



# Customer Information

Giving you the tools  
to make your journey

Great Northern

**GN**  
GATWICK EXPRESS

SOUTHERN

ThamesLink/

We understand how important accurate, reliable, and timely information is for you to make an informed decision on your travel plans. As part of this recognition to continually improve our service, here are several Customer Information Pledges we are working towards.

This document sets out how we at GTR are working towards delivering the Customer Information Pledges, ensuring that you, our passengers, are fully informed from the moment you decide to travel with us to the time you have arrived at your destination station.

Within this document, we will explain the tools and processes we have put in place to keep you informed every step of the way.

## Contents

<b>Planning your journey - online</b>	3
Journey planners	3
<b>Alerts and banners</b>	4
<b>Station information pages</b>	8
<b>Our timetable</b>	9
<b>Online information about changes to your journey</b>	10
Live departures	10
Live map	11
Service updates	13
Alternative route maps	14
Engineering works	14
<b>Social Media</b>	15
<b>Helping you at the station</b>	16
Information screens	16
Announcements on the public address system	17
Posters	17
Help Points	18
Interactive information screens	19
<b>Helping you on your journey - train</b>	20
Passenger information screen	20
Aurora screens	20
Staff	21

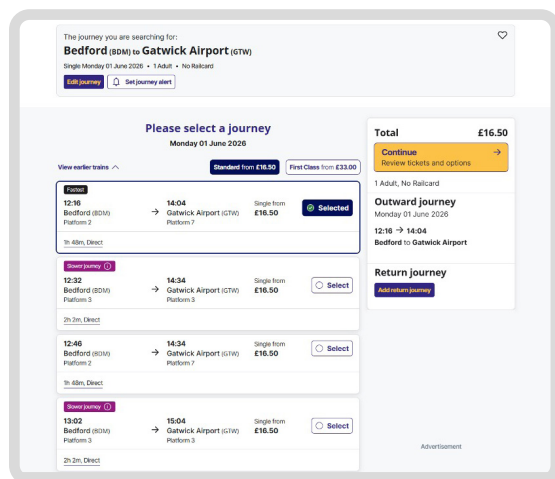
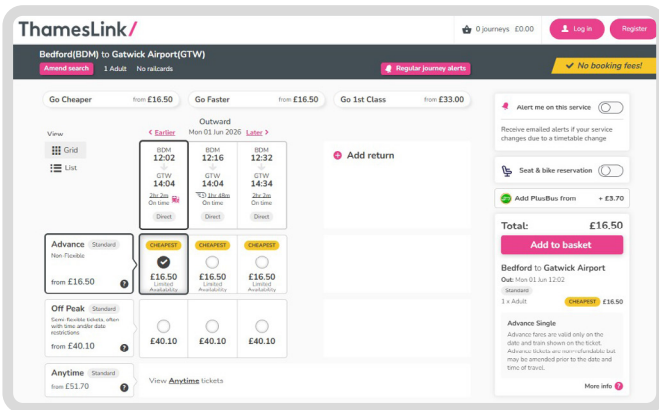
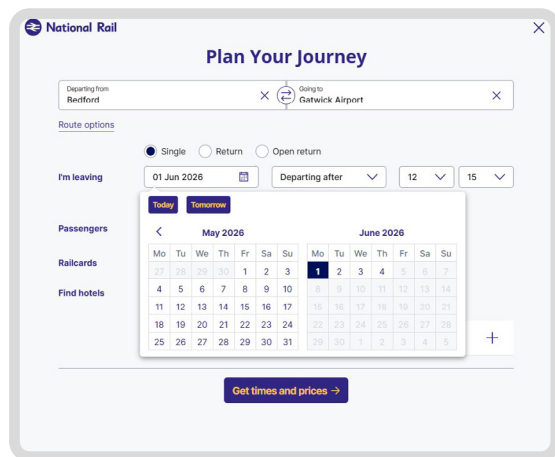
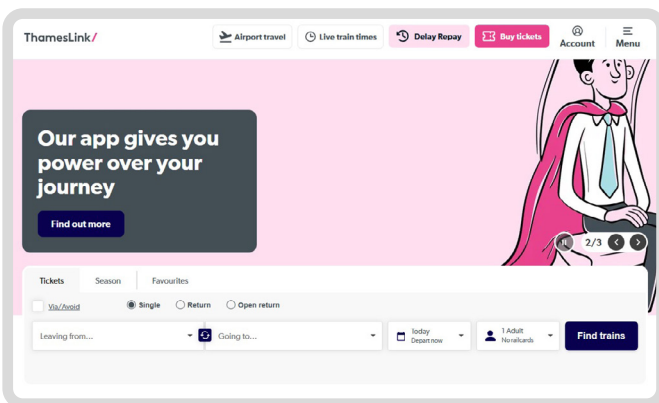


# Planning your journey - online

Your journey begins the minute you think about travelling with us. You may be wondering what options you have available to assist you when planning your journey, here are some tools to help you.

