

EVOLVING AND ENHANCING OUR STATIONS

Summer 2023



LNER

Customer needs are evolving, and we are too

More of our customers are traveling for leisure than ever before. They prefer to book online or via an App and they want access to the best value tickets instantly.

Across our route, 87% of tickets are now purchased online, while only 6% are purchased at Ticket Offices* and 7% through Ticket Vending Machines (TVMs). This has prompted the industry to look at how we can do things differently to support this shift in travel behaviours.

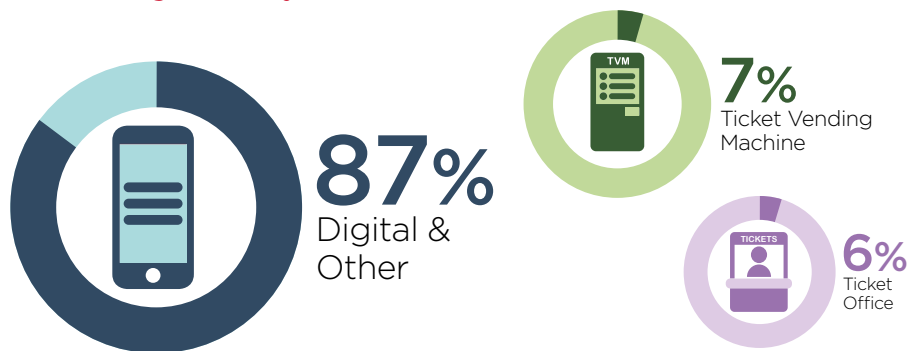
Customers' station expectations are also changing. As a result, we're modernising many of the facilities at our stations to make them more efficient and simpler to use. Plans involve bringing our colleagues

closer to customers to enhance their experience at LNER stations, as well as London King's Cross and Edinburgh Waverley Stations.

We will continue to invest in our stations and colleagues to allow us to evolve to meet customer needs and expectations. In turn, this should attract more people to rail by leading its transformation and help realise our ambition to be the most loved, progressive and responsible way to travel for generations to come.

*LNER refers to Ticket Offices as Travel Centres.

Customer ticket purchasing habits at LNER stations, London King's Cross and Edinburgh Waverley.



What do these changes mean for our customers?

Over the next three years, we will modernise our stations and upskill our colleagues so we can continue to deliver an exceptional customer experience that meets the needs of everyone travelling with us.

Responding to these changes in buying habits, we'll continue to move away from traditional retailing models. We're enhancing our retail offer with more colleagues available on platform, mobile devices and effective, clear in-station messaging.

This will mean our colleagues spending more time on the concourse, handling enquiries, helping customers and generally being more visible throughout the stations.

At LNER stations, London King's Cross, Edinburgh Waverley and other customer touch points (i.e. call centres) we're committed to delivering:

A more personal service

Our colleagues will be more visible and available to answer customer enquiries or help them purchase the best value tickets. They will be trained in a range of roles too and be able to adapt their skills to whatever is needed at the station on a particular day.

Simple and efficient ways to buy tickets

We know that most of our customers buy their tickets online or via our App. We'll still have ticket facilities at all our stations and our colleagues will be on hand to help.

A more welcoming and accessible environment

We're continuing to invest in our stations to enhance the customer experience and encourage more people to travel more often. This includes multi-million pound redevelopments, implementing accessibility innovations and rolling out more Family Lounges and Passenger Assist Lounges.

Our colleagues

Our colleagues are central in enabling us to deliver an exceptional customer experience. We know we have the best people in the industry and to help keep them, we need to continue to upskill and multi-skill our colleagues to fulfil varied and rewarding careers.



Making our stations more accessible

Our station plans are designed to improve accessibility for all. By increasing the visibility of our colleagues and empowering them with new skills, our aim is to improve customer confidence in LNER.

LNER plans to increase the number of customer contact points at our stations, increasing the availability to support customers' varying needs.

Ticket Offices will remain open at Edinburgh Waverley, Newcastle, York, Doncaster, Peterborough, and London King's Cross stations, and will eventually become known as Customer Information Centres.

These multi-purpose spaces will be where customers can buy tickets, find out information and get support from our colleagues. All ticket types will remain available to purchase at these stations.

Importantly, we will continue to have colleagues available at all our stations.

Our stations

LNER manages 11 stations on the East Coast Main Line, as well as being responsible for assistance and ticket retailing at London King's Cross Station and Edinburgh Waverley Station.

We do not manage Leeds Station but it's a vital station on our route. For details about station investments as well as changes to ticket retailing, contact Northern or [click here](#).

