



Changes to our stations and how we sell tickets

Our ideas



Tell us what you think

Why we need to make changes



South Western
Railway

We are South Western Railway. We help people to travel by train in South West London and across the South East of England.



In the past, we mainly sold train tickets at a station from a ticket office.



Nowadays, lots of people buy tickets from our website or on an app on their phones.



Not many people use ticket offices anymore.



Some of our stations already don't have a ticket office.



We want to make our stations more up to date. We think that closing all of our ticket offices will help us do this.

Instead, we will use more technology to sell tickets. Things like:



- contactless machines. This is when you use your phone, Oyster card or a smartcard to pay on a card reader.

You do not have to buy a ticket



- using ticket machines



- on our website or through our app on your phone.



You can choose to get your tickets by email or as a **mobile eTicket**.

A **mobile eTicket** is a ticket you can show on your phone



Using technology makes it quicker and easier to travel.

This will help us to give our customers a better service.



You might have lots of questions about closing our ticket offices.

We will try to answer them as much as possible in this booklet.

Our ideas



When we close our ticket offices there are 2 more changes we want to make. The changes will affect a lot of the stations in our area.

Change 1: New job roles for our staff



Staff who were working in the ticket offices will have new roles.

Staff will be in the station and on the platform.



They will not be in a ticket office.



This means there will be more staff around to help people at some stations.



Staff will be able to help you to:

- plan your journey



- buy tickets online



- buy tickets at a ticket machine



- work out which is the cheapest ticket to buy



- buy tickets if you cannot buy your ticket online or from a machine

How Change 1 makes things better for customers



When you get to the station, you won't need to worry. You will still be able to get help and support if you need it.



It will be quicker and easier for everyone to get the help they need.



If you have a disability or need extra support, our staff will still be able to help you.



If it is late at night or there are no staff around, we still have Help Points at all our stations.

You can use the Help Point speak to someone who can help you.



Our staff are friendly and helpful. They will help you with any questions or worries.



Staff can give you the most up to date information. This will help you to get to where you are going on time.



Staff walking around will help to keep the stations clean and safe for people to use.



We will still have all of the help and support for disabled and older customers.

The only change will be closing the ticket offices.

Change 2: Use more technology



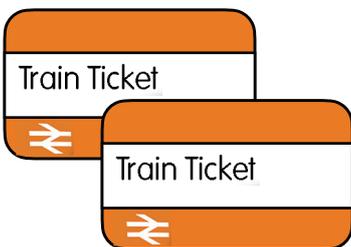
We want to use more technology at our stations.



We will have more card readers. And we will make sure our ticket machines are up to date.



Staff will give you help and support to buy your tickets online or from a machine.



We will still sell all the same types of tickets.



Most people already buy their tickets online or from a ticket machine. This change will not affect them.

More help and support at stations



We have 24-hour Help Points at all our stations. You normally find them on the platform.



We try to make sure our trains and stations are **accessible**.

Accessible is when disabled people can easily use our stations and travel by train.



Our **Accessible Travel Policy** tells you how we can help if you:

- have a disability
- find it hard to walk and move around
- are an older person



You can get a copy of our policy on our website or in a leaflet from a station.

Website:
**[southwesternrailway.com/
assistedtravel](https://www.southwesternrailway.com/assistedtravel)**



If you have a disability or are an older person and need some support at our stations or on the train, contact us:



Assisted Travel Team

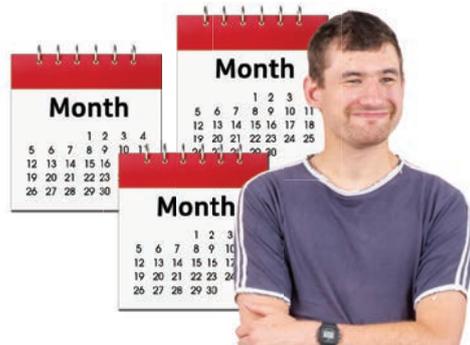
0800 528 2100

You can phone anytime day or night.

How we will make the changes



We know that closing our ticket offices will make a big difference to our staff and customers.



We will not make these changes all at once. We will make the changes slowly over time.

This will help people get used to the changes.

How the changes will affect our stations



We have looked at all of our stations. We have split them into 4 groups.

This part tells you what services we will have at each type of station.



Group 1 stations

Group 1 stations are our busiest stations.



Most people who travel on our trains stop at a Group 1 station on their journey.

Group 1 stations will have:



- lots of staff to help customers. There will be at least 3 members of staff at the station all day and all night



- ticket machines. You can buy a ticket at any time from these machines



For a while, Group 1 stations will still have a ticket office. These offices will only be open while we make the changes.



When you can buy all ticket types online or from a machine, these ticket offices will close.



You can buy every type of ticket from a Group 1 station.

Tickets that we only sell at Group 1 stations



There are some tickets we only sell at a Group 1 station. This might be tickets for people who:

- need to stay in a wheelchair when they travel

or

- are **visually impaired**. This means you cannot see things or you find it hard to see even with glasses on

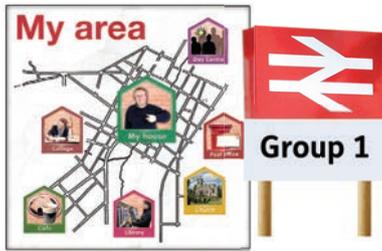


At the moment, we do not sell these types of tickets online or at a machine.



If you need to buy 1 of these tickets, you will need to go to a Group 1 station.

We will not charge you extra for this.



Most people will not have to travel far to get to a Group 1 station.



We are working to make sure you can buy these tickets online or from a machine in future.



Group 2 stations

Group 2 stations will have at least 1 member of staff at the station to support customers.



— 6am to 11am

and



— 4pm to 8pm



All Group 2 stations will have ticket machines.

Group 3 stations



Group 3 stations will have:

- 1 member of staff at the station at certain times



- ticket machines. These machines will be set up for video calls.

This means that you can speak to someone who can help you.



You can use the machine to get help when there is no staff at the station



Most people who use Group 3 stations will need to buy their tickets online or from a machine.

Group 4 stations



Group 4 stations are our quietest stations. They are not used by many people.



There will not be any staff at Group 4 stations.



There will only be ticket machines.

The stations in Group 4 already have ticket machines and no staff. Nothing will change for these stations.



Most people who use Group 4 stations already buy their tickets online or from a machine.

Making sure the changes work for everyone



We are asking lots of people what they think about the changes.



We are also asking our staff what they think.



We will look at what everyone tells us.



We will make sure that no groups of people are being treated more unfairly because of the changes.

How to have your say about the changes



To tell us what you think, you can contact us about the changes.



We can also tell you how the changes will affect each station.



You need to let us know what you think by **Friday 1st September 2023**.



Phone us:

0345 6000 650

Monday to Friday 8am to 8pm

Saturday 9am to 6pm

Sunday 9am to 4pm



Email us:

customerrelations@swrailway.com