## Journey planners

These allow you to plan a journey to any National Rail train station within the United Kingdom. You have a journey planner available on our website homepage (pictured left), and at **NationalRail.co.uk**. Our control teams provide real-time updates of cancellations and delays as soon as they have been made aware of a problem.



**Did you know that the information on our website is the same as National Rail? This is to ensure consistency of information across multiple platforms.**

On both National Rail and our website, if we know a train is cancelled you will not be able to purchase a ticket for that service.



# Alerts and banners

There are times when our service does not run as we expect it to. This could be down to planned changes such as new timetables, engineering works and, at times, unplanned disruption such as signalling faults.

We aim to update our journey planners regularly so that information is live and up-to-date before you book. However, there may be times where this isn't possible. We provide bulletins on affected services, advising you of any delays or cancellations that are anticipated, to help you make decisions about your journey.

Departs **05:42**  
**Moorgate (MOG)**  
Platform 9

Arrives **05:55**  
**Finsbury Park (FPK)**  
Platform 8

Single from **£6.70**

13m • 0 change(s) [Journey Details](#) [Service updates](#)

**Service update**  
Services will not call at Moorgate, Old Street, Essex Road, Highbury & Islington or Drayton Park until after 07:30.

Departs **11:41 On time**  
**Clapham Junction (CLJ)**  
Platform 12

Arrives **11:49**  
**London Victoria (VIC)**

Single from **£4.10**

8m • 0 change(s) [Journey Details](#) [Service updates](#)

**Service update**  
Reduced service between Clapham Junction and London Victoria until 14:00  
[Read more about this service update](#)

The journey you are searching for:  
**Brighton (BTN) to London Victoria (VIC)**  
Single • 1 Adult • No Railcard

Standard from **£22.40** | First Class from **£47.90**

**Choose outward journey**  
Monday 8th January

**This service is cancelled**  
Departs **13:39 Cancelled**  
**Brighton (BTN)**  
Arrives **14:41**  
**London Victoria (VIC)**  
Unable to purchase this journey **£22.40**  
1h 2m • 0 change(s)

Departs **13:44 On time**  
**Brighton (BTN)**  
Arrives **14:58**  
**London Victoria (VIC)**  
Single from **£22.40**  
1h 14m • 1 change(s) [Journey Details](#)

**SOUTHERN**

View: Grid | List

Outward  
Mon 05 Jan 2026

Earlier	Mon 05 Jan 2026	Later
BTN 13:39 VIC 14:41 1hr 2m Train cancelled	BTN 13:44 VIC 14:58 1hr 14m On time Changes 1	BTN 14:09 VIC 15:11 1hr 2m Train cancelled

Off Peak Standard  
Semi-flexible tickets, often with time and/or date restrictions  
from **£22.40**

