

Meet the Manager Q&A Banbury Station – 24 February 2016

Question/Comment	Response
The booking office in the multi storey car park does not open early enough.	We have reviewed our booking office opening hours and this office now opens an hour earlier.
The ticket machines in the new car park are unreliable, what are you doing to fix this?	The servers for the self service ticket machines are being upgraded over the next few months which will improve reliability.
The signage at Bicester Village is not sufficient for the size of the station.	This is still temporary signage which will be updated over the next few weeks.
I've heard there will be a week -long closure of the railway at Banbury this year, is that true?	The line will be closed between Leamington Spa, Banbury and Bicester North for 9 days from Saturday 30 th July to Sunday 7 th August as part of a £76m upgrade of the track layout in that area. Details are now on the website: www.chilternrailways.co.uk/banbury-upgrade