



Changes to Ticket Retailing at GWR Stations

5 July 2023



Consultation on changes to ticket offices

We are consulting on proposals to move ticket office staff into other areas of the station where they can help more customers, as transactions from ticket offices drop below 15%.

The consultations are happening as part of an industry-wide set of proposals that would mean ticket office staff would instead work on station platforms and concourses where they can be closer to customers. Subject to consultation, ticket offices could be phased out over a number of years.

Digital tickets have made it easier for customers to buy and manage tickets online or use products like smartcards or pay-as-you-go. As fewer people than ever are using ticket offices, we must respond to what our customers are doing and review how we look after customers at our stations.

No station is closing, and station operating times remain unaffected by these proposals. Train services would be unaffected by the changes.

Our Passenger Assist programme – which helps disabled and mobility-impaired customers navigate stations and board trains – will not be affected by the changes. The proposals are designed to increase the number of staff trained and available to help customers at stations across the network, including those with additional accessibility needs.

Before we make any decisions, we are consulting with our staff and their trades unions, and with the public about each individual station. The public consultation is being run by industry watchdogs Transport Focus and London TravelWatch. You can find out how to take part in the public consultation at www.gwr.com/haveyoursay or see the details below.

Transport Focus

For more information:

www.transportfocus.org.uk/ticketoffices

Email:

TicketOffice.GWR@transportfocus.org.uk

Post:

Freepost RTEH-XAGE-BYKZ,
Transport Focus
PO Box 5594
Southend-on-Sea SS1 9PZ

London TravelWatch

For more information:

www.londontravelwatch.org.uk/great-western-railway-ticket-office-consultation.

Email:

GWR.Consultation@londontravelwatch.org.uk

Post:

Freepost RTEH-XAGE-BYKZ,
London TravelWatch,
PO Box 5594,
Southend-on-Sea, SS1 9PZ.

Overleaf is a summary of how these changes could affect specific stations.

Barnstaple

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:20 - 16:40	Sunday:	09:20 - 16:40
Mon-Fri:	06:15 - 17:50	Mon-Fri:	06:15 - 17:50
Saturday:	06:15 - 17:50	Saturday:	06:15 - 17:50

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	77,466	45.5%
Bookings collected at Ticket Office:	8,045	-
Ticket sold at the TVM(s):	9,407	5.5%
Bookings collected at the TVM(s):	20,687	-
Journeys from this station booked online:	83,218	48.9%
Cash payments received:	17,195	22.2% of total transactions
Warrant / voucher payments:	235	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	149	Online	Telesales	-
Rovers/Rangers	11	Online	On-Train	Telesales
Excess Fares*	867	Online	On-Train	-
Car Parking	5,297	App	-	-
Disabled discounts (D34/D50)	28	On-Train	-	-
Railcards sold	2,803	GWR App	Online	-
Refunds processed:	311	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bath Spa

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:45 - 20:00	Sunday:	07:30 - 20:30
Mon-Fri:	06:00 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:00 - 20:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	212,977	10.9%
Bookings collected at Ticket Office:	52,539	-
Ticket sold at the TVM(s):	155,220	7.9%
Bookings collected at the TVM(s):	225,520	-
Journeys from this station booked online:	1,591,486	81.2%
Cash payments received:	35,136	16.5% of total transactions
Warrant / voucher payments:	381	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	3,969	Online	Telesales	-
Rovers/Rangers	74	Online	On-Train	Telesales
Excess Fares*	4,172	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	3	On-Train	-	-
Railcards sold	3,700	GWR App	Online	-
Refunds processed:	527	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	6
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bodmin Parkway

Current Ticket Office times		Proposed Staffing Times	
Sunday:	10:35 - 18:00	Sunday:	10:35 - 18:00
Mon-Fri:	07:00 - 18:00	Mon-Fri:	07:00 - 18:00
Saturday:	07:00 - 18:00	Saturday:	07:00 - 18:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	20,927	13.9%
Bookings collected at Ticket Office:	5,539	-
Ticket sold at the TVM(s):	9,378	6.2%
Bookings collected at the TVM(s):	13,990	-
Journeys from this station booked online:	120,354	79.9%
Cash payments received:	4,764	22.8% of total transactions
Warrant / voucher payments:	81	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	342	Online	Telesales	-
Rovers/Rangers	6	Online	On-Train	Telesales
Excess Fares*	289	Online	On-Train	-
Car Parking	1,330	App	-	-
Disabled discounts (D34/D50)	4	On-Train	-	-
Railcards sold	767	GWR App	Online	-
Refunds processed:	77	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bourne End

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:05 - 12:35	Mon-Fri:	06:05 - 12:35
Saturday:	07:05 - 13:35	Saturday:	07:05 - 13:35

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	11,558	24.9%
Bookings collected at Ticket Office:	716	-
Ticket sold at the TVM(s):	15,179	32.7%
Bookings collected at the TVM(s):	4,274	-
Journeys from this station booked online:	19,719	42.4%
Cash payments received:	1,749	15.1% of total transactions
Warrant / voucher payments:	0	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	724	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	7	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	100	GWR App	Online	-
Refunds processed:	23	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bradford-On-Avon

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:20 - 13:30	Mon-Fri:	06:20 - 13:30
Saturday:	06:20 - 13:30	Saturday:	06:20 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	26,522	18.1%
Bookings collected at Ticket Office:	2,134	-
Ticket sold at the TVM(s):	23,365	15.9%
Bookings collected at the TVM(s):	13,049	-
Journeys from this station booked online:	96,819	66.0%
Cash payments received:	4,449	16.8% of total transactions
Warrant / voucher payments:	36	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	234	Online	Telesales	-
Rovers/Rangers	1	Online	On-Train	Telesales
Excess Fares*	37	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	20	On-Train	-	-
Railcards sold	380	GWR App	Online	-
Refunds processed:	52	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bramley (Hants)

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:20 - 12:50	Mon-Fri:	06:20 - 12:50
Saturday:	07:20 - 13:30	Saturday:	07:20 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	5,372	8.2%
Bookings collected at Ticket Office:	494	-
Ticket sold at the TVM(s):	20,993	31.9%
Bookings collected at the TVM(s):	4,745	-
Journeys from this station booked online:	39,462	59.9%
Cash payments received:	897	16.7% of total transactions
Warrant / voucher payments:	1	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	262	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	5	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	48	GWR App	Online	-
Refunds processed:	17	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bridgwater

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 14:15	Mon-Fri:	06:30 - 14:15
Saturday:	06:30 - 14:15	Saturday:	06:30 - 14:15

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	34,272	20.1%
Bookings collected at Ticket Office:	2,814	-
Ticket sold at the TVM(s):	18,611	10.9%
Bookings collected at the TVM(s):	16,766	-
Journeys from this station booked online:	117,485	69.0%
Cash payments received:	9,691	28.3% of total transactions
Warrant / voucher payments:	263	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	133	Online	Telesales	-
Rovers/Rangers	18	Online	On-Train	Telesales
Excess Fares*	20	Online	On-Train	-
Car Parking	667	App	-	-
Disabled discounts (D34/D50)	14	On-Train	-	-
Railcards sold	292	GWR App	Online	-
Refunds processed:	8	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bristol Parkway

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:30 - 19:00	Sunday:	08:30 - 19:00
Mon-Fri:	06:00 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	07:00 - 18:00	Saturday:	07:00 - 18:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	112,278	9.7%
Bookings collected at Ticket Office:	64,843	-
Ticket sold at the TVM(s):	23,249	2.0%
Bookings collected at the TVM(s):	194,441	-
Journeys from this station booked online:	1,017,999	88.3%
Cash payments received:	14,741	13.1% of total transactions
Warrant / voucher payments:	375	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,956	Online	Telesales	-
Rovers/Rangers	59	Online	On-Train	Telesales
Excess Fares*	2,304	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	29	On-Train	-	-
Railcards sold	1,969	GWR App	Online	-
Refunds processed:	485	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Bristol Temple Meads

