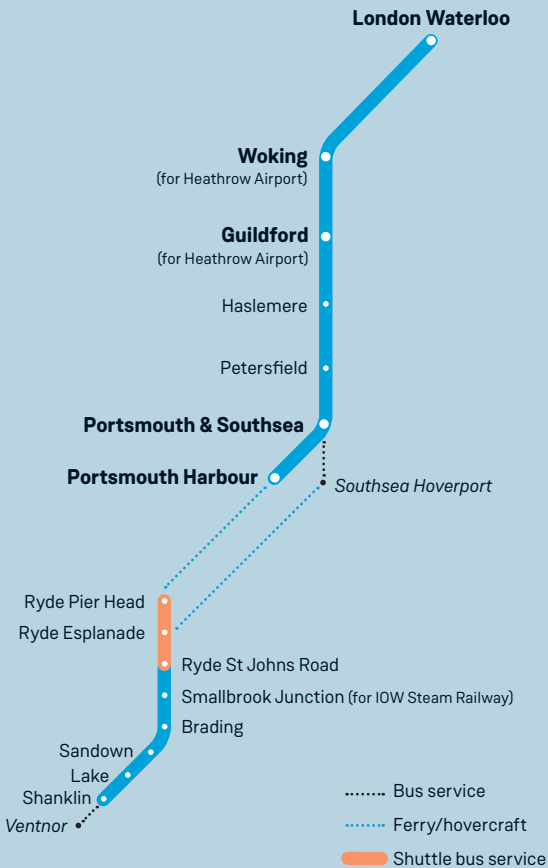


# 24 ISLAND LINE

## Isle of Wight to London Waterloo



## Train times

13 March until 31 March 2023

## Your timetable

This timetable shows Island Line train services between **Shanklin and Ryde St Johns Road**. Due to vital maintenance on Ryde Pier, **buses** replace all trains between Ryde Pier Head and Ryde St Johns Road. Times for the connecting bus link from Shanklin to Ventnor are also included.

Ferries from Ryde Pier Head to Portsmouth Harbour offer connections to mainland train services by South Western Railway to London Waterloo, Southern to London Victoria and Great Western Railway to Cardiff.

Customers for the Isle of Wight Steam Railway should travel to Smallbrook Junction for connecting services. For more information please visit **[iwsteamrailway.co.uk](http://iwsteamrailway.co.uk)**.

## Buy a ticket before you board

You need to buy a valid ticket before you get on your train. We know that most of our passengers do this before travelling, and we have a duty to those passengers to make sure no-one travels without paying. This is why we run a penalty fares scheme across most of our network.

If you travel without a valid ticket to or from a station within the penalty fares area, you may have to pay a penalty fare of £20 or twice the single fare to the next station your train stops at (whichever is higher). You will also have to buy a ticket for the rest of your journey.

We have a policy to, wherever possible, prosecute everyone who deliberately avoids paying.

## Travel with Confidence

So that you can travel with confidence, we are: ventilating trains to refresh air, improving information about journeys and trains, and extensively cleaning trains and stations.

In crowded spaces, wear a face covering out of respect to others. Please be considerate of other passengers and rail staff.

## Changes to train times

Network Rail need to do engineering work to maintain and improve the rail network. They do a lot of this work at weekends and during holiday periods, but they also need to do some work overnight during the week.

If we need to close rail lines so Network Rail can carry out work, buses will replace train services. We may also have to alter train services over a wider area.

Please check for any changes to train times before travelling at weekends, late in the evening or early in the morning. Look for the 'Changes to train times' posters at stations, or visit our website at **[southwesternrailway.com](http://southwesternrailway.com)**.

## National Rail Enquiries

For full details of train services and fares please telephone **03457 48 49 50**.

This is a local call rate service available 24 hours a day.

## Public holidays

Services are subject to alteration during public holidays and passengers are advised to check train times before travelling.

## Connections

Please note that connections cannot be guaranteed. Rail and ferry services may not be held in the event of late running.

## Cycles on Island Line

A maximum of four cycles may be carried at no charge in the 'Shanklin end' of all trains. Island Line reserves the right to restrict the carriage of bicycles on any trains when the safety and comfort of passengers or the punctuality of the train may be jeopardised. Implementation of this restriction will be at the guard's discretion.

**Please note that tandems and cycles with attachments cannot be carried.**

## No-smoking policy

For the comfort of all our customers, smoking and using e-cigarettes is not allowed on any part of our trains or stations.