Building on recent investment across the route at all our stations, including significant investment in a Family Lounge at London King's Cross; multi-million-pound station redevelopments are ongoing at Darlington, York and Peterborough. We also have plans for Family Lounges in Edinburgh Waverley and York. More information about these investments can be found in the specific station information later in this document.



Changes to ticket retailing

All ticket types will remain available to purchase directly at Ticket Offices in Edinburgh Waverley, Newcastle, York, Doncaster, Peterborough, and London King's Cross stations.

As a result of the planned changes, a small percentage (8%) of ticket types (accounting for 2.3% of sales) will no longer be retailled at Berwick-upon-Tweed, Durham, Darlington, Wakefield Westgate, Retford, Newark Northgate and Grantham Stations. We will support customers with purchasing these online, or direct them to a Ticket Office where all tickets will be available.

The majority of ticket types are available to purchase online. To help customers access the best value fares we've launched Deal Finder on the LNER App, where customers can search for inspiration and great value fares. Once onboard, customers can enjoy locally sourced food and drink served directly to their seat via our award-winning 'Let's eat at your seat' digital product..

Online: [LNER.co.uk](https://www.lner.co.uk)
Telephone: 03457 225 225
LNER App: [Download here](#).

Where customers will be able to buy products in the future

If the proposed plans are implemented at our stations, tickets will be available/not available via the following channels:

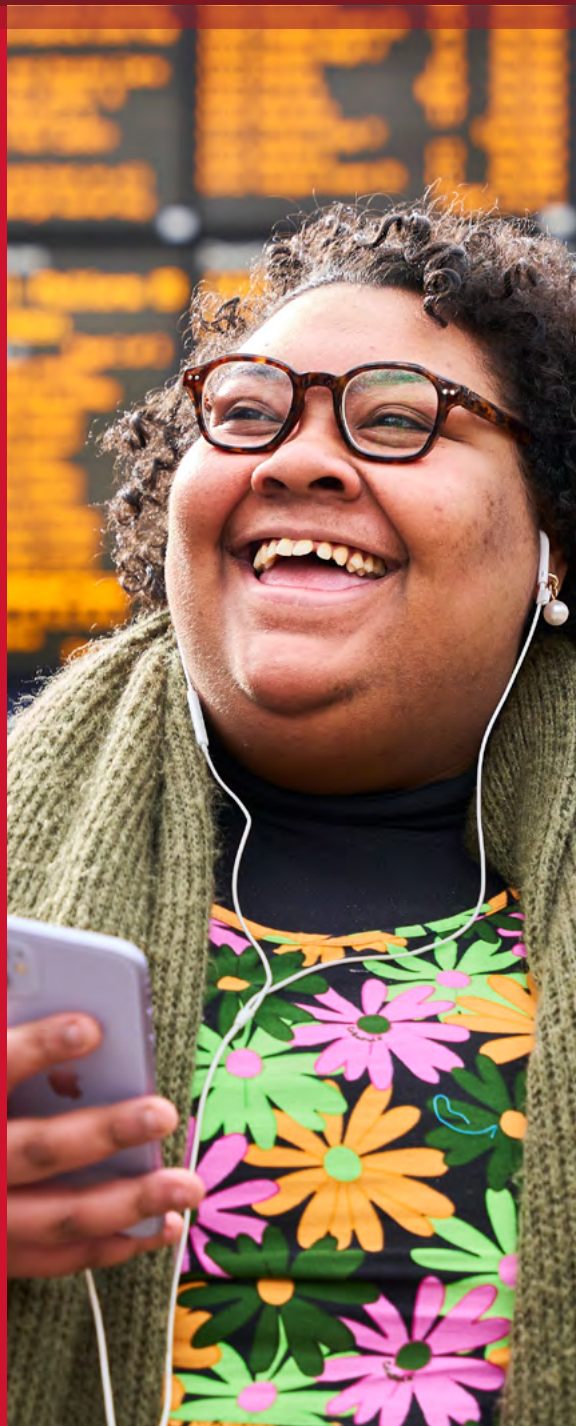
Products	Online	TVM	On Train	Customer Information Centre [†]	Call Centre	Impacted stations [§]
Walk-up	Y	Y	Y	Y	Y	Y [†]
Advance	Y	Y	N	Y	Y	Y [†]
Season (1-12months)	Y	N	N	Y	N	N
Season (weekly)	Y	Y	Y	Y	N	Y [†]
Season Replacement	Y	N	N	Y	N	N
Rovers & Rangers	N	N	N	Y	N	N
Excesses	Y	N	Y	Y	Y	N
Railcard Discounts	Y	Y	Y	Y	Y	Y [†]
Railcard Sales	Y	N	N	Y	N	N
Photocards	N	N	N	Y	N	N
Refunds*	Y	N	N	Y	Y*	N
Seat Reservations Only	Y	N	N	Y	Y	N
Staff Discount Travel	Y	N	Y	Y	N	N

* Tickets can only be refunded at the point of purchase.