Current Ticket Office times		Proposed Staffing Times	
Sunday:	06:45 - 21:30	Sunday:	07:30 - 20:30
Mon-Fri:	06:15 - 21:30	Mon-Fri:	06:30 - 19:30
Saturday:	06:15 - 21:30	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	260,855	6.9%
Bookings collected at Ticket Office:	91,846	-
Ticket sold at the TVM(s):	198,200	5.3%
Bookings collected at the TVM(s):	370,335	-
Journeys from this station booked online:	3,302,671	87.8%
Cash payments received:	56,147	21.5% of total transactions
Warrant / voucher payments:	2,426	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	6,442	Online	Telesales	-
Rovers/Rangers	120	Online	On-Train	Telesales
Excess Fares*	5,557	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	118	On-Train	-	-
Railcards sold	3,144	GWR App	Online	-
Refunds processed:	1,042	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	5
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Camborne

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:00 - 14:00	Mon-Fri:	07:00 - 14:00
Saturday:	07:30 - 14:00	Saturday:	07:30 - 14:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	19,353	19.0%
Bookings collected at Ticket Office:	2,056	-
Ticket sold at the TVM(s):	26,259	25.8%
Bookings collected at the TVM(s):	6,459	-
Journeys from this station booked online:	56,345	55.3%
Cash payments received:	7,367	38.1% of total transactions
Warrant / voucher payments:	151	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	567	Online	Telesales	-
Rovers/Rangers	10	Online	On-Train	Telesales
Excess Fares*	52	Online	On-Train	-
Car Parking	30	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	690	GWR App	Online	-
Refunds processed:	9	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Castle Bar Park

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:00 - 10:00	Mon-Fri:	07:00 - 10:00
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	0
Bookings collected at Ticket Office:	0
Ticket sold at the TVM(s):	No TVM
Bookings collected at the TVM(s):	No TVM
Journeys from this station booked online:	56
Cash payments received:	0
Warrant / voucher payments:	0

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	0
TVM payments accepted:	No TVM

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Castle Cary

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:30 - 18:30	Mon-Fri:	07:30 - 18:30
Saturday:	07:30 - 16:30	Saturday:	07:30 - 16:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	11,868	5.6%
Bookings collected at Ticket Office:	5,839	-
Ticket sold at the TVM(s):	2,978	1.4%
Bookings collected at the TVM(s):	21,207	-
Journeys from this station booked online:	196,630	93.0%
Cash payments received:	2,273	19.2% of total transactions
Warrant / voucher payments:	132	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	5	Online	Telesales	-
Rovers/Rangers	2	Online	On-Train	Telesales
Excess Fares*	342	Online	On-Train	-
Car Parking	1,102	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	422	GWR App	Online	-
Refunds processed:	75	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Charlbury

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	05:50 - 12:20	Mon-Fri:	05:50 - 12:20
Saturday:	06:45 - 13:15	Saturday:	06:45 - 13:15

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	3,898	3.0%
Bookings collected at Ticket Office:	712	-
Ticket sold at the TVM(s):	15,200	11.7%
Bookings collected at the TVM(s):	11,001	-
Journeys from this station booked online:	111,061	85.3%
Cash payments received:	283	7.3% of total transactions
Warrant / voucher payments:	4	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	169	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	33	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	139	GWR App	Online	-
Refunds processed:	7	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Cheltenham Spa

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:00 - 16:30	Sunday:	09:00 - 16:30
Mon-Fri:	06:15 - 20:15	Mon-Fri:	06:30 - 19:30
Saturday:	06:15 - 19:15	Saturday:	07:00 - 19:15

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	58,224	5.7%
Bookings collected at Ticket Office:	8,364	-
Ticket sold at the TVM(s):	39,851	3.9%
Bookings collected at the TVM(s):	101,593	-
Journeys from this station booked online:	926,620	90.4%
Cash payments received:	12,917	22.2% of total transactions
Warrant / voucher payments:	433	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	790	Online	Telesales	-
Rovers/Rangers	50	Online	On-Train	Telesales
Excess Fares*	917	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	51	On-Train	-	-
Railcards sold	1,379	GWR App	Online	-
Refunds processed:	109	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Chippenham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:40 - 19:50	Sunday:	07:40 - 19:50
Mon-Fri:	05:50 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	05:50 - 19:30	Saturday:	07:00 - 19:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	105,754	15.0%
Bookings collected at Ticket Office:	16,077	-
Ticket sold at the TVM(s):	81,651	11.6%
Bookings collected at the TVM(s):	101,528	-
Journeys from this station booked online:	518,566	73.5%
Cash payments received:	19,598	18.5% of total transactions
Warrant / voucher payments:	240	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	3,183	Online	Telesales	-
Rovers/Rangers	21	Online	On-Train	Telesales
Excess Fares*	806	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	29	On-Train	-	-
Railcards sold	1,301	GWR App	Online	-
Refunds processed:	219	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	3
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Cholsey

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:10 - 12:40	Mon-Fri:	06:10 - 12:40
Saturday:	07:00 - 13:30	Saturday:	07:00 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	10,910	15.6%
Bookings collected at Ticket Office:	1,008	-
Ticket sold at the TVM(s):	20,855	29.8%
Bookings collected at the TVM(s):	8,705	-
Journeys from this station booked online:	38,259	54.6%
Cash payments received:	1,113	10.2% of total transactions
Warrant / voucher payments:	6	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	648	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	153	App	-	-
Disabled discounts (D34/D50)	1	On-Train	-	-
Railcards sold	86	GWR App	Online	-
Refunds processed:	6	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Cookham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:50 - 11:30	Mon-Fri:	06:50 - 11:30
Saturday:	08:00 - 11:30	Saturday:	08:00 - 11:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	12,415	30.9%
Bookings collected at Ticket Office:	494	-
Ticket sold at the TVM(s):	15,525	38.6%
Bookings collected at the TVM(s):	2,719	-
Journeys from this station booked online:	12,283	30.5%
Cash payments received:	1,586	12.8% of total transactions
Warrant / voucher payments:	0	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,032	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	2	On-Train	-	-
Railcards sold	87	GWR App	Online	-
Refunds processed:	54	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Crowthorne

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:45 - 10:30	Mon-Fri:	06:45 - 10:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	263	1.4%
Bookings collected at Ticket Office:	32	-
Ticket sold at the TVM(s):	19,215	98.6%
Bookings collected at the TVM(s):	6,343	-
Journeys from this station booked online:	-	-
Cash payments received:	15	5.7% of total transactions
Warrant / voucher payments:	0	-

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	3	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	3	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	0
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Dawlish

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:05 - 19:00	Mon-Fri:	07:05 - 19:00
Saturday:	07:00 - 14:00	Saturday:	07:00 - 14:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	56,020	34.4%
Bookings collected at Ticket Office:	1,859	-
Ticket sold at the TVM(s):	40,625	25.0%
Bookings collected at the TVM(s):	8,162	-
Journeys from this station booked online:	66,088	40.6%
Cash payments received:	16,669	29.8% of total transactions
Warrant / voucher payments:	125	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,003	Online	Telesales	-
Rovers/Rangers	23	Online	On-Train	Telesales
Excess Fares*	98	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	12	On-Train	-	-
Railcards sold	1,073	GWR App	Online	-
Refunds processed:	69	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Didcot Parkway

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 19:40	Sunday:	08:00 - 19:40
Mon-Fri:	06:00 - 19:40	Mon-Fri:	06:30 - 19:30
Saturday:	06:30 - 19:40	Saturday:	07:00 - 19:40