You can smoke outside the station entrance or in our car parks.

# Fares and Discounts

## Children's fares

Children aged 15 years and under travel for half the adult price and under 5's travel free on all services.

## Season Tickets

For regular passengers a Season Ticket offers reductions on the cost of buying return tickets every day. For information on the savings a Weekly, Monthly or Annual Season Ticket can offer you, please enquire at Ryde Esplanade or Shanklin ticket offices, or ask the guard on the train. A photocard is required for all Season Tickets.

## Island Line Residents Card

Save 40% on Island Line Single and Day Return Fares with an Island Line Residents Card. Savings available after 9am Monday to Friday and all day weekends and public holidays. Residents Cards cost **£5** for the individual card or **£7.50** for the Family Card.

To apply for your discount card complete an application form and take it together with a recent photograph of yourself and proof of residence, for example council tax notice or driving licence to either Ryde Esplanade or Shanklin ticket office.

**All National Railcards are accepted for reduced rate travel on Hovertravel and Wightlink services when part of a rail journey.**

## Automated Delay Repay

We have introduced a new Automated Delay Repay (ADR) system that drastically cuts the time it takes to claim and receive compensation if your train is late.

ADR works for all customers who have bought Advance tickets or a Touch Smartcard season ticket from our website.

If you have a Touch Smartcard season ticket, you will need to touch in and out at the beginning and end of your journey, sign up for a Delay Repay account at

**[delayerepay.southwesternrailway.com](https://delayerepay.southwesternrailway.com)** and select 'Auto Delay Repay'. (The email addresses you use for 'My Account' and 'Delay Repay' must match.)

To find out more about Automated Delay Repay, visit:

**[southwesternrailway.com/contact-and-help/refunds-and-compensation/delay-repay/automated-delay-repay](https://southwesternrailway.com/contact-and-help/refunds-and-compensation/delay-repay/automated-delay-repay)**.

# Connections

## BY TRAIN

### South Western Railway

Provides fast, frequent trains from London Waterloo to Portsmouth. For further details visit [southwesternrailway.com](https://www.southwesternrailway.com)

### Southern

Provides services from Brighton, Chichester and West Sussex stations, also from London Victoria to Portsmouth via East Croydon and Gatwick Airport.

For further details visit [southernrailway.com](https://www.southernrailway.com)

### Great Western Railway

Provides frequent services from Cardiff, Bristol, Salisbury and Southampton to Portsmouth Harbour.

For further details visit [GWR.com](https://www.gwr.com)

## BY HOVERCRAFT

### Hovertravel

Provides a fast and friendly service to the Isle of Wight. A 10 minute crossing between Southsea (Clarence Pier) and Ryde Esplanade with connections to Island Line trains.

For further details please telephone **01983 717700** or visit [hovertravel.co.uk](https://www.hovertravel.co.uk)

## BY FERRY

### Wightlink

Provides a fast, comfortable service between Portsmouth Harbour and Ryde Pier Head. This crossing, which takes approximately 22 minutes, connects with the station at each end of the service.

Please telephone **0333 999 7333** or visit [wightlink.co.uk](https://www.wightlink.co.uk)

# Connections

## BY BUS

### Southern Vectis

Provides bus services across the island.

Please telephone **0330 0539 182** or visit **islandbuses.info**

### Shanklin to Ventnor Rail/Bus Link

The joint initiative between Island Line and Southern Vectis at Shanklin has now been going for several years. This arrangement involves the station being served by Southern Vectis service 3. Buses will depart from the station front providing direct links, seven days a week, for rail passengers to Whiteley Bank, Wroxall and Ventnor.

Special 'Rail-link' fares are available to passengers making a through journey using both Southern Vectis and Island Line Trains. The tickets can be bought at the station or on the bus.

For further details please telephone **0330 0539 182** or visit **islandbuses.info/services/SVCT/3**

### First Bus

First Bus in Portsmouth, Fareham and Gosport operate nearly 40 routes on the mainland. Please visit **firstgroup.com** for further information.

### Stagecoach Bus

Stagecoach bus services include Coastliner 700, which operates between Portsmouth Harbour and Bognor Regis calling at Havant, Emsworth and Chichester. Please visit **stagecoachbus.com** to download a timetable.



