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Christmas Travel Window refunds confirmed for London Northwestern Railway passengers

Train operator London Northwestern Railway (LNR) has confirmed the refund process for customers whose Christmas journey plans have changed following the latest Government advice.

Passengers with tickets for travel from tomorrow (Wed 23) until Sunday 27 December which were purchased on or after November 24 can rebook or refund their journeys for free. Full details on the process and the application form are available online [here](#).

Meanwhile, LNR is reminding passengers travelling over the Christmas and New Year period to plan ahead, with a number of timetable changes in place. Customers are reminded to check the latest Government travel advice and that only essential journeys should be made to or from Tier 4 areas

Lawrence Bowman, customer experience director for London Northwestern Railway, said:

"We know many of our customers purchased their Christmas tickets in advance and following the change in travel advice we have moved quickly to make sure the refund process is as easy as possible.

"For those people who are still travelling we are continuing to run the longest trains possible to help social distancing as well as maintaining our enhanced cleaning regimes. Face coverings remain mandatory on board unless exempt for medical reasons.

"I would like to wish all our customers a Merry Christmas - however they will be celebrating - and we look forward to welcoming more passengers back to the railway in 2021."

Christmas and New Year timetable changes include:

- No LNR services will run on Christmas Day or Boxing Day
- Last trains will depart earlier than usual on Christmas Eve and New Year's Eve
- A normal Sunday service will operate on December 27, although first trains may be later than usual
- A Sunday level of service will run on New Year's Day. Buses will replace trains between Wolverhampton and Birmingham New Street until midday due to essential engineering works
- Rail replacement bus services are in use on the Abbey Line (Watford Junction-St Albans Abbey) and Marston Vale Line (Bedford-Bletchley) until Monday 4 January 2021

Latest travel information is available at www.lnr.uk/plan and by following @LNRailway on Twitter.

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

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