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	288,011	25.8%
Bookings collected at Ticket Office:	34,458	-
Ticket sold at the TVM(s):	80,160	7.2%
Bookings collected at the TVM(s):	99,552	-
Journeys from this station booked online:	749,442	67.1%
Cash payments received:	40,946	14.2% of total transactions
Warrant / voucher payments:	352	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	14,486	Online	Telesales	-
Rovers/Rangers	11	Online	On-Train	Telesales
Excess Fares*	328	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	96	On-Train	-	-
Railcards sold	2,115	GWR App	Online	-
Refunds processed:	366	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	4
Number of TVMs:	3
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Evesham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:20 - 12:50	Mon-Fri:	06:20 - 12:50
Saturday:	07:20 - 13:50	Saturday:	07:20 - 13:50

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	13,800	13.0%
Bookings collected at Ticket Office:	3,803	-
Ticket sold at the TVM(s):	7,922	7.5%
Bookings collected at the TVM(s):	12,610	-
Journeys from this station booked online:	84,472	79.5%
Cash payments received:	2,780	20.1% of total transactions
Warrant / voucher payments:	71	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	237	Online	Telesales	-
Rovers/Rangers	9	Online	On-Train	Telesales
Excess Fares*	4	Online	On-Train	-
Car Parking	1,635	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	304	GWR App	Online	-
Refunds processed:	5	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Exeter Central

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:30 - 16:30	Sunday:	09:30 - 16:30
Mon-Fri:	07:50 - 18:15	Mon-Fri:	07:50 - 18:15
Saturday:	07:50 - 18:15	Saturday:	07:50 - 18:15

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	64,109	18.1%
Bookings collected at Ticket Office:	5,409	-
Ticket sold at the TVM(s):	88,926	25.1%
Bookings collected at the TVM(s):	28,683	-
Journeys from this station booked online:	200,727	56.7%
Cash payments received:	17,021	26.6% of total transactions
Warrant / voucher payments:	551	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,731	Online	Telesales	-
Rovers/Rangers	27	Online	On-Train	Telesales
Excess Fares*	583	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	153	On-Train	-	-
Railcards sold	3,411	GWR App	Online	-
Refunds processed:	130	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	3
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Exeter St Davids

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:30 - 20:40	Sunday:	07:30 - 20:30
Mon-Fri:	05:45 - 20:40	Mon-Fri:	06:30 - 19:30
Saturday:	06:15 - 20:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	183,315	12.1%
Bookings collected at Ticket Office:	69,360	-
Ticket sold at the TVM(s):	21,801	1.4%
Bookings collected at the TVM(s):	116,327	-
Journeys from this station booked online:	1,314,102	86.5%
Cash payments received:	46,103	25.1% of total transactions
Warrant / voucher payments:	661	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	9,569	Online	Telesales	-
Rovers/Rangers	152	Online	On-Train	Telesales
Excess Fares*	3,924	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	11	On-Train	-	-
Railcards sold	3,924	GWR App	Online	-
Refunds processed:	650	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Exmouth

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:10 - 15:25	Mon-Fri:	07:10 - 15:25
Saturday:	07:10 - 15:25	Saturday:	07:10 - 15:25

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	64,868	28.0%
Bookings collected at Ticket Office:	3,893	-
Ticket sold at the TVM(s):	71,464	30.8%
Bookings collected at the TVM(s):	16,168	-
Journeys from this station booked online:	95,539	41.2%
Cash payments received:	18,871	29.1% of total transactions
Warrant / voucher payments:	116	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	917	Online	Telesales	-
Rovers/Rangers	9	Online	On-Train	Telesales
Excess Fares*	354	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	59	On-Train	-	-
Railcards sold	1,991	GWR App	Online	-
Refunds processed:	138	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Filton Abbey Wood

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	16:15 - 19:15	Mon-Fri:	16:15 - 19:15
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	751
Bookings collected at Ticket Office:	-
Ticket sold at the TVM(s):	11,182
Bookings collected at the TVM(s):	9,696
Journeys from this station booked online:	-

Cash payments received:	0.0%
Warrant / voucher payments:	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card Only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Frome

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 12:00	Mon-Fri:	06:30 - 12:00
Saturday:	06:30 - 12:50	Saturday:	06:30 - 12:50

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	9,967	11.0%
Bookings collected at Ticket Office:	1,908	-
Ticket sold at the TVM(s):	8,660	9.6%
Bookings collected at the TVM(s):	14,365	-
Journeys from this station booked online:	72,031	79.5%
Cash payments received:	1,689	16.9% of total transactions
Warrant / voucher payments:	80	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	102	Online	Telesales	-
Rovers/Rangers	3	Online	On-Train	Telesales
Excess Fares*	9	Online	On-Train	-
Car Parking	304	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	210	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Furze Platt

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:45 - 11:30	Mon-Fri:	06:45 - 11:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	4,216	18.3%
Bookings collected at Ticket Office:	164	-
Ticket sold at the TVM(s):	4,001	17.4%
Bookings collected at the TVM(s):	607	-
Journeys from this station booked online:	14,796	64.3%
Cash payments received:	912	21.6% of total transactions
Warrant / voucher payments:	2	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	394	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	8	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Gloucester

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:00 - 18:00	Sunday:	09:00 - 18:00
Mon-Fri:	06:00 - 19:00	Mon-Fri:	06:00 - 19:00
Saturday:	07:00 - 19:00	Saturday:	07:00 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	101,395	14.4%
Bookings collected at Ticket Office:	21,973	-
Ticket sold at the TVM(s):	32,549	4.6%
Bookings collected at the TVM(s):	79,873	-
Journeys from this station booked online:	569,683	81.0%
Cash payments received:	29,865	29.5% of total transactions
Warrant / voucher payments:	528	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,311	Online	Telesales	-
Rovers/Rangers	71	Online	On-Train	Telesales
Excess Fares*	1,246	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	56	On-Train	-	-
Railcards sold	1,584	GWR App	Online	-
Refunds processed:	190	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	3
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Goring & Streatley

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:15 - 12:45	Mon-Fri:	06:15 - 12:45
Saturday:	07:00 - 13:30	Saturday:	07:00 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	23,073	22.7%
Bookings collected at Ticket Office:	1,246	-
Ticket sold at the TVM(s):	24,838	24.4%
Bookings collected at the TVM(s):	7,673	-
Journeys from this station booked online:	53,812	52.9%
Cash payments received:	2,588	11.2% of total transactions
Warrant / voucher payments:	21	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,064	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	4	Online	On-Train	-
Car Parking	550	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	229	GWR App	Online	-
Refunds processed:	43	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Henley-On-Thames

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:00 - 13:00	Mon-Fri:	06:00 - 13:00
Saturday:	07:00 - 13:00	Saturday:	07:00 - 13:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	1,322	1.4%
Bookings collected at Ticket Office:	96	-
Ticket sold at the TVM(s):	34,073	36.5%
Bookings collected at the TVM(s):	12,527	-
Journeys from this station booked online:	57,906	62.1%
Cash payments received:	218	16.5% of total transactions
Warrant / voucher payments:	0	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	17	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	2	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	5	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Kemble