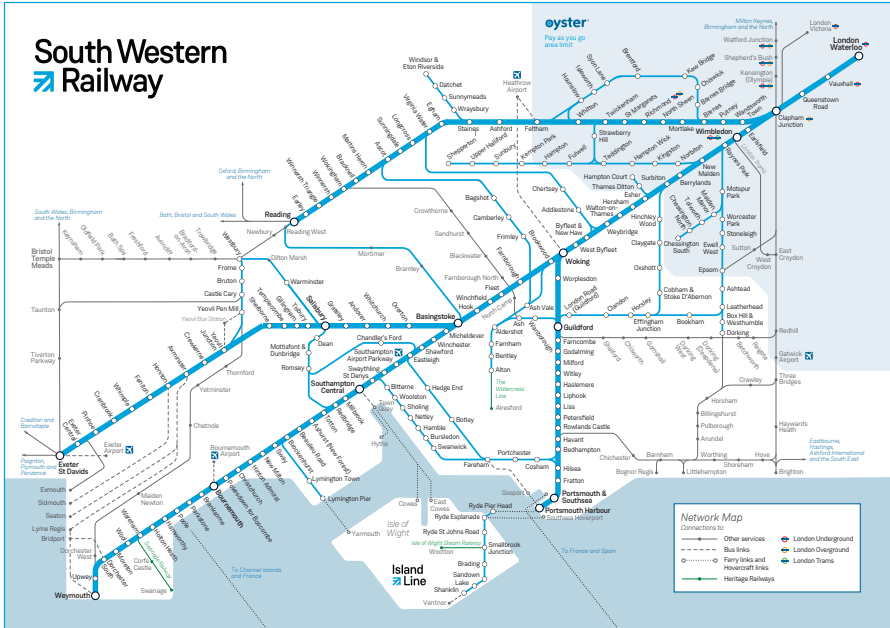








# South Western Railway



## Changing trains

Most journeys shown in this timetable are direct trains, shown in **bold type**. However, you may be able to make other journeys or reach your destination more quickly by changing trains. To help you find these alternative trains, we show them in *light italic type*. A letter against the time will show where you need to change trains – please check the ‘Notes’ section for an explanation of these letters.

Please allow plenty of time to change trains. At most stations you will need to allow at least five minutes. You will need longer at some stations, and this is shown in the ‘Station information’ table in this timetable. For example ⑩ means you should allow 10 minutes to change trains at this station.







## GUIDE TO NOTES AND SYMBOLS

**Trains between Ryde and Shanklin are operated by Island Line. Standard class accommodation only.**

**Trains between Portsmouth and London Waterloo are operated by South Western Railway. First and standard class accommodation available.**

a Arrival time.

b **Train only calls at Smallbrook Junction on 19, 22, 26 and 29 March 2023.**

d Departure time.

e Change at Guildford.

 Car Park.

† Station for Gunwharf Quays, the Spinnaker Tower and Historic Dockyard.

← Woking - Railair coach link between Woking station and Heathrow Airport. Visit [firstbus.co.uk/railair](http://firstbus.co.uk/railair) for details.


⊖ Interchange for London Underground services. Visit [tfl.gov.uk](http://tfl.gov.uk) for details.

⌚ Minimum connection time where different from the standard five minutes.

★ **Passengers travelling with cycles may not join or leave services at stations with train times shown in blue.**


 Hovercraft operated by Hovertravel Ltd runs between Ryde Esplanade and Southsea seafront. For details visit [hovertravel.co.uk](http://hovertravel.co.uk) or telephone **01983 717717**. A bus link runs between Southsea Hoverport and Portsmouth Harbour and Portsmouth & Southsea stations.

 Interchange for Isle of Wight Steam Railway. Smallbrook Junction provides a direct interchange for the Isle of Wight Steam Railway. Island Line trains only call at Smallbrook Junction during Steam Railway operating dates and times. Visit [iwsteamrailway.co.uk](http://iwsteamrailway.co.uk)  
**There is no road access to Smallbrook Junction.**

 **Rail Replacement bus. Due to engineering works, replacement buses will operate between Ryde St Johns Road and Ryde Pier Head.**

**Times shown in green**

Times shown in green type vary during the period of the timetable. Please see note next to time.

 High speed catamaran operated by Wightlink. Although connections between catamarans and trains are shown, where possible you should allow at least 10 minutes to change. Train/catamaran connections may not be held for late running trains/catamarans.

**Sailing times are correct at time of publication but are subject to alteration.**















Wightlink operate a revised service on public holidays. Additional sailings may run during special events.

For details visit [wightlink.co.uk](http://wightlink.co.uk) or call **0333 999 7333** (calls charged at local rate).

