



Euston station concourse

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Improvements at London Euston to enhance facilities, accessibility and customer experience

Passengers using London Euston will benefit from a package of customer focused upgrades this spring as Network Rail continues its programme of improvements across one of the country's busiest stations.

On Monday (2 March), work will begin to upgrade the Assisted Travel Lounge, creating a more comfortable and accessible space with increased seating capacity and improved information for customers who need additional support when travelling.

While the work takes place during March, the station's passenger assistance team will continue to help customers from a temporary location in the seating area between the ramps to platforms 11 and 12. Staff will be on hand to guide passengers to the temporary area and help them onto trains as usual.

Refurbishments to Euston station's assisted travel lounge include:

- Nearly doubling current seating capacity from 18 to 27, helping to meet growing demand for passenger assistance at one of the UK's busiest stations.
- Replacing the ceiling, flooring, lighting and furniture to transform the facility and make it more welcoming, comfortable and accessible for everyone.
- Introducing new screens and better technology to improve information provision for customers and helping staff assist passengers more easily.

Alongside a firm commitment to keep customer information on Euston's large screen, a two-week trial* to test advertising content on the screen's outer sections will also begin on Monday (2 March). The trial has been developed using feedback from customers and stakeholders, following lessons learned when the full-width screen was first introduced in 2024.

In response to that feedback, Network Rail has retained the central section of the screen for departure and customer information only. This ensures that train information remains clear, prominent, and easy to read at all times. Any future revenue generated from advertising - should it be adopted - will be reinvested into improvements benefitting passengers.

Later in March, construction will begin on a new customer service hub on the station concourse. Designed in collaboration with the Euston station team, the hub will bring rail industry staff together in one central, highly visible location, making it quicker and easier for passengers to get the help they need.

Across March and April, work will also begin to increase the amount of customer seating at Euston. First, brand new seating will be installed on the east side of the concourse, near to the ramps down to platforms 4-7. Then in April, the seating on the upstairs mezzanine will be improved and increased.

This will include a refurbishment of the station's quiet-lounge seating, giving customers more space to relax away from the concourse and providing a calmer environment for those who want it.

Amanda Webster-Uz, head of operations for London Euston station, said:

“Customers are at the heart of everything we do at London Euston, and our latest phase of upgrades will make the station more accessible and welcoming for everyone.

“While work continues to plan for Euston’s long-term future, we’re committed to delivering meaningful improvements that put today’s customers first.”

Jonny Wiseman, customer experience director at London Northwestern Railway, said: “We are working closely with colleagues at Euston station to drive improvements for passengers. The centralised customer service hub will bring colleagues from LNR, Network Rail and Avanti together to provide streamlined, timely passenger information, ensuring customers get the support they need quickly. We are looking forward to launching the new hub in the coming months.”

Adrian Worsfold, customer operations manager at Avanti West Coast, said: “The new customer information hub is the latest step in our joint industry work to improve the experience for customers travelling to and from London Euston. Once in place, it will give customers a central point to access the information they need for their journey and support our staff – alongside other operators and Network Rail – in delivering a more consistent, seamless service.”

For more information on how to book assisted travel visit:
www.networkrail.co.uk/communities/passengers/planning-a-trip/assisted-travel/

About London Northwestern Railway and West Midlands Railway

For further information on this release, email press.office@wmtrains.co.uk

- **London Northwestern Railway** services operate between

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