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 13:00	Mon-Fri:	06:30 - 13:00
Saturday:	07:30 - 14:00	Saturday:	07:30 - 14:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	1,952	1.0%
Bookings collected at Ticket Office:	1,089	-
Ticket sold at the TVM(s):	9,459	4.7%
Bookings collected at the TVM(s):	39,477	-
Journeys from this station booked online:	191,080	94.4%
Cash payments received:	201	10.3% of total transactions
Warrant / voucher payments:	9	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	61	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	13	Online	On-Train	-
Car Parking	23	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	107	GWR App	Online	-
Refunds processed:	4	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Keynsham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:45 - 09:30	Mon-Fri:	06:45 - 09:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	5,587	
Bookings collected at Ticket Office:	-	
Ticket sold at the TVM(s):	22,050	
Bookings collected at the TVM(s):	17,628	
Journeys from this station booked online:	-	
Cash payments received:	536	9.6% of total transactions
Warrant / voucher payments:	74	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	-	Online	Telesales	-
Rovers/Rangers	-	Online	On-Train	Telesales
Excess Fares*	-	Online	On-Train	-
Car Parking	-	App	-	-
Disabled discounts (D34/D50)	-	On-Train	-	-
Railcards sold	-	GWR App	Online	-
Refunds processed:	-	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card Only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Kingham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	05:40 - 12:10	Mon-Fri:	05:40 - 12:10
Saturday:	06:40 - 13:10	Saturday:	06:40 - 13:10

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	10,583	8.9%
Bookings collected at Ticket Office:	2,292	-
Ticket sold at the TVM(s):	4,656	3.9%
Bookings collected at the TVM(s):	7,428	-
Journeys from this station booked online:	103,502	87.2%
Cash payments received:	820	7.7% of total transactions
Warrant / voucher payments:	4	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	308	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	18	Online	On-Train	-
Car Parking	1,963	App	-	-
Disabled discounts (D34/D50)	8	On-Train	-	-
Railcards sold	240	GWR App	Online	-
Refunds processed:	7	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Liskeard

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:15 - 16:45	Sunday:	09:15 - 16:45
Mon-Fri:	07:00 - 18:00	Mon-Fri:	07:00 - 18:00
Saturday:	08:00 - 18:00	Saturday:	08:00 - 18:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	28,679	21.5%
Bookings collected at Ticket Office:	3,257	-
Ticket sold at the TVM(s):	23,518	17.6%
Bookings collected at the TVM(s):	12,693	-
Journeys from this station booked online:	81,145	60.9%
Cash payments received:	6,969	24.3% of total transactions
Warrant / voucher payments:	162	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	654	Online	Telesales	-
Rovers/Rangers	10	Online	On-Train	Telesales
Excess Fares*	118	Online	On-Train	-
Car Parking	837	App	-	-
Disabled discounts (D34/D50)	7	On-Train	-	-
Railcards sold	1,174	GWR App	Online	-
Refunds processed:	84	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

London Paddington

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:00 - 22:00	Sunday:	07:30 - 20:30
Mon-Fri:	06:00 - 22:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:00 - 22:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	598,217	
Bookings collected at Ticket Office:	122,302	
Ticket sold at the TVM(s):	645,699	
Bookings collected at the TVM(s):	509,694	
Journeys from this station booked online:	-	
Cash payments received:	125,140	20.9% of total transactions
Warrant / voucher payments:	1,423	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	11,232	Online	Telesales	-
Rovers/Rangers	81	Online	On-Train	Telesales
Excess Fares*	40,063	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	6	On-Train	-	-
Railcards sold	7,445	GWR App	Online	-
Refunds processed:	2,299	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	9
Number of TVMs:	11
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Maidenhead

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 19:00	Sunday:	08:00 - 19:00
Mon-Fri:	06:00 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	07:00 - 20:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	222,706	25.8%
Bookings collected at Ticket Office:	12,659	-
Ticket sold at the TVM(s):	364,833	42.2%
Bookings collected at the TVM(s):	71,808	-
Journeys from this station booked online:	276,958	32.0%
Cash payments received:	41,394	18.6% of total transactions
Warrant / voucher payments:	476	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	19,949	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	377	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	47	On-Train	-	-
Railcards sold	1,057	GWR App	Online	-
Refunds processed:	773	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	6
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Moreton in Marsh

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 13:00	Mon-Fri:	06:30 - 13:00
Saturday:	06:30 - 13:00	Saturday:	06:30 - 13:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	12,660	9.2%
Bookings collected at Ticket Office:	2,646	-
Ticket sold at the TVM(s):	8,693	6.3%
Bookings collected at the TVM(s):	12,457	-
Journeys from this station booked online:	116,713	84.5%
Cash payments received:	1,552	12.3% of total transactions
Warrant / voucher payments:	8	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	62	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	39	Online	On-Train	-
Car Parking	1,507	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	375	GWR App	Online	-
Refunds processed:	53	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Mortimer

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 13:00	Mon-Fri:	06:30 - 13:00
Saturday:	07:30 - 14:00	Saturday:	07:30 - 14:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	6,758	17.2%
Bookings collected at Ticket Office:	539	-
Ticket sold at the TVM(s):	9,083	23.1%
Bookings collected at the TVM(s):	3,076	-
Journeys from this station booked online:	23,410	59.6%
Cash payments received:	445	6.6% of total transactions
Warrant / voucher payments:	16	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	238	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	2	Online	On-Train	-
Car Parking	662	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	47	GWR App	Online	-
Refunds processed:	27	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Nailsea & Backwell

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 09:45	Mon-Fri:	06:30 - 09:45
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	2,089	
Bookings collected at Ticket Office:	-	
Ticket sold at the TVM(s):	26,537	
Bookings collected at the TVM(s):	28,528	
Journeys from this station booked online:	-	
Cash payments received:	347	16.6% of total transactions
Warrant / voucher payments:	39	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Newbury

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:30 - 17:00	Sunday:	08:30 - 17:00
Mon-Fri:	06:00 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	07:00 - 19:00	Saturday:	07:00 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	77,870	17.0%
Bookings collected at Ticket Office:	12,181	-
Ticket sold at the TVM(s):	61,364	13.4%
Bookings collected at the TVM(s):	58,115	-
Journeys from this station booked online:	318,265	69.6%
Cash payments received:	13,696	17.6% of total transactions
Warrant / voucher payments:	392	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	4,603	Online	Telesales	-
Rovers/Rangers	5	Online	On-Train	Telesales
Excess Fares*	241	Online	On-Train	-
Car Parking	75	App	-	-
Disabled discounts (D34/D50)	19	On-Train	-	-
Railcards sold	1,283	GWR App	Online	-
Refunds processed:	340	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	4
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Newton Abbot

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:45 - 18:10	Sunday:	08:45 - 18:10
Mon-Fri:	06:00 - 19:10	Mon-Fri:	06:30 - 19:10
Saturday:	06:30 - 17:50	Saturday:	06:30 - 17:50

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	116,895	22.2%
Bookings collected at Ticket Office:	13,584	-
Ticket sold at the TVM(s):	32,273	6.1%
Bookings collected at the TVM(s):	46,742	-
Journeys from this station booked online:	378,515	71.7%
Cash payments received:	33,564	28.7% of total transactions
Warrant / voucher payments:	676	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	2,063	Online	Telesales	-
Rovers/Rangers	55	Online	On-Train	Telesales
Excess Fares*	947	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	2,472	GWR App	Online	-
Refunds processed:	171	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

North Camp

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 13:00	Mon-Fri:	06:30 - 13:00
Saturday:	07:15 - 13:45	Saturday:	07:15 - 13:45

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	6,847	8.1%
Bookings collected at Ticket Office:	596	-
Ticket sold at the TVM(s):	26,465	31.3%
Bookings collected at the TVM(s):	4,766	-
Journeys from this station booked online:	51,202	60.6%
Cash payments received:	1,268	18.5% of total transactions
Warrant / voucher payments:	5	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	345	Online	Telesales	-
Rovers/Rangers	1	Online	On-Train	Telesales
Excess Fares*	15	Online	On-Train	-
Car Parking	71	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	70	GWR App	Online	-
Refunds processed:	70	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Oldfield Park