 Southern Vectis bus (route 3) calling at Shanklin railway station and by Boots store in Ventnor. Connections between bus and train are not guaranteed. Please enquire for services on public holidays. For details visit [islandbuses.info](http://islandbuses.info) or telephone **0330 0539 182**.

## STATION INFORMATION

See notes for explanation of symbols.

Ventnor		
Shanklin		
Lake		
Sandown		
Brading		
Smallbrook Junction		
Ryde St Johns Road		
Ryde Esplanade		
Ryde Pier Head		
Portsmouth Harbour		†
Petersfield		
Haslemere		
Guildford		
Woking		←
London Waterloo		⌚

# Ryde Pier

Network Rail and South Western Railway are currently undertaking a complex programme of vital maintenance and improvements on Ryde Pier, to keep Island Line services running long into the future.

This means the section of the Island Line between Ryde St Johns Road and Ryde Pier Head will be closed until Spring 2023. During this time, Network Rail engineers will strengthen the pier and extend its life by up to 60 years. South Western Railway will also be undertaking work at the same time, making efficient use of the closure.

Please visit our website to check your journey before travelling at **[southwesternrailway.com](https://www.southwesternrailway.com)**.

## Why is the work necessary?

In stark contrast to today's modern design and construction methods, the railway structure of the pier was built between 1878 and 1880 by Victorian engineers. After nearly 150 years of harsh environmental conditions, which have caused parts of the structure to deteriorate, it now needs major refurbishment and repairs.

The 686-metre-long pier is split into six 'zones' which were built using several different forms of construction. There have also been both major and emergency repairs in the last 60 years. As a result, engineers will have to use a variety of methods to repair the pier, with a combination of both partial replacements and full refurbishments of the metal and timber structure.

# South Western Railway and Community Rail Partnerships

We are committed to working with Community Rail Partnerships (CRPs) across our network. CRPs are not-for-profit organisations that help to further connect the railway with the communities they serve. They work closely with SWR to promote healthy and sustainable travel, design projects which bring communities together, as well as support social and economic development. SWR is proud to provide core funding and support to 12 CRPs on our network.

## Isle of Wight Community Rail Partnership

**Stations: Ryde Pier Head, Ryde Esplanade, Ryde St Johns, Smallbrook Junction, Brading, Sandown, Lake and Shanklin**

This partnership was launched in 2005, with the aim to create a more sustainable future for rail on the Island. The CRP has successfully delivered numerous projects to the benefit of the railway, its users and its partners, including the cross-solent operators.

Find out more at [isleofwightcrp.co.uk](http://isleofwightcrp.co.uk)

## Isle of Wight Bus & Rail Users Group

The group is a forum for bus and rail users on the Isle of Wight and those responsible for providing services. Details of locations for the meetings and any further information can be found by contacting:

Hon. Secretary. Email: [iwbususers@gmail.com](mailto:iwbususers@gmail.com)

Public enquiries can be made and topics raised at these monthly meetings.

Visit [e-voice.org.uk/iwbusrailusers/](http://e-voice.org.uk/iwbusrailusers/)



Visit us at [southwesternrailway.com](https://southwesternrailway.com)

- Buying tickets online
- Live train information
- Train times
- Special offers and days out
- Plan your journey
- Latest news

## Customer Service Centre

**0345 6000 650**

Monday to Friday 0800 - 2000

Saturday 0900 - 1800

Sunday 0900 - 1600

Our UK based team are available for:

- Comments and suggestions

## Assisted Travel

**0800 5282 100**

**Text Relay 18001 0800 5282 100**

A freephone service open 24 hours for older and disabled customers.

We recommend booking assistance **2 hours in advance**.

## National Rail Enquiries

**03457 48 49 50**

Train times, fares and rail information.

## Free travel alerts

[southwesternrailway.com/alerts](https://southwesternrailway.com/alerts)

Keeping our registered customers up-to-date with their service running information, delays and alterations.

## Twitter [@SW\\_Help](https://twitter.com/SW_Help)

Follow South Western Railway on Twitter and be the first to know what's happening on our network.

## Facebook [Facebook.com/SWRailway](https://Facebook.com/SWRailway)

Providing South Western Railway network information and details of our latest offers.

First MTR South Western Trains Limited (trading as South Western Railway) accepts no liability for any inaccuracy in the information contained in this timetable which is subject to alteration.

First MTR South Western Trains Limited. Registered in England and Wales 07900320.

Registered office: 8th Floor, The Point, 37 North Wharf Road, London W2 1AF.

A First and MTR company.

