



## Your timetable

This timetable shows services between **Hounslow, Isleworth, Syon Lane, Brentford, Kew Bridge, Chiswick, Barnes Bridge and London Waterloo**.

For the full service between Whitton, Twickenham, St Margarets, Richmond, North Sheen, Mortlake, Barnes, Putney, Wandsworth Town, Queenstown Road and London Waterloo, please see timetable 9.

## 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.

## Cycles on trains

The services in this timetable have limited room for cycles, so we have had to apply some restrictions. The ★ symbol, with train times printed in **blue**, shows which trains have restrictions. These restrictions are explained in the 'Guide to notes and symbols' section.

We will carry folding cycles on any train, as long as they can be folded small enough to be carried safely in the luggage rack. Cycles are not allowed on buses that replace trains during engineering work.

## 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

**delayrepay.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.**

## 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**.

## 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.



# 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.

## North Downs Line & Reading Windsor Line

Part of the Southeast Communities Rail Partnership

The North Downs was formed in 2017 (initially covering Gatwick to Guildford) and extended in April 2018 to cover stations up to Reading. In 2020, SWR provided funding to the CRP to have a part-time officer dedicated to its stations. Further support from SWR in 2021 will extend this work along the SWR line to Ashford (Middlesex) and the branch line to Windsor and Eton Riverside.

Each line will have its own steering group and will work together to:

- bring people together to support their important community asset
- enhance their local environment,
- increase the use of rail travel by supporting tourism and local businesses
- make improvements to integrated travel

Find out more at [southeastcrp.org](https://southeastcrp.org)







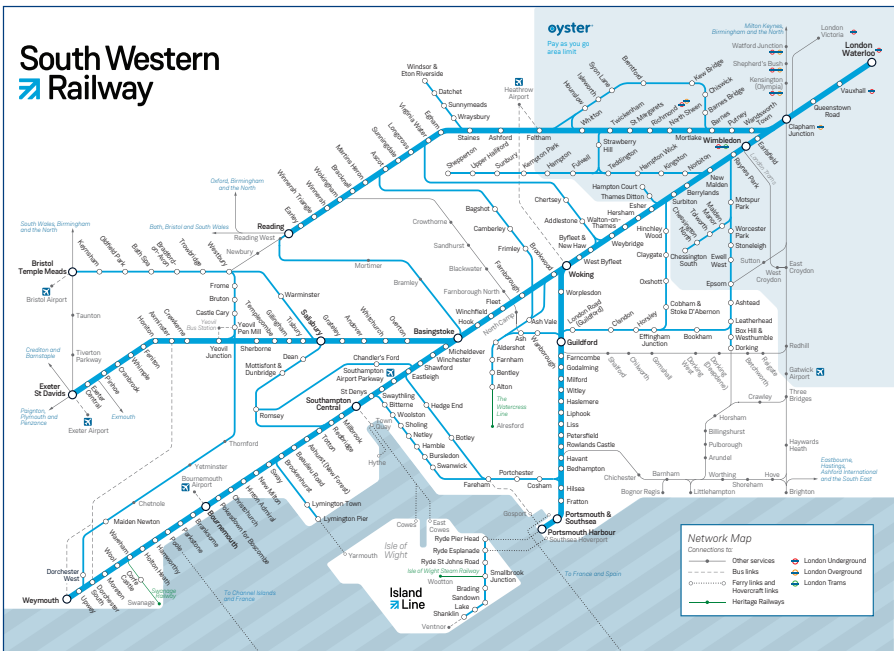








# South Western Railway



## 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 the timetable with *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

- a Arrival time.
- b Change at Twickenham.
- c Change at Clapham Junction.
- d Departure time.
- SO** Runs on Saturday morning only.
- ★ Passengers travelling with cycles may not join or leave services at stations with train times shown in blue.
- ⇄ Interchange for London Underground. Visit [tfl.gov.uk](http://tfl.gov.uk) for details.
- P Car Park.
- Ⓢ Minimum connection time where different from the standard five minutes.
- #9 Refers to the timetable number which shows the full service between this station and London Waterloo.

All services in this timetable are operated by South Western Railway.

### Cycles on trains - Monday to Friday

At peak times the following restrictions apply in the area bounded by Reading, Hook, Alton, Guildford and Dorking.

Passengers travelling with cycles may not join or leave services timed to arrive at London Waterloo between 0715 and 1000 inclusive or timed to depart from London Waterloo between 1645 and 1900 inclusive.

Passengers travelling with cycles may not join or leave services timed to depart from Clapham Junction between 0745 and 0900 inclusive in an area bounded by Clapham Junction, Strawberry Hill and Feltham.

### Travelling after midnight?

Trains which run after midnight are shown at the end of the day.

## STATION INFORMATION

See notes for explanation of symbols.

London Waterloo	Ⓢ	⇄	
Vauxhall		⇄	
Queenstown Road			#9
Clapham Junction	Ⓢ		
Wandsworth Town			#9
Putney			#9
Barnes	P		#9
Barnes Bridge			
Chiswick			
Kew Bridge			
Brentford			
Syon Lane			
Isleworth			
Hounslow	P		
Whitton			#9
Twickenham	P		#9
St Margarets			#9
Richmond	P	⇄	#9
North Sheen			#9
Mortlake	P		#9



# Windsor Lines Passengers Association

WLPA represents users of rail services from London Waterloo to Windsor and Reading including the Weybridge and Camberley branches and the Hounslow and Kingston loops.

Email: [membership@wlpa.co.uk](mailto:membership@wlpa.co.uk)

Website: [wlpa.co.uk](http://wlpa.co.uk)

# Hounslow and Richmond CRP

**Stations:** Barnes Bridge, Kew Bridge, Chiswick, Brentford, Isleworth, Syon Lane, Hounslow, Barnes, Mortlake, North Sheen, Richmond, St Margarets, Twickenham, Whitton and Feltham.

This was the first London based CRP and aims to build on community engagement in the area whilst encouraging greater involvement at stations.

Email: [hounslowandrichmondcrp@gmail.com](mailto:hounslowandrichmondcrp@gmail.com)

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**

Our UK based team are available 7 days a week from 6am to 10pm 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 **4 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.

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**South Western**  
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