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 10:30	Mon-Fri:	06:30 - 10:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	7,729	
Bookings collected at Ticket Office:	-	
Ticket sold at the TVM(s):	9,418	
Bookings collected at the TVM(s):	5,422	
Journeys from this station booked online:	-	
Cash payments received:	711	9.2% of total transactions
Warrant / voucher payments:	47	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card Only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Oxford

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 19:00	Sunday:	08:00 - 19:00
Mon-Fri:	06:00 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	07:30 - 20:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	252,718	10.4%
Bookings collected at Ticket Office:	57,076	-
Ticket sold at the TVM(s):	205,905	8.5%
Bookings collected at the TVM(s):	268,252	-
Journeys from this station booked online:	1,967,762	81.1%
Cash payments received:	45,511	18.0% of total transactions
Warrant / voucher payments:	1,722	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	8,637	Online	Telesales	-
Rovers/Rangers	36	Online	On-Train	Telesales
Excess Fares*	3,974	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	115	On-Train	-	-
Railcards sold	4,230	GWR App	Online	-
Refunds processed:	958	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	8
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Paignton

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:40 - 16:40	Sunday:	09:40 - 16:40
Mon-Fri:	06:55 - 18:00	Mon-Fri:	06:55 - 18:00
Saturday:	07:30 - 16:55	Saturday:	07:30 - 16:55

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	75,595	41.3%
Bookings collected at Ticket Office:	4,205	-
Ticket sold at the TVM(s):	19,242	10.5%
Bookings collected at the TVM(s):	20,589	-
Journeys from this station booked online:	88,341	48.2%
Cash payments received:	22,088	29.2% of total transactions
Warrant / voucher payments:	262	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	884	Online	Telesales	-
Rovers/Rangers	27	Online	On-Train	Telesales
Excess Fares*	565	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	16	On-Train	-	-
Railcards sold	2,157	GWR App	Online	-
Refunds processed:	165	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Pangbourne

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:20 - 12:50	Mon-Fri:	06:20 - 12:50
Saturday:	07:00 - 13:30	Saturday:	07:00 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	23,061	21.1%
Bookings collected at Ticket Office:	1,132	-
Ticket sold at the TVM(s):	32,581	29.8%
Bookings collected at the TVM(s):	7,531	-
Journeys from this station booked online:	53,669	49.1%
Cash payments received:	1,594	6.9% of total transactions
Warrant / voucher payments:	10	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,401	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	3	Online	On-Train	-
Car Parking	211	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	199	GWR App	Online	-
Refunds processed:	48	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Par

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:30 - 14:00	Mon-Fri:	07:30 - 14:00
Saturday:	08:00 - 14:30	Saturday:	08:00 - 14:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	13,622	13.1%
Bookings collected at Ticket Office:	1,546	-
Ticket sold at the TVM(s):	18,303	17.7%
Bookings collected at the TVM(s):	5,976	-
Journeys from this station booked online:	71,711	69.2%
Cash payments received:	3,656	26.8% of total transactions
Warrant / voucher payments:	27	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	254	Online	Telesales	-
Rovers/Rangers	3	Online	On-Train	Telesales
Excess Fares*	52	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	486	GWR App	Online	-
Refunds processed:	11	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Penzance

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:45 - 17:30	Sunday:	08:45 - 17:30
Mon-Fri:	06:45 - 19:30	Mon-Fri:	06:45 - 19:30
Saturday:	06:15 - 18:10	Saturday:	06:15 - 18:10

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	95,453	33.9%
Bookings collected at Ticket Office:	7,990	-
Ticket sold at the TVM(s):	21,570	7.7%
Bookings collected at the TVM(s):	22,594	-
Journeys from this station booked online:	164,875	58.5%
Cash payments received:	22,860	23.9% of total transactions
Warrant / voucher payments:	377	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	936	Online	Telesales	-
Rovers/Rangers	33	Online	On-Train	Telesales
Excess Fares*	1,403	Online	On-Train	-
Car Parking	739	App	-	-
Disabled discounts (D34/D50)	110	On-Train	-	-
Railcards sold	3,212	GWR App	Online	-
Refunds processed:	742	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Pewsey

Current Ticket Office times		Proposed Staffing Times	
Sunday:	-	Sunday:	--:-- - --:--
Mon-Fri:	06:10 - 12:40	Mon-Fri:	06:10 - 12:40
Saturday:	07:10 - 13:40	Saturday:	07:10 - 13:40

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	10,361	7.7%
Bookings collected at Ticket Office:	5,497	-
Ticket sold at the TVM(s):	2,337	1.7%
Bookings collected at the TVM(s):	13,985	-
Journeys from this station booked online:	121,113	90.5%
Cash payments received:	905	8.7% of total transactions
Warrant / voucher payments:	12	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	364	Online	Telesales	-
Rovers/Rangers	2	Online	On-Train	Telesales
Excess Fares*	41	Online	On-Train	-
Car Parking	1,056	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	267	GWR App	Online	-
Refunds processed:	126	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Plymouth

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 19:00	Sunday:	08:00 - 19:00
Mon-Fri:	06:25 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:25 - 19:00	Saturday:	07:00 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	184,468	16.1%
Bookings collected at Ticket Office:	50,406	-
Ticket sold at the TVM(s):	30,284	2.6%
Bookings collected at the TVM(s):	141,571	-
Journeys from this station booked online:	929,457	81.2%
Cash payments received:	49,480	26.8% of total transactions
Warrant / voucher payments:	1,212	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	2,070	Online	Telesales	-
Rovers/Rangers	88	Online	On-Train	Telesales
Excess Fares*	3,048	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	6	On-Train	-	-
Railcards sold	6,278	GWR App	Online	-
Refunds processed:	600	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	6
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Reading

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:15 - 22:00	Sunday:	07:30 - 20:00
Mon-Fri:	06:15 - 22:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:15 - 22:00	Saturday:	06:30 - 19:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	645,910	24.4%
Bookings collected at Ticket Office:	78,609	-
Ticket sold at the TVM(s):	787,638	29.8%
Bookings collected at the TVM(s):	411,772	-
Journeys from this station booked online:	1,213,679	45.8%
Cash payments received:	120,418	18.6% of total transactions
Warrant / voucher payments:	2,435	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	32,017	Online	Telesales	-
Rovers/Rangers	28	Online	On-Train	Telesales
Excess Fares*	7,505	Online	On-Train	-
Car Parking	3	App	-	-
Disabled discounts (D34/D50)	25	On-Train	-	-
Railcards sold	7,981	GWR App	Online	-
Refunds processed:	2,676	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	12
Number of TVMs:	11
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Reading West

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 10:45	Mon-Fri:	06:30 - 10:45
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	5,135	9.3%
Bookings collected at Ticket Office:	596	-
Ticket sold at the TVM(s):	18,818	34.2%
Bookings collected at the TVM(s):	8,823	-
Journeys from this station booked online:	31,125	56.5%
Cash payments received:	996	19.4% of total transactions
Warrant / voucher payments:	40	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	587	Online	Telesales	-
Rovers/Rangers	7	Online	On-Train	Telesales
Excess Fares*	5	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	10	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Redruth

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:00 - 16:30	Sunday:	09:00 - 16:30
Mon-Fri:	07:30 - 19:00	Mon-Fri:	07:30 - 19:00
Saturday:	07:30 - 19:00	Saturday:	07:30 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	36,860	26.3%
Bookings collected at Ticket Office:	2,856	-
Ticket sold at the TVM(s):	19,953	14.2%
Bookings collected at the TVM(s):	13,333	-
Journeys from this station booked online:	83,371	59.5%
Cash payments received:	10,433	28.3% of total transactions
Warrant / voucher payments:	116	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	626	Online	Telesales	-
Rovers/Rangers	9	Online	On-Train	Telesales
Excess Fares*	308	Online	On-Train	-
Car Parking	536	App	-	-
Disabled discounts (D34/D50)	8	On-Train	-	-
Railcards sold	1,162	GWR App	Online	-
Refunds processed:	94	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Slough