Anytime Standard  
from **£31.90**

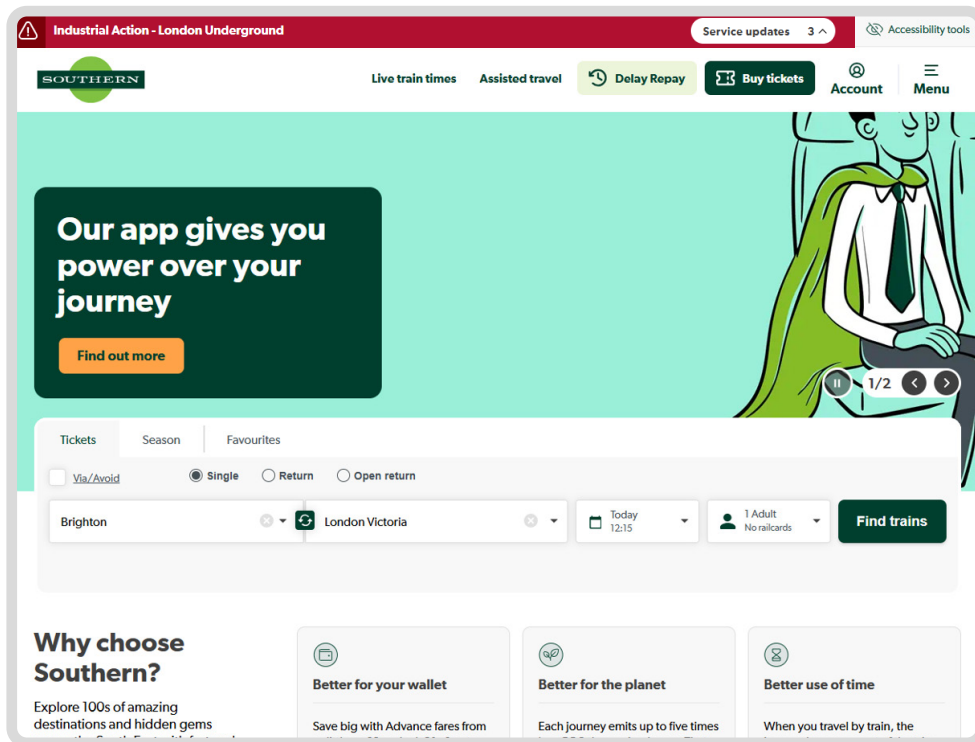
**CHEAPEST**  
**£22.40**

View **Anytime** tickets

See all available fares

You can also view our service update banners which appear at the top of the homepage. Just click on 'service updates' for a drop-down menu to see what incidents, engineering works or events may be affecting our service.

The banners have different colours which represent the impact that the event or disruption will have on our service. In the event of significant changes or major disruption, the banner will be red. Just click on the banners for more information.



In the event of live disruption, our banner will always tell you:

- **The impact to your journey**
- **If any alternative options are available to you**
- **How long the disruption is expected to go on for and details around the cause**
- **Details about any compensation you may be entitled to, such as Delay Repay**

▲ **Disruption between Stevenage and Peterborough expected until the end of the day** Hide details ^

A **landslip** at Arlesey is causing disruption to journeys between Stevenage and Peterborough. Trains may be delayed by up to 30 minutes or revised.

Disruption is expected until the end of the day.

**Customer advice:**

**Thameslink**

A landslip is disrupting services in the Arlesey area, closing one of the two northbound lines through the area. In addition, there is a severe speed restriction on some of the remaining lines through this part of the network.

Journeys through the area are expected to take up to 30 minutes longer than usual, so please allow for extra time to reach your destination.

You can see a live map of the network [here](#).

**Service changes:**

Trains from Horsham or London Kings Cross towards Peterborough cannot call at Arlesey (heading northbound).

Trains from Peterborough towards London Kings Cross or Horsham can call as usual (heading southbound).

If you are travelling northbound to Arlesey, please leave the train at Biggleswade and change for a southbound service.

If you are travelling northbound from Arlesey, please take a southbound train to Hitchin first, and change for a northbound service.

**Ticket acceptance on alternative routes:**

Tickets for Arlesey will be accepted at no extra cost at Letchworth Garden City or Baldock stations instead.

**Can you tell me more about this?**

A landslip is affecting a railway embankment near Arlesey, on the west side of the railway. The damage means that the line used by northbound stopping services is shut, and there is a 20mph speed restriction on the two lines used by northbound and southbound express services, leading to delays.

Network Rail staff are investigating options to repair the damage as quickly and safely as possible. We are monitoring further progress, but disruption is likely to continue until at least the end of the day.

**LNER, Grand Central, Hull Trains and Lumo**

Trains are running through the affected area with minor delays of up to 10 minutes.

**Check before you travel:**

You can check your journey using the National Rail Enquiries real-time [Journey Planner](#)

**Compensation:**

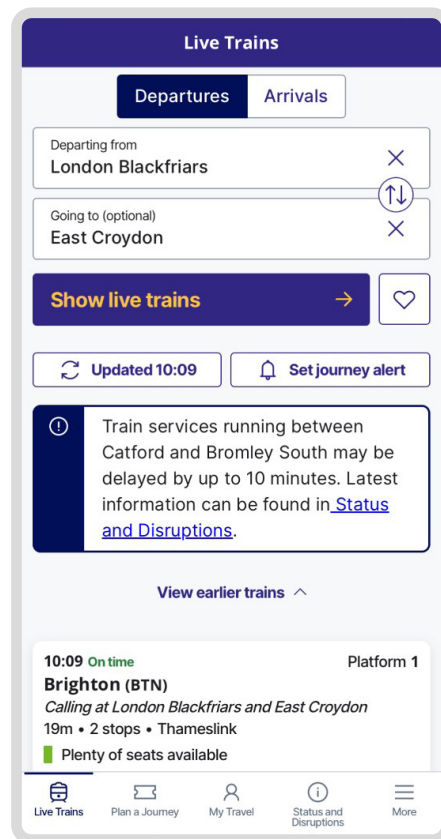
You may be entitled to [compensation](#) if you experience a delay in completing your journey today. Please keep your train ticket and make a note of your journey, as both will be required to support any claim.