[†] Available at TVMs at impacted stations where the Ticket Office is proposed to close.

[‡] Ticket Offices will remain at Doncaster, Edinburgh Waverley, Peterborough, London King's Cross, Newcastle and York. In the future Ticket Offices at these stations will be known as Customer Information Centres.

[§] Berwick-upon-Tweed, Durham, Darlington, Wakefield Westgate, Retford, Newark Northgate and Grantham will be impacted by our station proposals. These stations will go through the major change process as part of the requirements of the Industry's Ticketing and Settlement Agreement.



The consultation process

Our proposals include Ticket Office closures at Berwick-upon-Tweed, Durham, Darlington, Wakefield Westgate, Retford, Newark Northgate and Grantham stations.

There will be a public consultation from 5 to 26 July carried out by Transport Focus, plus a similar period for LNER to reflect on the feedback and address concerns of rail users and those with an interest in these stations.

These plans are not final, and we encourage people to provide feedback through the Transport Focus public consultation. Comments can be made directly to:
TicketOffice.LNER@transportfocus.org.uk

There are no plans to alter the opening hours or product ranges offered at Edinburgh Waverley, Newcastle, York, Doncaster, Peterborough and London King's Cross stations. Therefore, they will not form part of this public consultation and any proposed future changes will be consulted if and when the time arises.



OUR STATIONS AT A GLANCE

Plans to enhance the customer experience at Edinburgh Waverley Station

We want to upskill our colleagues so more of them can be visible in stations and on platforms supporting our customers every day.

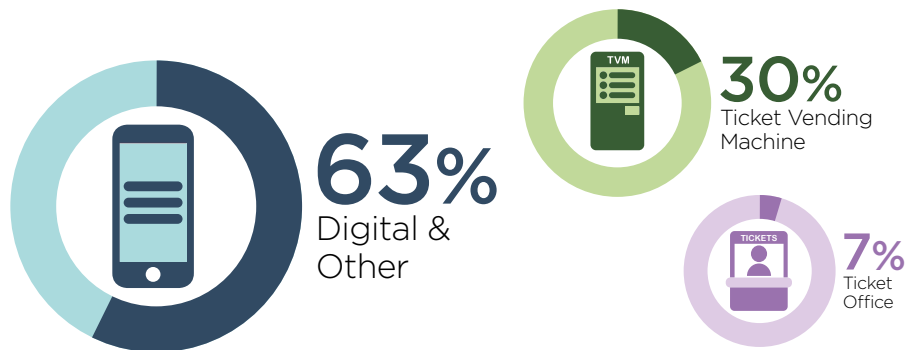
We'll bring our colleagues closer to customers by enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point. With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

A Ticket Office will remain and in future this will be known as a Customer Information Centre.

We will add a Passenger Assist Lounge for those who require assistance and introduce a Family Lounge giving parents a dedicated space to keep children entertained while waiting for their trains.

These enhancements follow significant LNER investments in Edinburgh Waverley Station in recent years.

Customer ticket purchasing habits at Edinburgh Waverley Station



Investments in Edinburgh Waverley Station

Although LNER does not directly manage Edinburgh Waverley Station, we have invested in a refurbished First-Class Lounge opposite platform four. The comfortable space offers screens with updated train information and charging for mobile devices.

Opening hours

We'll continue to offer the same facilities and hours of operation as the current Ticket Office. The station will remain fully staffed.

Monday-Friday: 06.00-22.00
Saturday: 06.00-22.00
Sunday: 07.00-22.00

More information about Edinburgh Waverley Station can be found [here](#).

Accessibility

Passenger Assist will always be available at Edinburgh Waverley Station.

More information about booking assistance with LNER can be found [here](#).

Further ways to buy tickets

Online: [LNER.co.uk](#)
Telephone: 03457 225 225
LNER App: [Download here](#).

LNER customer information

Call 03457 225 225 daily between the hours of 08.00-22.00
Visit our website: [LNER.co.uk](#)
Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why aren't these changes included in the public consultation?

There are no plans to a change the opening hours of the Ticket Office at Edinburgh Waverley Station and all ticket types that are currently available will stay the same. There is therefore no need for public consultation.

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at Newcastle Station

We want to upskill our colleagues so more of them can be visible in stations and on platforms supporting our customers every day.