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:00 - 21:30	Sunday:	07:30 - 20:30
Mon-Fri:	06:00 - 21:30	Mon-Fri:	06:30 - 19:30
Saturday:	06:30 - 21:30	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	418,076	31.8%
Bookings collected at Ticket Office:	22,494	-
Ticket sold at the TVM(s):	470,908	35.9%
Bookings collected at the TVM(s):	80,366	-
Journeys from this station booked online:	424,106	32.3%
Cash payments received:	113,951	27.3% of total transactions
Warrant / voucher payments:	682	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	19,720	Online	Telesales	-
Rovers/Rangers	1	Online	On-Train	Telesales
Excess Fares*	508	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	5	On-Train	-	-
Railcards sold	1,538	GWR App	Online	-
Refunds processed:	505	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	5
Number of TVMs:	6
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

St Austell

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:00 - 16:30	Sunday:	09:00 - 16:30
Mon-Fri:	07:30 - 19:00	Mon-Fri:	07:30 - 19:00
Saturday:	07:30 - 19:00	Saturday:	07:30 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	60,005	31.7%
Bookings collected at Ticket Office:	9,187	-
Ticket sold at the TVM(s):	11,982	6.3%
Bookings collected at the TVM(s):	11,782	-
Journeys from this station booked online:	117,168	61.9%
Cash payments received:	14,271	23.8% of total transactions
Warrant / voucher payments:	143	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,043	Online	Telesales	-
Rovers/Rangers	9	Online	On-Train	Telesales
Excess Fares*	285	Online	On-Train	-
Car Parking	1,060	App	-	-
Disabled discounts (D34/D50)	6	On-Train	-	-
Railcards sold	1,855	GWR App	Online	-
Refunds processed:	67	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

St Erth

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:30 - 14:45	Mon-Fri:	07:30 - 14:45
Saturday:	08:00 - 13:00	Saturday:	08:00 - 13:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	40,838	27.7%
Bookings collected at Ticket Office:	2,203	-
Ticket sold at the TVM(s):	21,991	14.9%
Bookings collected at the TVM(s):	5,552	-
Journeys from this station booked online:	84,447	57.3%
Cash payments received:	8,689	21.3% of total transactions
Warrant / voucher payments:	56	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	61	Online	Telesales	-
Rovers/Rangers	1	Online	On-Train	Telesales
Excess Fares*	136	Online	On-Train	-
Car Parking	2,901	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	491	GWR App	Online	-
Refunds processed:	14	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Stonehouse Glos

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:10 - 10:45	Mon-Fri:	06:10 - 10:45
Saturday:	07:10 - 10:40	Saturday:	07:10 - 10:40

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	873	1.2%
Bookings collected at Ticket Office:	512	-
Ticket sold at the TVM(s):	7,617	10.1%
Bookings collected at the TVM(s):	12,154	-
Journeys from this station booked online:	66,901	88.7%
Cash payments received:	204	23.4% of total transactions
Warrant / voucher payments:	1	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	27	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	8	Online	On-Train	-
Car Parking	51	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	22	GWR App	Online	-
Refunds processed:	1	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Stroud

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:45 - 17:00	Sunday:	09:45 - 17:00
Mon-Fri:	06:30 - 18:00	Mon-Fri:	06:30 - 18:00
Saturday:	07:15 - 14:30	Saturday:	07:15 - 14:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	36,140	14.5%
Bookings collected at Ticket Office:	9,851	-
Ticket sold at the TVM(s):	12,612	5.1%
Bookings collected at the TVM(s):	40,268	-
Journeys from this station booked online:	200,557	80.4%
Cash payments received:	8,824	24.4% of total transactions
Warrant / voucher payments:	144	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	264	Online	Telesales	-
Rovers/Rangers	16	Online	On-Train	Telesales
Excess Fares*	400	Online	On-Train	-
Car Parking	1,687	App	-	-
Disabled discounts (D34/D50)	10	On-Train	-	-
Railcards sold	1,045	GWR App	Online	-
Refunds processed:	166	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Swindon

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 20:00	Sunday:	08:00 - 20:00
Mon-Fri:	06:30 - 20:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:30 - 19:30	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	219,236	14.9%
Bookings collected at Ticket Office:	53,193	-
Ticket sold at the TVM(s):	49,663	3.4%
Bookings collected at the TVM(s):	206,949	-
Journeys from this station booked online:	1,203,905	81.7%
Cash payments received:	41,868	19.1% of total transactions
Warrant / voucher payments:	643	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	4,912	Online	Telesales	-
Rovers/Rangers	106	Online	On-Train	Telesales
Excess Fares*	1,991	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	8	On-Train	-	-
Railcards sold	2,708	GWR App	Online	-
Refunds processed:	1,020	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	4
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Taunton

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 19:00	Sunday:	08:00 - 19:00
Mon-Fri:	06:30 - 19:00	Mon-Fri:	06:30 - 19:00
Saturday:	06:30 - 19:00	Saturday:	06:30 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	107,433	13.3%
Bookings collected at Ticket Office:	28,230	-
Ticket sold at the TVM(s):	31,642	3.9%
Bookings collected at the TVM(s):	80,418	-
Journeys from this station booked online:	667,681	82.8%
Cash payments received:	22,653	21.1% of total transactions
Warrant / voucher payments:	794	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,085	Online	Telesales	-
Rovers/Rangers	70	Online	On-Train	Telesales
Excess Fares*	2,016	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	108	On-Train	-	-
Railcards sold	2,392	GWR App	Online	-
Refunds processed:	706	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	3
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Teignmouth

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:10 - 19:00	Mon-Fri:	07:10 - 19:00
Saturday:	07:00 - 14:00	Saturday:	07:00 - 14:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	49,550	26.6%
Bookings collected at Ticket Office:	1,675	-
Ticket sold at the TVM(s):	44,423	23.9%
Bookings collected at the TVM(s):	13,237	-
Journeys from this station booked online:	92,272	49.5%
Cash payments received:	14,075	28.4% of total transactions
Warrant / voucher payments:	99	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,086	Online	Telesales	-
Rovers/Rangers	22	Online	On-Train	Telesales
Excess Fares*	105	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	27	On-Train	-	-
Railcards sold	1,235	GWR App	Online	-
Refunds processed:	128	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Thatcham

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:00 - 12:30	Mon-Fri:	06:00 - 12:30
Saturday:	06:50 - 13:20	Saturday:	06:50 - 13:20

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	32,450	26.2%
Bookings collected at Ticket Office:	4,879	-
Ticket sold at the TVM(s):	23,009	18.6%
Bookings collected at the TVM(s):	14,315	-
Journeys from this station booked online:	68,444	55.2%
Cash payments received:	3,537	10.9% of total transactions
Warrant / voucher payments:	33	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,739	Online	Telesales	-
Rovers/Rangers	2	Online	On-Train	Telesales
Excess Fares*	36	Online	On-Train	-
Car Parking	601	App	-	-
Disabled discounts (D34/D50)	2	On-Train	-	-
Railcards sold	226	GWR App	Online	-
Refunds processed:	67	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Theale

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 13:00	Mon-Fri:	06:30 - 13:00
Saturday:	07:00 - 13:30	Saturday:	07:00 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	17,902	22.5%
Bookings collected at Ticket Office:	2,136	-
Ticket sold at the TVM(s):	16,988	21.4%
Bookings collected at the TVM(s):	11,969	-
Journeys from this station booked online:	44,629	56.1%
Cash payments received:	1,154	6.4% of total transactions
Warrant / voucher payments:	50	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	748	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	5	Online	On-Train	-
Car Parking	1,898	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	106	GWR App	Online	-
Refunds processed:	33	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Tilehurst