Last updated: 8:40 AM



The National Rail app allows you set up notification alerts for any train or journey. Once these are set up, should anything change with your train, you will be alerted as soon as possible. This will help you to make any necessary changes to your travel plans.

If you do not have the internet available to you, but still require train information, National Rail offer a train tracker service. This services allows you to receive real-time train information over the phone, either by call or text. More information can be found on the **National Rail** website.





# Station information pages

Here you can find information about our station facilities, such as lifts, staffing hours, car parking and shops. Each station also has a map of its layout making it easier for you to visualise where these facilities are located.

Service updates 1 v Accessibility tools

SOUTHERN

Live train times Assisted travel Delay Repay Buy tickets Account Menu

Home > Station information

## Station information

Find Southern station addresses, maps, facilities and more. Just enter the name of the station in the box below. Or you can browse our list of stations alphabetically.

### Find your station

Looking for station information about location, facilities, and services?

Click on the logos for links to **Station information**





# Online information about changes to your journey

## Live departures

Check for updates on your train using our live departure board feature. This will show you direct trains which are due to depart your chosen station in the next two hours. Also, our live departure boards will show you:

- **Planned length of train**
- **If the train you're planning to use is normally busy**
- **What side the doors will open at your station**
- **Which coach you should be in, should there be a short platform**

Where possible, it will show what facilities should be available on board your train, such as First Class or toilets.

Click on the logos for links to **Live departures**



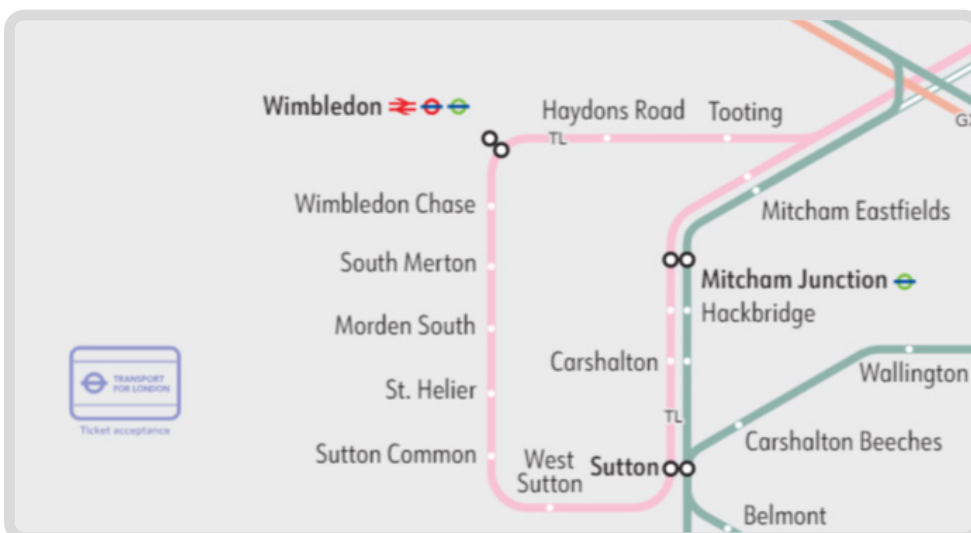
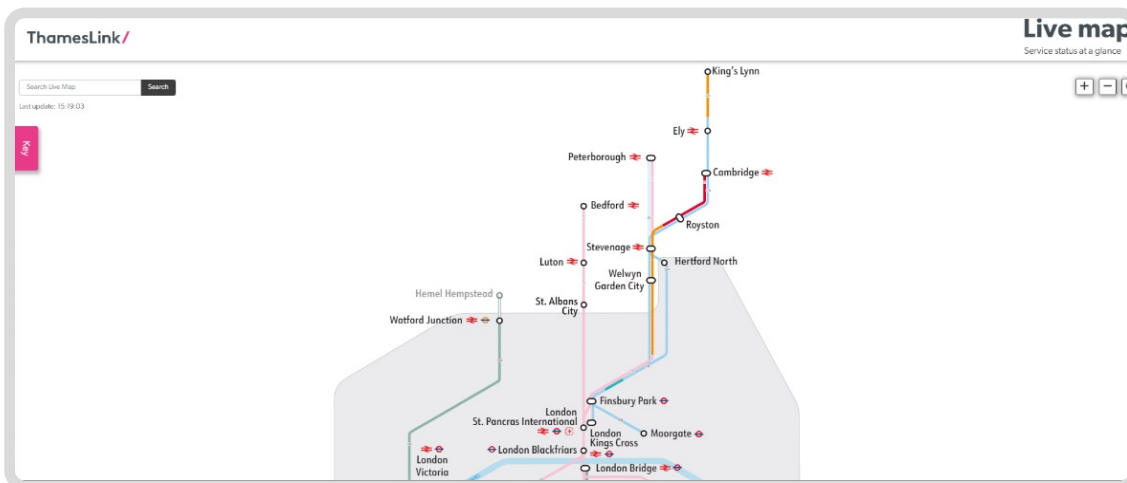
The screenshot shows the Great Northern website interface. At the top, there's a navigation bar with links for 'Live train times', 'Assisted travel', 'Delay Repay', 'Buy tickets', 'Account', and 'Menu'. Below this, the page title is 'Live Train Departures'. A sub-header reads 'Get information on live departures and arrivals from any station, with details of platform numbers, cancellations and delays.' A section titled 'Is my train running on time?' provides instructions on how to use the live departure boards. To the right, there's a 'Live train times' search box with 'Departures' and 'Arrivals' tabs, and a 'Show live departures' button. The page is powered by National Rail Enquiries.