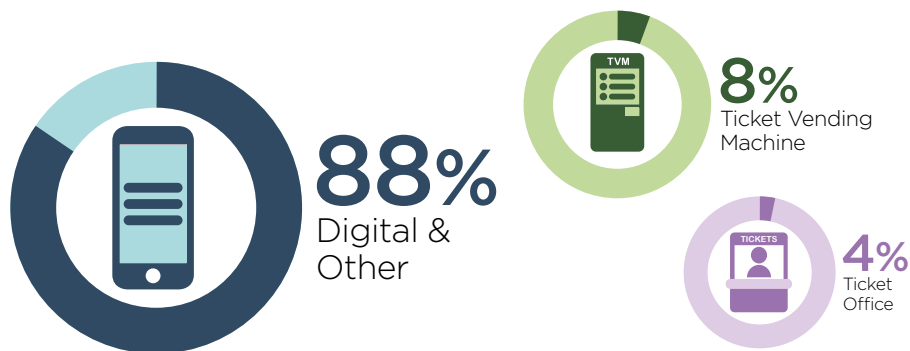
We'll bring our colleagues closer to customers by enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point. With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

A Ticket Office will remain and in future this will be known as a Customer Information Centre.

We will add a Passenger Assist Lounge for those who require assistance and more designated space for customers to wait for their trains.

These enhancements follow significant LNER investments in Newcastle Station in recent years.

Customer ticket purchasing habits at Newcastle Station



Investments in Newcastle Station

Working in partnership on the first phase of the 'Central Gateway' project, LNER supported refurbishment inside and outside the station; a new glass portico with ticket machines and cafés, enhanced public space and pavement cafés in the area surrounding the station, improved cycling facilities and better public transport links.

LNER also restored historic toilets at Newcastle Station, believed to date back to the 1890s. The reopening of the gentlemen's toilets on Platform 12 has enabled LNER to double the capacity of the women's toilets, making it even more convenient for customers to use the facilities at Newcastle Station.

Opening hours

We'll continue to offer the same facilities and hours of operation as the current Ticket Office. The station will remain fully staffed.

Monday-Friday: 06.00-19.00
Saturday: 07.00-19.00
Sunday: 07.30-19.00

More information about Newcastle Station can be found [here](#).

Accessibility

Passenger Assist will always be available at Newcastle Station.

More information about booking assistance with LNER can be found [here](#).

Further ways to buy tickets

Online: [LNER.co.uk](https://www.lner.co.uk)
Telephone: 03457 225 225
LNER App: [Download here](#).

LNER customer information

Call 03457 225 225 daily between the hours of 08.00-22.00
Visit our website: [LNER.co.uk](https://www.lner.co.uk)
Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why aren't these changes included in the public consultation?

There are no plans to a change the opening hours of the Ticket Office at Newcastle Station and all ticket types that are currently available will stay the same. There is therefore no need for public consultation.

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at York Station

We want to upskill our colleagues so more of them can be visible in stations and on platforms supporting our customers every day.

We'll bring our colleagues closer to customers by enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point. With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

A Ticket Office will remain and in future this will be known as a Customer Information Centre.

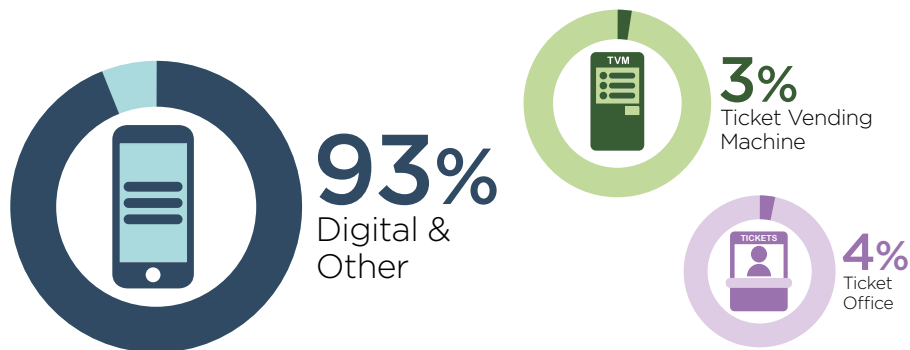
We will add a Passenger Assist Lounge for those who require assistance and introduce a Family Lounge giving

parents and carers a dedicated space to keep children entertained while waiting for their trains.

We believe that these improvements will help achieve our long-term ambition to grow customer confidence in rail travel.

These enhancements follow significant LNER investments in York Station in recent years.

Customer ticket purchasing habits at York Station



Investments in York Station

New facilities at York Station include improved male toilets, located between the York Tap Bar and the end of Platform 2, alongside improved retail facilities and a new First-Class lounge specially designed to showcase York's rich heritage.

LNER is also currently working in partnership to create a new and improved gateway to the city that will improve access to the station, by providing an easier and safer experience for pedestrians, cyclists and bus users. It will create welcoming public spaces for everybody to enjoy and showcase the city's heritage sites at their very best. LNER, City of York Council, West Yorkshire Combined Authority and Network Rail are working together to deliver this major upgrade, due to be completed in 2025.