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:25 - 12:55	Mon-Fri:	06:25 - 12:55
Saturday:	07:00 - 13:30	Saturday:	07:00 - 13:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	18,035	15.9%
Bookings collected at Ticket Office:	1,968	-
Ticket sold at the TVM(s):	31,370	27.7%
Bookings collected at the TVM(s):	11,691	-
Journeys from this station booked online:	63,723	56.3%
Cash payments received:	1,976	11.0% of total transactions
Warrant / voucher payments:	3	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,208	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	1	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	167	GWR App	Online	-
Refunds processed:	25	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Tiverton Parkway

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:00 - 17:00	Sunday:	09:00 - 17:00
Mon-Fri:	06:05 - 18:00	Mon-Fri:	06:05 - 18:00
Saturday:	07:05 - 17:00	Saturday:	07:05 - 17:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	30,121	9.2%
Bookings collected at Ticket Office:	9,627	-
Ticket sold at the TVM(s):	7,765	2.4%
Bookings collected at the TVM(s):	42,878	-
Journeys from this station booked online:	287,815	88.4%
Cash payments received:	4,628	15.4% of total transactions
Warrant / voucher payments:	94	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	265	Online	Telesales	-
Rovers/Rangers	19	Online	On-Train	Telesales
Excess Fares*	412	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	787	GWR App	Online	-
Refunds processed:	74	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Torquay

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:40 - 17:10	Sunday:	09:40 - 17:10
Mon-Fri:	07:10 - 17:00	Mon-Fri:	07:10 - 17:00
Saturday:	07:00 - 17:00	Saturday:	07:00 - 17:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	37,984	29.4%
Bookings collected at Ticket Office:	4,767	-
Ticket sold at the TVM(s):	14,416	11.2%
Bookings collected at the TVM(s):	14,793	-
Journeys from this station booked online:	76,612	59.4%
Cash payments received:	9,290	24.5% of total transactions
Warrant / voucher payments:	247	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	131	Online	Telesales	-
Rovers/Rangers	21	Online	On-Train	Telesales
Excess Fares*	304	Online	On-Train	-
Car Parking	4	App	-	-
Disabled discounts (D34/D50)	7	On-Train	-	-
Railcards sold	1,460	GWR App	Online	-
Refunds processed:	88	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Totnes

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:25 - 17:00	Sunday:	09:25 - 17:00
Mon-Fri:	07:25 - 16:10	Mon-Fri:	07:25 - 16:10
Saturday:	07:25 - 15:45	Saturday:	07:25 - 15:45

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	31,723	9.9%
Bookings collected at Ticket Office:	3,870	-
Ticket sold at the TVM(s):	19,980	6.2%
Bookings collected at the TVM(s):	41,805	-
Journeys from this station booked online:	268,706	83.9%
Cash payments received:	6,502	20.5% of total transactions
Warrant / voucher payments:	121	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	256	Online	Telesales	-
Rovers/Rangers	6	Online	On-Train	Telesales
Excess Fares*	433	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	4	On-Train	-	-
Railcards sold	1,482	GWR App	Online	-
Refunds processed:	148	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	1
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Trowbridge

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:20 - 16:50	Sunday:	09:20 - 16:50
Mon-Fri:	06:40 - 13:10	Mon-Fri:	06:40 - 13:10
Saturday:	06:40 - 14:50	Saturday:	06:40 - 14:50

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	31,698	13.3%
Bookings collected at Ticket Office:	1,588	-
Ticket sold at the TVM(s):	36,728	15.4%
Bookings collected at the TVM(s):	24,961	-
Journeys from this station booked online:	169,304	71.2%
Cash payments received:	7,831	24.7% of total transactions
Warrant / voucher payments:	144	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	370	Online	Telesales	-
Rovers/Rangers	9	Online	On-Train	Telesales
Excess Fares*	29	Online	On-Train	-
Car Parking	2	App	-	-
Disabled discounts (D34/D50)	23	On-Train	-	-
Railcards sold	407	GWR App	Online	-
Refunds processed:	3	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	2
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Truro

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:15 - 18:30	Sunday:	09:15 - 18:30
Mon-Fri:	06:45 - 20:05	Mon-Fri:	06:45 - 20:05
Saturday:	06:40 - 19:05	Saturday:	06:40 - 19:05

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	128,548	30.4%
Bookings collected at Ticket Office:	19,659	-
Ticket sold at the TVM(s):	26,457	6.3%
Bookings collected at the TVM(s):	33,527	-
Journeys from this station booked online:	267,430	63.3%
Cash payments received:	26,669	20.7% of total transactions
Warrant / voucher payments:	511	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	3,261	Online	Telesales	-
Rovers/Rangers	197	Online	On-Train	Telesales
Excess Fares*	1,761	Online	On-Train	-
Car Parking	1,759	App	-	-
Disabled discounts (D34/D50)	37	On-Train	-	-
Railcards sold	4,051	GWR App	Online	-
Refunds processed:	663	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	4
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Twyford

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:15 - 15:00	Sunday:	08:15 - 15:00
Mon-Fri:	06:00 - 19:00	Mon-Fri:	06:00 - 19:00
Saturday:	06:45 - 15:30	Saturday:	06:45 - 15:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	98,202	25.2%
Bookings collected at Ticket Office:	3,911	-
Ticket sold at the TVM(s):	118,035	30.3%
Bookings collected at the TVM(s):	41,997	-
Journeys from this station booked online:	173,786	44.6%
Cash payments received:	11,350	11.6% of total transactions
Warrant / voucher payments:	163	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	6,973	Online	Telesales	-
Rovers/Rangers	4	Online	On-Train	Telesales
Excess Fares*	51	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	1	On-Train	-	-
Railcards sold	583	GWR App	Online	-
Refunds processed:	157	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Warminster

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:00 - 13:30	Mon-Fri:	07:00 - 13:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	21,456	19.1%
Bookings collected at Ticket Office:	942	-
Ticket sold at the TVM(s):	14,099	12.6%
Bookings collected at the TVM(s):	13,352	-
Journeys from this station booked online:	76,586	68.3%
Cash payments received:	4,990	23.3% of total transactions
Warrant / voucher payments:	76	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	211	Online	Telesales	-
Rovers/Rangers	2	Online	On-Train	Telesales
Excess Fares*	19	Online	On-Train	-
Car Parking	794	App	-	-
Disabled discounts (D34/D50)	2	On-Train	-	-
Railcards sold	376	GWR App	Online	-
Refunds processed:	62	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Westbury Wilts

Current Ticket Office times		Proposed Staffing Times	
Sunday:	11:35 - 18:00	Sunday:	11:35 - 18:00
Mon-Fri:	06:50 - 17:00	Mon-Fri:	06:50 - 17:00
Saturday:	07:40 - 13:40	Saturday:	07:40 - 13:40

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	26,526	8.0%
Bookings collected at Ticket Office:	4,050	-
Ticket sold at the TVM(s):	31,129	9.4%
Bookings collected at the TVM(s):	32,620	-
Journeys from this station booked online:	274,897	82.7%
Cash payments received:	5,604	21.1% of total transactions
Warrant / voucher payments:	179	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	756	Online	Telesales	-
Rovers/Rangers	18	Online	On-Train	Telesales
Excess Fares*	313	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	12	On-Train	-	-
Railcards sold	363	GWR App	Online	-
Refunds processed:	274	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Weston-super-Mare

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:30 - 18:20	Sunday:	08:30 - 18:20
Mon-Fri:	06:10 - 17:45	Mon-Fri:	06:10 - 17:45
Saturday:	06:10 - 17:45	Saturday:	06:10 - 17:45

