'local journeys' (the rough rule is journeys under +/- 50 mile). The exceptions to that rule is for Birmingham International and weekend tickets to Birmingham New Street.

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