## Live map

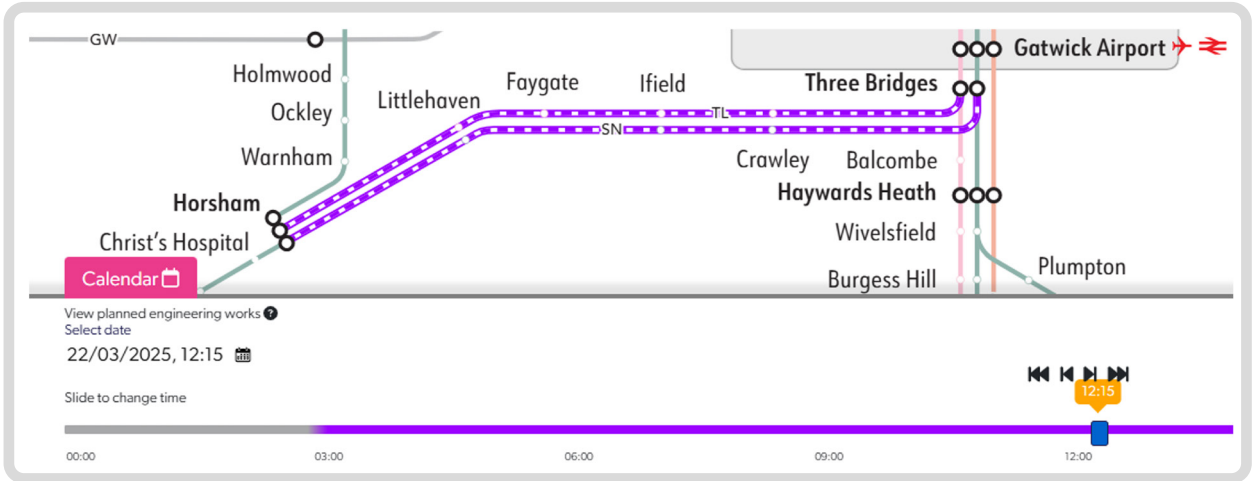
Our live map offers a real-time look at the status of over service across the network, with details of both planned and unplanned disruption.

Check the colours to see if your journey is disrupted, and click on a station to find out what the impact is. If alternative travel options are in place, such as TfL, this will be clearly indicated on the live map.

Click on the logos for links to **Live map**



A calendar tool provides information on what engineering works are taking place within the next six weeks and whether ticket acceptance or replacement buses are in place. For example, using the calendar as below and the key, customers can see on the chosen date buses are replacing trains between Three Bridges and Horsham.



## Service updates

The real-time service updates page offers information about changes to services.

This includes changes to the number of planned carriages on our services, as well as changes to our station and onboard facilities, such as a lift being out of service. If the lifts are out of service at a station your train is calling at, an announcement will play on the platform before you board.

