West Midlands Railway | London Northwestern Railway

Operated by West Midlands Trains

Jul 17, 2020 09:32 BST

London Northwestern Railway taking extra steps to keep all passengers moving safely this summer

London Northwestern Railway is reassuring customers who require assistance when travelling that help is still available on the rail network despite the impact of coronavirus.

The operator has released a series of informative videos detailing the steps railway staff are taking to help passengers with support needs travel on trains and at stations.

The videos explain how staff are wearing protective equipment and maintaining arm contact with visually-impaired passengers while keeping as much physical distance as possible. A thorough wheelchair cleaning regime has also been introduced at stations.

Lawrence Bowman, customer experience director, said: “In this new era of travel it is vitally important that we make sure passengers who need extra help when travelling are not left behind.

“We have made great strides in recent years in improving accessibility on the railway network and we are determined to continue that good work while we adjust to social distancing requirements.

“I would encourage passengers to use our website or phone line to book free assistance in advance wherever possible to help us provide the best possible service.”

Last year London Northwestern Railway and sister company West Midlands Railway carried out almost 50,000 acts of passenger assistance between them across the network.

The operators are also reminding passengers that it is compulsory to wear a face covering on board trains. Exemptions apply – see www.lnr.uk/facecoverings for more details.

To book assistance, passengers should visit www.lnr.uk/assistance or call 0800 024 8998.

About West Midlands Trains

For further information on this release, call our press office on 03300 955150 or email press.office@wmtrains.co.uk

West Midlands Trains operates both West Midlands Railway and London Northwestern Railway services.

- **London Northwestern Railway** services operate between

Liverpool and Birmingham, and on the West Coast Main Line to and from London Euston.

- **West Midlands Railway** services operate to destinations across the West Midlands via Birmingham New Street and Birmingham Snow Hill.

For more information on these services visit westmidlandsrailway.co.uk or londonnorthwesternrailway.co.uk

The West Midlands Trains franchise started on 10 December 2017 and will run until 2025/26.

If you have been sent this press release, this is because we believe this to be of interest to you.

To sign up for all future releases, visit our newsroom and subscribe to our updates. You can unsubscribe to our releases at any time.

Contacts

Press Office - Media Use Only
Press Contact
press.office@wmtrains.co.uk
03300 955150

Liam Bolland
Press Contact
Media Relations Executive
liam.bolland@wmtrains.co.uk