

Service Disruption and Essential Engineering

As you are aware, the recent spike in Omicron has impacted government guidelines and all businesses.

For Train Operators, including Avanti West Coast, the pandemic is unfortunately resulting in some staff shortages. We're doing everything we can to run our full timetable but there may be some short notice cancellations.

Where possible, we'll contact customers in advance to let them know about cancellations, but customers should also check before they travel.

If your service is cancelled your ticket will be valid on an alternative service. To support customers and spread demand, we have removed all peak restrictions over the Christmas period.

Please be assured that we are sharing this message widely with customers across our communications channels to support their travel.

We also suggest customers check National Rail Enquiries website before they travel:
https://www.nationalrail.co.uk/service_disruptions/indicator.aspx

Essential upgrade works this Christmas and New Year

Between 27 December and 3 January there'll be changes to some services on our route due to essential upgrade works by Network Rail. As a result, some journeys may take longer or involve a rail replacement service.

In addition, there will be **no** services on 25 and 26 December. Services will finish earlier on 24 and 31 December. Services on 27 December and 1 January will start later.

How will my journey be affected?

Services to/from Scotland

Between Monday 27 and Friday 31 December, trains between London Euston and Glasgow Central will be diverted – extending journey times.

On Saturday 1 January, trains between London Euston and Glasgow Central will start/terminate at Carlisle. Trains between London Euston and Glasgow Central/Edinburgh Waverley **via the West Midlands** will start/terminate at Preston.

Rail replacement services will operate between Carlisle, Lockerbie/Motherwell and Glasgow Central. TransPennine Express will operate rail replacement services between Carlisle and Edinburgh.

On Sunday 2 January, trains between London Euston and Glasgow Central/Edinburgh Waverley **via the West Midlands** will start/terminate at Wigan North Western – where connections into rail replacement services will be available to/from Preston. Trains between London Euston and Glasgow Central will be diverted via Bolton and will **not** call at Warrington Bank Quay or Wigan North Western.

Services to/from Manchester

On Monday 27 December, Saturday 1, Sunday 2, and Monday 3 January two trains per hour will operate in both directions between London Euston and Manchester Piccadilly – one train **via Crewe**; one train **via Stoke-on-Trent**.

On Saturday 1 January trains to/from Manchester Piccadilly will be diverted via Crewe and will **not** call at Macclesfield. Rail replacement services will operate between Wilmslow and Macclesfield.