Click on the logos for links to **Service updates**

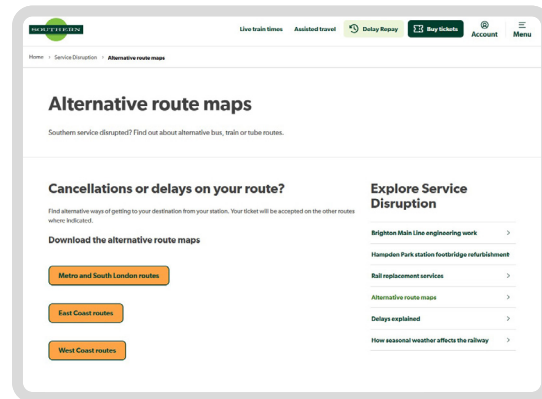


The screenshot shows the 'Train Service Updates' page on the Southern Railway website. At the top, there are navigation links for 'Live train times', 'Assisted travel', 'Delay Reply', 'Buy tickets', 'Account', and 'Menu'. Below the navigation is a breadcrumb trail 'Home > Service Disruption'. The main heading is 'Train Service Updates', followed by a sub-heading: 'See if there is any service disruption on the Southern network, check live departures and arrivals from any station or find out about any alternative routes during unplanned disruption.' A yellow banner contains a warning: 'Travel advice for customers affected by ongoing airline disruption' with a 'Show details' link. Below this is a section titled 'Check live departures or arrivals at any station' with a search form for 'From' and 'To (optional)', and a 'Show live trains' button. There are also links for 'Delay Reply', 'Download the app', and 'Mobile app'. The page is divided into two columns. The left column has 'Planned engineering work for Today' (stating no work is planned) and 'Other disruptions' with a dropdown menu. The right column has 'Explore Service Disruption' with a list of links: 'Brighton Main Line engineering work', 'Hampton Park station footbridge refurbishment', 'Rail replacement services', 'Alternative route maps', 'Delays explained', and 'How seasonal weather affects the railway'. At the bottom right, there is an image of a smartphone displaying the app interface.

# Alternative route maps

If your journey is disrupted, you can use our alternative route maps to see what other travel options are available. These are downloadable to make it as easy as possible for you to use alternative routes, such as other train operators or local bus routes.

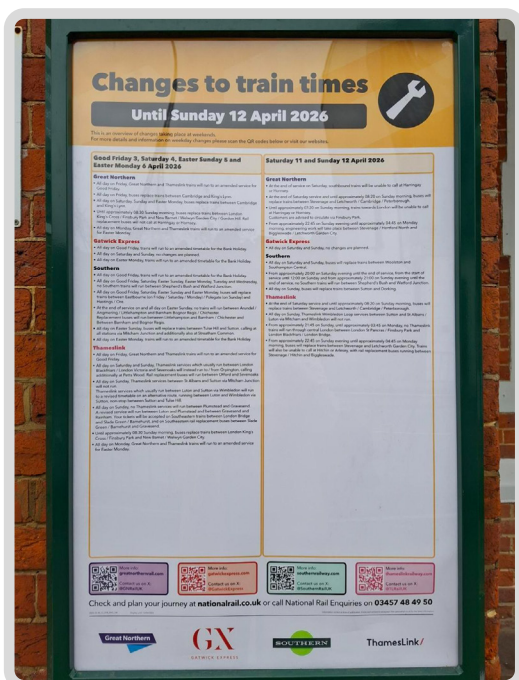
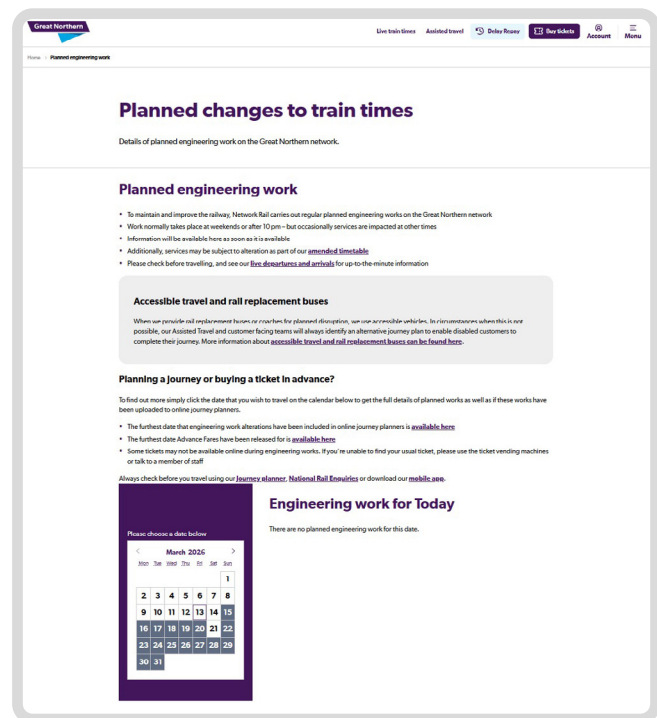
Click on the logos for links to **Alternative route maps**



# Engineering works

All the information you need to know about engineering works can be found here, including what tickets are available and the alternative travel options available to you if your trains aren't running. On the day, all of our replacement buses will clearly display their destination and should be accessible for all. If, on the rare occasion, one of our buses is not accessible, we'll make this clear to you, and arrange an alternative such as an accessible taxi, at no extra cost.

We also provide engineering work information at our stations via Customer Information screens and station posters.



