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Passengers reminded of changes at Stratford-upon-Avon station as £1.5m revamp gets underway

Passengers are being reminded that a £1.5m package of improvements is to ramp up at Stratford-upon-Avon station.

From Monday 18 March, Network Rail, West Midlands Railway and Warwickshire County Council will increase work at the Warwickshire station to deliver a range of upgrades. These will include new waiting and seating areas, better retail facilities, accessible toilets, and cycle racks.

The work is part of Britain's Railway Upgrade Plan and is expected to be complete in July. No impacts to Shakespeare line train services are expected during the station upgrade.

When work starts on Monday, the main station building and ticket office will be closed to passengers, meaning changes for those wanting to buy tickets for the first two weeks of the project. Passengers will be unable to purchase advanced fares or season tickets for more than seven days from the station until a temporary ticket office is installed. The station's ticket vending machine will still be available, and mobile ticket sellers will be on hand at certain times.

Rod Sillence, sponsor for Network Rail, said: "The £1.5m of improvements at Stratford-upon-Avon will give station-users a more pleasant experience with the re-building of the booking hall, an improved seating area and retail offering. The scale of this work has significantly increased since it was first announced in 2015, and these improvements will provide a 21st century gateway for this historically significant, world-famous town."

Brenda Lawrence, head of stations for West Midlands Railway, said: "The investment at Stratford-upon-Avon will significantly improve the experience for our passengers in the long run, but there will be some changes around the station while this work takes place.

"Over the next couple of weeks there will be changes to ticket purchasing facilities, with mobile ticket sellers in place at certain times to provide assistance to passengers purchasing most walk-up tickets. Customers will still be able to use the station's ticket vending machine.

"Tickets can always be purchased online through our website or app, and those looking to renew season tickets or purchase advance fares, should do this either online or at an alternative station until full temporary ticket office facilities are in place. We would also advise passengers to plan in advance and leave a bit of extra time to get to and from platforms while work take place."

Cllr Jeff Clarke, Warwickshire County Council Portfolio Holder for Transport and Planning, said: "Warwickshire County Council is happy that Stratford-upon-Avon Station is getting the refurbishment it needs, including a new booking hall, waiting room and increased facilities. Warwickshire County Council aims to ensure that passengers and visitors get the best and easiest travel experience when visiting our county.

"Once complete, Stratford-upon-Avon station will better serve the residents

and thousands of visitors who come to Stratford every year to see the many sights in the town."

The project is being funded by £1.3m from the Department of Transport's National Stations Improvement Programme fund.

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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 mainline to and from London Euston.
- **West Midlands Railway** services operate to destinations across the West Midlands via Birmingham New Street.

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.

West Midlands Trains operates 1,300 services a day, manages 150 stations and provides over 70 million passenger journeys a year. Over the course of the franchise, West Midlands Trains will be investing £1 billion into the rail network to deliver new trains, improved routes and station upgrades. This will include 400 new train carriages across the network and space for an extra 85,000 passengers into Birmingham and London at peak times.

The franchise is a joint venture between Abellio (70.1% share) and East Japan Railway Company / Mitsui & Co., Ltd (29.9% share in a 50:50 split). Abellio is the international passenger transport subsidiary of the Dutch national railway company, Nederlandse Spoorwegen. In the UK, Abellio operates ScotRail and Greater Anglia train services, Merseyrail services in a joint venture with Serco and buses through Abellio London. For more information visit www.abellio.com

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