Opening hours

We'll continue to offer the same facilities and hours of operation as the current Ticket Office. The station will remain fully staffed.

Monday-Friday: 06.00-20.00
Saturday: 06.00-20.00
Sunday: 08.00-19.00*

More information about York Station can be found [here](#).

Accessibility

Passenger Assist will always be available at York Station.

More information about booking assistance with LNER can be found [here](#).

Further ways to buy tickets

Online: [LNER.co.uk](https://www.lner.co.uk)
Telephone: 03457 225 225
LNER App: [Download here](#).

LNER customer information

Call 03457 225 225 daily between the hours of 08.00-22.00
Visit our website: [LNER.co.uk](https://www.lner.co.uk)
Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why aren't these changes included in the public consultation?

There are no plans to a change the opening hours of the Ticket Office at York Station and all ticket types that are currently available will stay the same. There is therefore no need for public consultation.

For further information about LNER station changes

Public.affairs@lner.co.uk

*As of July 2023, this Ticket Office closes at 18.00 due to a temporary agreement.

Plans to enhance the customer experience at Doncaster Station

We want to upskill our colleagues so more of them can be visible in stations and on platforms supporting our customers every day.

We'll bring our colleagues closer to customers by enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point. With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

A Ticket Office will remain and in future this will be known as a Customer Information Centre.

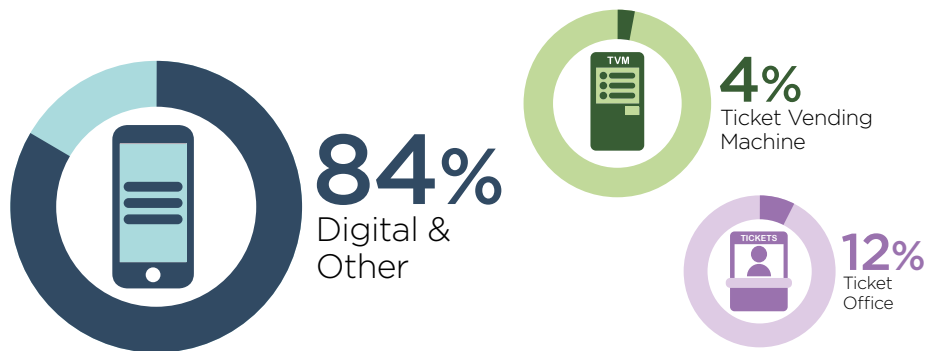
We will add a Passenger Assist Lounge for those who require assistance.

We believe that these improvements will help achieve our long-term ambition to grow customer confidence in rail travel.

We also plan to increase retail capacity and further add to community spaces.

These enhancements follow significant LNER investments in Doncaster Station in recent years.

Customer ticket purchasing habits at Doncaster Station



Investments in Doncaster Station

Working in partnership with the City of Doncaster Council and South Yorkshire Passenger Transport Executive (SYPT) the entrance to Doncaster Station and adjacent forecourt has transformed into an open, vibrant, welcoming and easily accessible new gateway to the city.

LNER contributed nearly £1.2million to the scheme, which also benefited from funding from the City of Doncaster Council and Sheffield City Region Local Growth Funding.

Opening hours

We'll continue to offer the same facilities and hours of operation as the current Ticket Office. The station will remain fully staffed.

Monday-Friday: 05.45-20.00
Saturday: 06.00-19.00
Sunday: 08.00-18.00

More information about Doncaster Station can be found [here](#).

Accessibility

Passenger Assist will always be available at Doncaster Station.

More information about booking assistance with LNER can be found [here](#).

Further ways to buy tickets

Online: [LNER.co.uk](#)
Telephone: 03457 225 225
LNER App: [Download here](#).
LNER customer information

Call 03457 225 225 daily between the hours of 08.00-22.00
Visit our website: [LNER.co.uk](#)
Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why aren't these changes included in the public consultation?

There are no plans to change the opening hours of the Ticket Office at Doncaster Station and all ticket types that are currently available will stay the same. There is therefore no need for public consultation.

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at Peterborough Station

We want to upskill our colleagues so more of them can be visible in stations and on platforms supporting our customers every day.