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	91,124	29.0%
Bookings collected at Ticket Office:	10,646	-
Ticket sold at the TVM(s):	41,258	13.1%
Bookings collected at the TVM(s):	28,985	-
Journeys from this station booked online:	181,389	57.8%
Cash payments received:	26,784	29.4% of total transactions
Warrant / voucher payments:	314	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	1,406	Online	Telesales	-
Rovers/Rangers	60	Online	On-Train	Telesales
Excess Fares*	667	Online	On-Train	-
Car Parking	2,451	App	-	-
Disabled discounts (D34/D50)	70	On-Train	-	-
Railcards sold	1,446	GWR App	Online	-
Refunds processed:	370	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	3
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Windsor & Eton Central

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:20 - 17:50	Sunday:	08:20 - 17:50
Mon-Fri:	06:40 - 19:00	Mon-Fri:	06:40 - 19:00
Saturday:	06:40 - 19:00	Saturday:	06:40 - 19:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	91,432	38.2%
Bookings collected at Ticket Office:	4,458	-
Ticket sold at the TVM(s):	73,540	30.7%
Bookings collected at the TVM(s):	16,859	-
Journeys from this station booked online:	74,187	31.0%
Cash payments received:	20,526	22.4% of total transactions
Warrant / voucher payments:	124	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	2,122	Online	Telesales	-
Rovers/Rangers	1	Online	On-Train	Telesales
Excess Fares*	63	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	449	GWR App	Online	-
Refunds processed:	94	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Worcestershire Parkway

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:00 - 16:30	Sunday:	08:00 - 16:30
Mon-Fri:	05:00 - 20:00	Mon-Fri:	05:00 - 20:00
Saturday:	07:00 - 20:00	Saturday:	07:00 - 20:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	20,312	10.3%
Bookings collected at Ticket Office:	6,381	-
Ticket sold at the TVM(s):	4,098	2.1%
Bookings collected at the TVM(s):	17,531	-
Journeys from this station booked online:	172,783	87.6%
Cash payments received:	2,753	13.6% of total transactions
Warrant / voucher payments:	62	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	336	Online	Telesales	-
Rovers/Rangers	13	Online	On-Train	Telesales
Excess Fares*	176	Online	On-Train	-
Car Parking	3	App	-	-
Disabled discounts (D34/D50)	9	On-Train	-	-
Railcards sold	230	GWR App	Online	-
Refunds processed:	89	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	3
Number of TVMs:	3
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Reduce open windows.

Proposed changes - Jun-Sep 2024

No changes proposed

Proposed changes - Sep-Dec 2024

Ticket Office windows close

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Yatton

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:30 - 12:30	Mon-Fri:	06:30 - 12:30
Saturday:	07:00 - 12:00	Saturday:	07:00 - 12:00

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	19,912	13.1%
Bookings collected at Ticket Office:	4,298	-
Ticket sold at the TVM(s):	14,395	9.4%
Bookings collected at the TVM(s):	6,224	-
Journeys from this station booked online:	118,050	77.5%
Cash payments received:	3,468	17.4% of total transactions
Warrant / voucher payments:	23	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	385	Online	Telesales	-
Rovers/Rangers	11	Online	On-Train	Telesales
Excess Fares*	97	Online	On-Train	-
Car Parking	1,276	App	-	-
Disabled discounts (D34/D50)	5	On-Train	-	-
Railcards sold	315	GWR App	Online	-
Refunds processed:	102	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	0
TVM payments accepted:	Card only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Yeovil Pen Mill

Current Ticket Office times		Proposed Staffing Times	
Sunday:	14:30 - 17:00	Sunday:	14:30 - 17:00
Mon-Fri:	07:20 - 18:25	Mon-Fri:	07:20 - 18:25
Saturday:	07:20 - 14:10	Saturday:	07:20 - 14:10

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	13,038	
Bookings collected at Ticket Office:	1,712	
Ticket sold at the TVM(s):	No TVM	
Bookings collected at the TVM(s):	No TVM	
Journeys from this station booked online:	47,526	
Cash payments received:	3,010	23.1% of total transactions
Warrant / voucher payments:	85	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	5	Online	Telesales	-
Rovers/Rangers	4	Online	On-Train	Telesales
Excess Fares*	39	Online	On-Train	-
Car Parking	976	App	-	-
Disabled discounts (D34/D50)	22	On-Train	-	-
Railcards sold	167	GWR App	Online	-
Refunds processed:	38	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	0
TVM payments accepted:	No TVM

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Worle

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:00 - 09:30	Mon-Fri:	06:00 - 09:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	6,719	
Bookings collected at Ticket Office:	-	
Ticket sold at the TVM(s):	17,294	
Bookings collected at the TVM(s):	14,465	
Journeys from this station booked online:	-	
Cash payments received:	745	11.1% of total transactions
Warrant / voucher payments:	30	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card Only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Yate

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	07:00 - 11:00	Mon-Fri:	07:00 - 11:00
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	4,118	
Bookings collected at Ticket Office:	-	
Ticket sold at the TVM(s):	19,596	
Bookings collected at the TVM(s):	22,976	
Journeys from this station booked online:	-	
Cash payments received:	1,080	26.2% of total transactions
Warrant / voucher payments:	5	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	0	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	0	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Card Only

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

-

Proposed changes - Sep-Dec 2024

-

Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed

Appendix A

Alternative purchasing channels available to customers by product

	TVM	On-Train	Online	Telesales	
STANDARD SINGLE	✓	✓	✓	✓	
FIRST SINGLE	✓	✓	✓	✓	
STANDARD RETURN	✓	✓	✓	✓	
FIRST RETURN	✓	✓	✓	✓	
SAVER	✓	✓	✓	✓	
SUPERSAVER	✓	✓	✓	✓	
FIRST REDUCED	✓	✓	✓	✓	
CHEAP DAY SINGLE	✓	✓	✓	✓	
STD CHEAP DAY RTN/DAY TRVLCARD	✓	✓	✓	✓	
FIRST CHEAP DAY RTN/DAY TRVLCARD	✓	✓	✓	✓	
STD SEASONS WEEKLY	✓	✓	✓	✓	
FIRST SEASONS WEEKLY	✓	✓	✓	✓	
STD SEASONS UP TO 90 DAYS VB1			✓	✓	
FIRST SEASONS UP TO 90 DAYS VB1			✓	✓	
STD SEASONS 91-180 DAYS VB2A			✓	✓	
FIRST SEASONS 91-180 DAYS VB2A			✓	✓	
STD SEASONS 180-359 DAYS VB2B			✓	✓	
FIRST SEASONS 180-359 DAYS VB2B			✓	✓	
STD SEASONS ANNUAL			✓	✓	
FIRST SEASONS ANNUAL			✓	✓	
SEASON CHANGEOVER					
STANDARD FLEXI SEASON			✓		
RAILCARD SALES					
National Railcards			✓	✓	
Devon & Cornwall Railcard			✓		
Cotswold Railcard					
EXCESS/PENALTY FARES					
Alt Route		✓			
Peak Period		✓			
Over Distance		✓			
Std-1st		✓			
Advance Purchase changes			(See Note 1)		
APEX SINGLE/RETURN			✓	✓	
FIRST ADVANCE PURCHASE			✓	✓	
OTHER ADVANCE PURCHASE SGL/RTN			✓	✓	
OTHER REDUCED SINGLE/RETURN			✓	✓	
REFUNDS BY FLOW ORDINARY					
REFUNDS BY FLOW SEASONS					
ROVER TICKETS		✓	✓	✓	
SLEEPER SUPPLEMENT			✓	✓	
INCLUSIVE TOURS					
MISCELLANEOUS					
Seat reservations			✓	✓	
Cycle reservations			✓	✓	
CAR PARKING	(See Note 2)				