Click on the logos for links to **Engineering works updates**



# Social Media

Our dedicated team provides live information about disruption directly from our control room. You will need an X account to view these. We welcome your questions or feedback about our services, via X. You can contact us through other forms of social media, such as Facebook or Instagram.

## X

@SNRailUK

@TLRailUK

@GNRailUK

@Gatwick Express



## Facebook

SouthernRailUK

TLRailUK

GNRailUK

GatwickExpress



## Instagram

@southernrailuk

@tlrailuk

@gnrailuk

@gatwickexpress



Click on the logos for links to X pages



The screenshot shows the X profile for Southern RailUK. The profile picture is a circular logo with the Southern Rail logo. The bio reads: "Hi from the Southern Social team 🇬🇧! Taking you across the South Coast, London and more; we're here to help 24 hours a day, 7 days a week." Below the bio, it shows location as UK, website as southernrailway.com, and joined in July 2010. There are 1,379 following and 184K followers. A 'Follow' button is visible in the top right corner of the profile card.



# Helping you at the station



A to Z Departures		
Destination	Plat	Due Exptd
Salfords	1 08:14	08:15
Sevenoaks	1 08:16	08:17
Shoreham	1 08:16	08:17
Shortlands	1 08:16	08:17
South Merton	1 08:21	On time
St Albans City	2 08:17	On time
St Helier	1 08:21	On time
St Mary Cray	1 08:16	08:17
Stevenage	2 08:22	On time
Streatham	1 08:21	On time
Sutton	1 08:21	On time
Sutton Common	1 08:21	On time
Swanley	1 08:16	08:17
Three Bridges	1 08:19	On time
Tooting	1 08:21	On time
Tulse Hill	1 08:21	On time
Welwyn Gdn City	2 08:29	08:31
West Hampstead TL	2 08:19	08:21
West Malling	3 08:32	On time
West Sutton	1 08:21	On time
Wimbledon Chase	1 08:21	On time
Wivelsfield	1 08:29	On time

## Information screens

Our system automatically tracks where your train is, shares its time of arrival on the screens, and generates a platform announcement. If your train is marked as 'delayed', it means the train hasn't left its starting station, or hasn't moved within the last five minutes of its journey.

# Announcements on the public address system

Announcements will play information about the next train due and highlight any changes to the service or platform. Other announcements with information regarding upcoming engineering works, unplanned disruption, safety, and Delay Repay, will also be made.

At larger stations, our frontline teams receive direct updates from our control room and make announcements using roaming microphones. These announcements provide more information about the incident, and at times, specific travel advice for the location you're at, making sure you've received the most up-to-date information.

If we know of disruption further along the route, we'll tell you. An announcement will play, and a message will display advising you if delays and disruption are expected.

# Posters

Posters highlight upcoming events or engineering works relevant to the station, as well as onward and alternative travel options, and general station information and facilities. For more detail and the most up-to-date information, please see our website.



## Help Points

At staffed stations, you'll easily locate our colleagues as they'll be wearing our uniform. They're happy to help with any assistance or queries you may have. If your station is not staffed, you'll be able to speak to somebody via the Help Point.

These are clearly signed and easy to use. The emergency button will take you through to our emergency response and assisted boarding team in our control room.

The information button connects you to the National Rail Enquiries team who will help with all your information needs. In the event of a last train cancellation, we won't leave you stranded. Either use our help points or talk to a member of staff to see what options are available.



## Interactive information screens

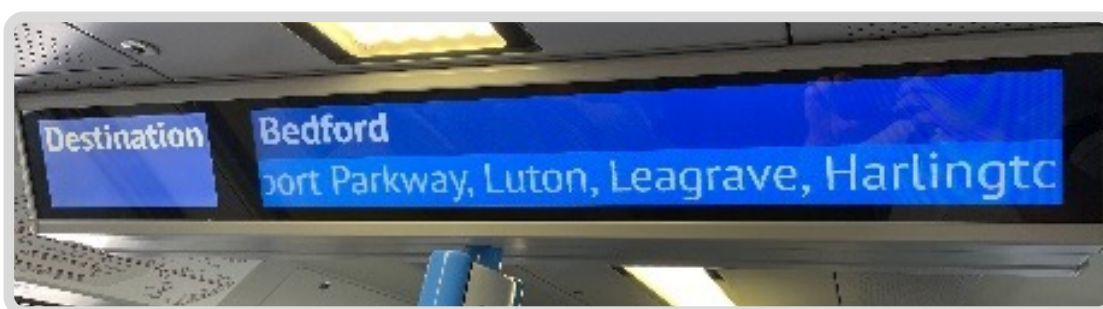
At some of our stations, there are interactive information screens to help you plan and make your journey. These provide live departures and arrivals, British Sign Language departures, a station map and information to assist with your onward journey.