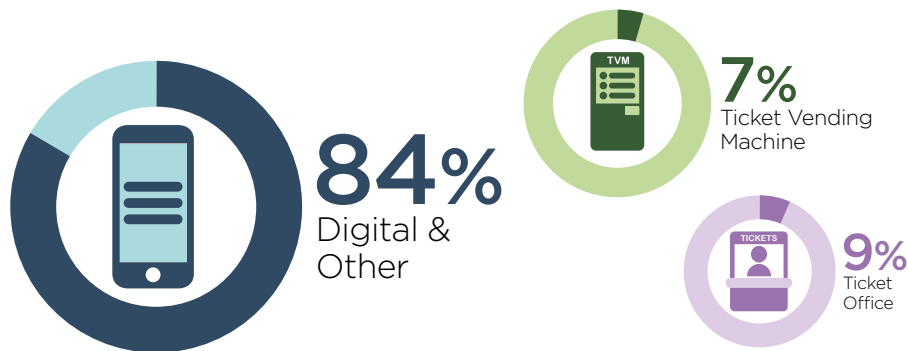
We'll bring our colleagues closer to customers by enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point. With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

A Ticket Office will remain and in future this will be known as a Customer Information Centre.

We will add a Passenger Assist Lounge for those who require assistance and a new First Class Lounge for customers to relax or work in style and comfort.

We believe these improvements will help achieve our long-term ambition to grow customer confidence in rail travel.

Customer ticket purchasing habits at Peterborough Station



Investments in Peterborough Station

A total of £48million of investment is on its way to Peterborough Station, following a successful Levelling Up Fund bid for the first phase of regeneration of the area around Peterborough Station, known as Station Quarter. The project involves creating a new western entrance to the station with a car park, to create a double-sided station with a new wider footbridge over the train lines.

Opening hours

We'll continue to offer the same facilities and hours of operation as the current Ticket Office. The station will remain fully staffed.

Monday-Friday: 06.00-20.00
Saturday: 06.00-20.00
Sunday: 08.00-20.00

More information about Peterborough Station can be found [here](#).

Accessibility

Passenger Assist will always be available at Peterborough Station.

More information about booking assistance with LNER can be found [here](#).

Further ways to buy tickets

Online: [LNER.co.uk](#)
Telephone: 03457 225 225
LNER App: [Download here](#).

LNER customer information

Call 03457 225 225 daily between the hours of 08.00-22.00
Visit our website: [LNER.co.uk](#)
Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why aren't these changes included in the public consultation?

There are no plans to change the opening hours of the Ticket Office at Peterborough Station and all ticket types that are currently available will stay the same. There is therefore no need for public consultation.

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at London King's Cross Station

We want to upskill our colleagues so more of them can be visible in stations and on platforms supporting our customers every day.

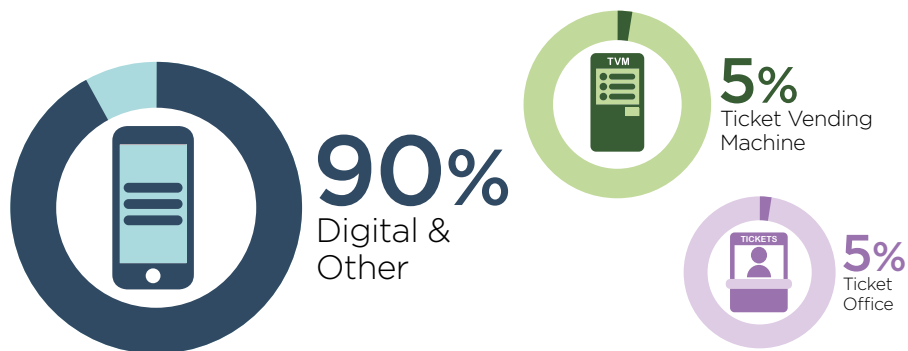
We'll bring our colleagues closer to customers by enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point. With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

A Ticket Office will remain and in future this will be known as a Customer Information Centre.

In partnership with other Network Rail and other train operators, we'll renovate and modernise the Passenger Assist Lounge, ultimately making it more visible and ensuring our colleagues are ready to help.

These enhancements follow significant LNER investments in London King's Cross Station in recent years, most recently the Family Lounge.

Customer ticket purchasing habits at London King's Cross Station



Investments in London King's Cross Station

Although LNER does not directly London King's Cross Station, we recently opened the first Family Lounge on the UK rail network.

The Family Lounge has been specially designed to help make rail more family-friendly and give families a dedicated space to wait for trains. This space has plenty to offer to keep children entertained and parents relaxed, includes beach huts with table-top games, a soft play area, an impressive train set and a heritage wall featuring items on loan from the National Railway Museum.

As part of the creation of the Family Lounge, we also refurbished the Ticket Office. A moss wall now separates the two areas, complementing the green credentials of rail travel.

Opening hours

We'll continue to offer the same facilities and hours of operation as the current Ticket Office. The station will remain fully staffed.

Monday-Friday: 06.00-22.00
Saturday: 06.00-22.00
Sunday: 07.45-22.00

More information about London King's Cross Station can be found [here](#).

