

Changes to Timetables

From **Monday 17 January 2022 to Friday 25 February 2022**, we're introducing a reduced weekday timetable on the West Coast Main Line to manage staff shortages and provide a reliable service, so our customers can travel with confidence. In line with government guidance and collaboration with Network Rail, the changes are designed to provide greater certainty for customers of the timetable offer and reduce the requirement for short notice cancellations which are currently being managed on a day-to-day basis.

We apologise for any inconvenience that these new measures may cause passengers. We hope that you understand that the safety of our customers and colleagues is incredibly important to us. Throughout the pandemic, our teams have worked tirelessly to provide a dependable service to key workers and support the country as restrictions ease, with a broad range of measures introduced to ensure customers can travel with confidence.

This amended timetable will be subject to weekly review and allows us to adapt our plans in line with any further changes in demand and available resources.

Service Changes

Between **Monday 17 January 2022 to Friday 25 February 2022**, we will be operating 4 trains per hour from London Euston during weekdays to:

- West Midlands and Edinburgh/Blackpool*
- Manchester **via Stoke-on-Trent**
- Liverpool
- Glasgow

*These will operate as:

- Preston/Blackpool **via Birmingham** (every two hours)
- Edinburgh **via Birmingham** (every two hours)

Detailed Service Changes

Manchester	<p>One train per hour to Manchester calling at Milton Keynes, Stoke-on-Trent, Macclesfield and Stockport.</p> <p>An additional service via Crewe will operate at key times of the day.</p>
West Midlands and Edinburgh/Blackpool	<p>One train per hour to Wolverhampton and Edinburgh/Blackpool, calling at Watford Junction, Milton Keynes, Rugby, Coventry, Birmingham International, Birmingham New Street, Sandwell and Dudley, Wolverhampton, Crewe, Warrington, Wigan, and Preston.</p> <p>One train every two hours will continue to Edinburgh, and one train every two hours will continue to Blackpool/Preston.</p>
Glasgow	<p>One train per hour to Glasgow, calling at Crewe, Warrington, Wigan, Preston, Lancaster, Oxenholme/Penrith and Carlisle.</p>
Liverpool	<p>One train per hour to Liverpool, calling at Stafford, Crewe, and Runcorn.</p>
Holyhead/Chester	<p>One train per day will run in each direction between London Euston and Holyhead – 0551 Holyhead – Euston; 1810 Euston – Holyhead. A shuttle service will operate between Holyhead and Crewe.</p>
Shrewsbury/Wrexham	<p>A normal service will be retained.</p>

The amended timetable aims to balance capacity with connectivity alongside other operators on parallel routes by maintaining a service across most of our network. It should be noted that **Wilmslow** will not see a regular weekday service for the duration of this period. We are working closely with Northern and Transport for Wales to best mitigate the customer and stakeholder impact of this temporary change.

The changes outlined above will start to appear in systems for customers from this week.

A consistent weekday timetable during this period will allow a longer booking horizon to be maintained on most services. Should any additional services be required to the

timetable these will be submitted to Network Rail on an ongoing basis after the proposed weekly reviews of demand and resource.

A summary of the trains we'll be operating can be found on our timetables page here - <https://www.avantiwestcoast.co.uk/travel-information/plan-your-journey/timetables>

Customer Advice

Check before you travel

Some services will be departing earlier than usual to accommodate additional calling points along the route to provide connectivity for customers. We always try to contact anyone impacted by these changes who has booked via our website or app, directly via email. However, we are advising customers to check our website for correct timetables closer to the date of travel using the above link.

If the timetable changes mean the new train time isn't convenient and customers choose not to travel, then they can claim a fee free refund from where their ticket was originally bought. Further details can be found here - [Find out how to get a refund](#)

Face Coverings

In line with government guidance, we continue to ask customers to please respect others and, unless exempt, wear a face covering in crowded spaces throughout their journey. In Wales and Scotland, it remains mandatory by law for face coverings to be worn whilst on public transport, unless you are exempt.