# Helping you on your journey - train

## Passenger information screen

Our Passenger Information Screens offer visual displays and speaker announcements for scheduled stops for the train you're on. We can also post live messages on some of our trains, advising you of any updates which may affect your journey.



## Aurora screens

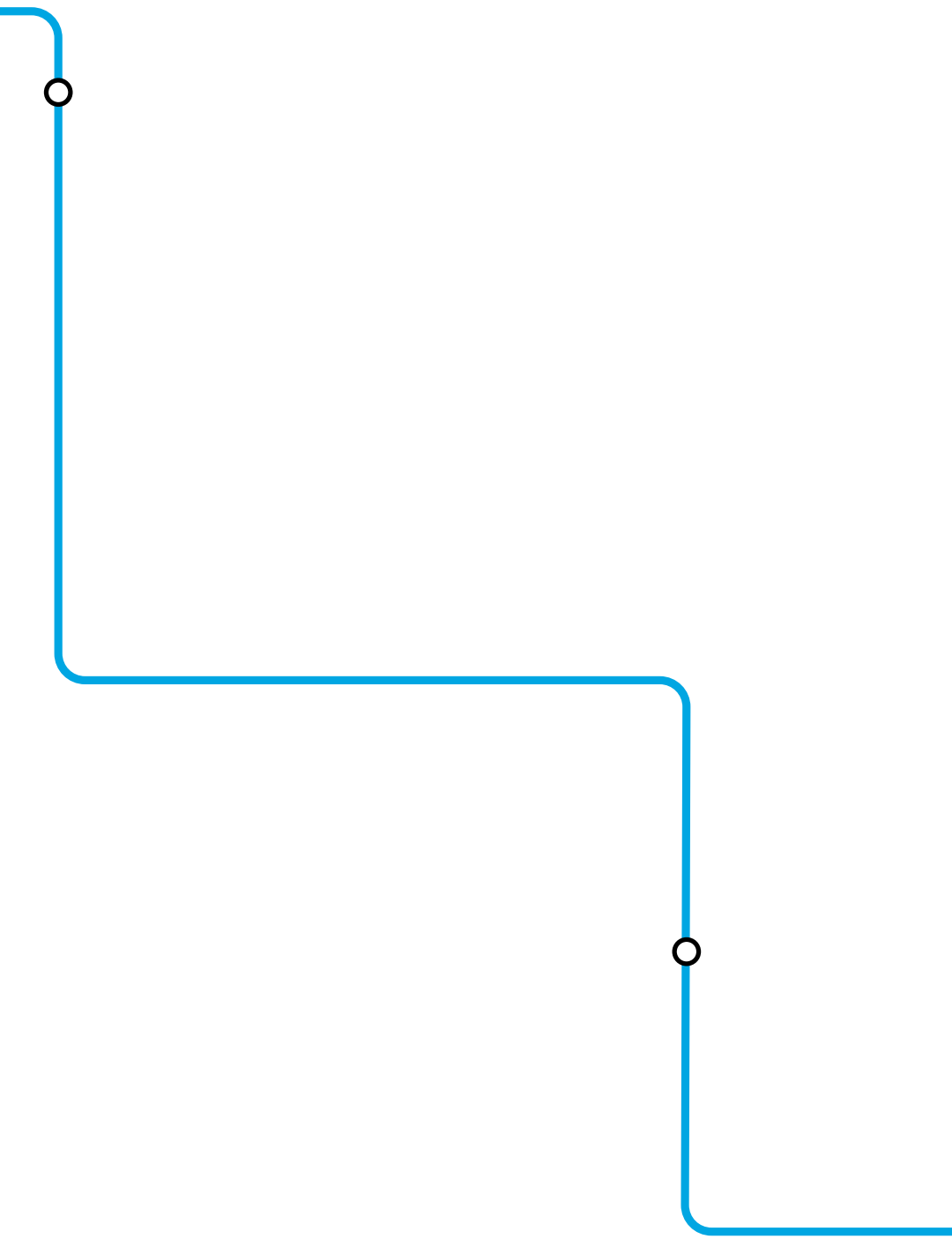
On most of our Southern, Gatwick Express and Great Northern trains you will see these screens, located at the end of the train carriage. These screens display information about major engineering works, promotional offers and upcoming events or changes.



## Staff

Our people onboard the train are available to provide regular announcements and updates. On certain trains they will also walk through carriages to offer further assistance. Remember you've always got access to live information on your phone via our X team.





**Great Northern**

**GX**

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**SOUTHERN**

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