Accessibility

Passenger Assist will always be available at London King's Cross Station.

More information about booking assistance with LNER can be found [here](#).

Further ways to buy tickets

Online: [LNER.co.uk](https://www.lner.co.uk)
Telephone: 03457 225 225
LNER App: [Download here](#).

LNER customer information

Call 03457 225 225 daily between the hours of 08.00-22.00
Visit our website: [LNER.co.uk](https://www.lner.co.uk)
Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why aren't these changes included in the public consultation?

There are no plans to change the opening hours of the Ticket Office at London King's Cross Station and all ticket types that are currently available will stay the same. There is therefore no need for public consultation.

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at Berwick-upon-Tweed Station

Customer expectations are evolving, and we are too. Continued investments through planned enhancements at Berwick-upon-Tweed Station will bring our colleagues closer to customers, creating a better experience with LNER.

Increasingly customers are purchasing their tickets in advance online or through the LNER App. Only 4% of customers purchase tickets at Berwick-upon-Tweed Ticket Office. Over 90% of ticket types purchased through the Ticket Office can still be bought at the station through a Ticket Vending Machine (TVMs) or a colleague using a mobile retailing device.

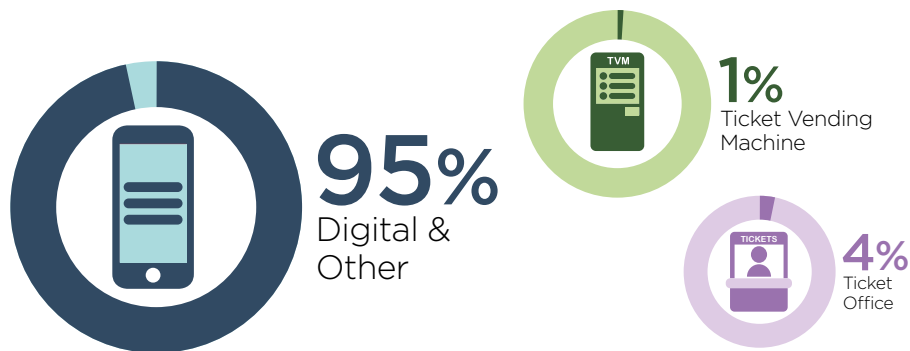
We therefore plan to repurpose the Ticket Office at Berwick-upon-Tweed Station allowing more space for a designated accessible waiting area and meeting point.

To support these changes we will upskill our colleagues to bring them closer to customers. This means enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point.

With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

The goal of all proposed changes is to create a modern and efficient station experience for customers and colleagues alike.

Customer ticket purchasing habits at Berwick-upon-Tweed Station



Investments in Berwick-upon-Tweed Station

LNER has completed several improvement schemes at Berwick-upon-Tweed Station aimed at restoring some of the station's original features and improving the overall customer experience.

Opening hours

Berwick-upon-Tweed Station will be open and staffed from the first to the last train. Assistance with ticketing will be available during these times.

Accessibility

Passenger Assist will always be available at Berwick-upon-Tweed Station.

More information about booking assistance with LNER can be found [here](#).

Not all products will be available at Berwick-upon-Tweed Station

As a result of the planned changes, a small percentage (around 8%) of ticket types will no longer be retailed at Berwick-upon-Tweed Station. We'll support customers with purchasing these online if possible or direct them to our neighbouring LNER stations, Edinburgh Waverley and Newcastle.

Customers won't be able to obtain the following products: Season Replacement, Rovers & Rangers, Excesses; Photocards, Refunds, Seat Reservations, and Rail Cards.

Further ways to buy tickets

Online: [LNER.co.uk](https://www.lner.co.uk)
Telephone: 03457 225 225
LNER App: [Download here](#).

LNER customer information

Call 03457 225 225 daily between the hours of 08.00 - 22.00
Visit our website: [LNER.co.uk](https://www.lner.co.uk)
Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why do we plan to close the Berwick-upon-Tweed Ticket Office?

We are modernising the way we retail tickets at Berwick-upon-Tweed Station. Our new team of multi-skilled station staff will be available across the station to sell tickets or assist with the use of ticket vending machines, if required. This will allow the Ticket Office to close and help us prioritise meeting the evolving needs of our customers.

Public Consultation process

Our proposal for modernising ticket retailing at Berwick-upon-Tweed will go through the major change process as part of the requirements of the Industry's Ticketing and Settlement Agreement. A public consultation will be open from 5 - 26 July. LNER will then consult on the feedback and address concerns address concerns collated by Transport Focus on behalf of the users of, or those with an interest in Berwick-upon-Tweed Station.

Note that these plans are not final, and we encourage people to provide feedback through the Transport Focus public consultation. Feedback your comments directly to TicketOffice.LNER@transportfocus.org.uk

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at Durham Station

Customer expectations are evolving, and we are too. Continued investments through planned enhancements at Durham Station will bring our colleagues closer to customers, creating a better experience with LNER.

Increasingly customers are purchasing their tickets in advance online or through the LNER App. Only 1% of customers purchase tickets at Durham Ticket Office. Around 90% of ticket types purchased through the Ticket Office can still be bought at the station through a Ticket Vending Machine (TVMs) or a colleague using a mobile retailing device.

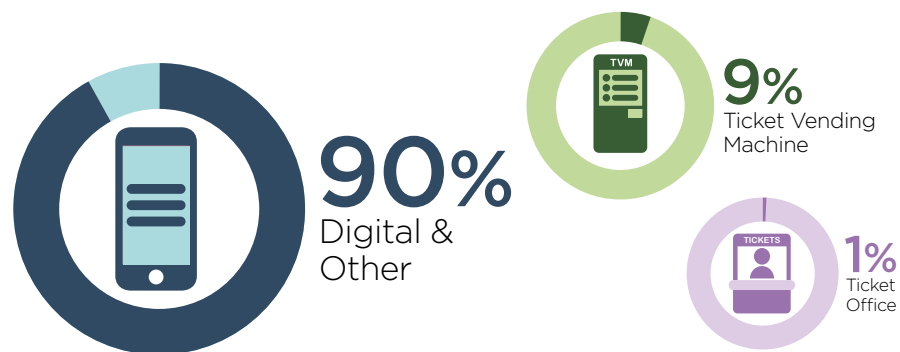
We therefore plan to repurpose the Ticket Office at Durham Station allowing more space for a designated point for those who require accessibility. The greater space will allow us to overall improve the retail experience and meet customer expectations.

To support these changes we will upskill our colleagues to bring them closer to customers. This means enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point.

With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

The goal of all proposed changes is to create a modern and efficient station experience for customers and colleagues alike.

Customer ticket purchasing habits at Durham Station



Investments in Durham Station

LNER has invested millions of pounds in improving facilities at Durham Station. The £3.7m investment in the station car park extension created 147 extra parking spaces, taking the total number of long-stay spaces for customers using the station to 435. The enhanced facility features improved energy-efficient LED lighting and full CCTV coverage.

LNER has opened two new waiting rooms. A modern glass waiting area is now located at the north end of each of the station's two platforms. These spaces help people to wait in the correct area to board the train, enhancing punctuality by making boarding simpler and smoother for customers. The new areas are fully accessible and include the latest technology to provide up to date travel information, as well as USB and plug-socket charging points.

Opening hours

Durham Station will be open and staffed from the first to the last train. Assistance with ticketing will be available during these times.

Accessibility

Passenger Assist will always be available at Durham Station.

More information about booking assistance with LNER can be found [here](#).

Not all products will be available at Durham Station

As a result of the planned changes a small percentage (around 8%) of ticket types will no longer be retailed at Durham. We'll support customers with purchasing these online if possible or direct them to our neighbouring LNER stations, Newcastle and York.

Customers will not be able to obtain the following products: Season Replacement, Rovers & Rangers, Excesses, Photocards, Refunds, Seat Reservations, and Rail Cards.

Further ways to buy tickets

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LNER App: [Download here](#).

LNER customer information

Call 03457 225 225 daily between the hours of 08.00 - 22.00
Visit our website: [LNER.co.uk](https://www.lner.co.uk)
Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why do we plan to close the Durham Ticket Office?

We are modernising the way we retail tickets at Durham Station. Our new team of multi-skilled station staff will be available across the station to sell tickets or assist with the use of ticket vending machines, if required. This will allow the Ticket Office to close and help us prioritise meeting the evolving needs of our customers.

Public Consultation process

Our proposal for modernising ticket retailing at Durham will go through the major change process as part of the requirements of the Industry's Ticketing and Settlement Agreement. A public consultation will be open from 5 - 26 July. LNER will then consult on the feedback and address concerns collated by Transport Focus on behalf of the users of, or those with an interest in Durham Station.

Note that these plans are not final, and we encourage people to provide feedback through the Transport Focus public consultation. Feedback your comments directly to TicketOffice.LNER@transportfocus.org.uk

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at Darlington Station

Customer expectations are evolving, and we are too. Continued investments through planned enhancements at Darlington Station will bring our colleagues closer to customers, creating a better experience with LNER.

Increasingly customers are purchasing their tickets in advance online or through the LNER App. Only 7% of customers purchase tickets at Darlington Ticket Office. Around 90% of ticket types purchased through the Ticket Office can still be bought at the station through a Ticket Vending Machine (TVMs) or a colleague using a mobile retailing device.

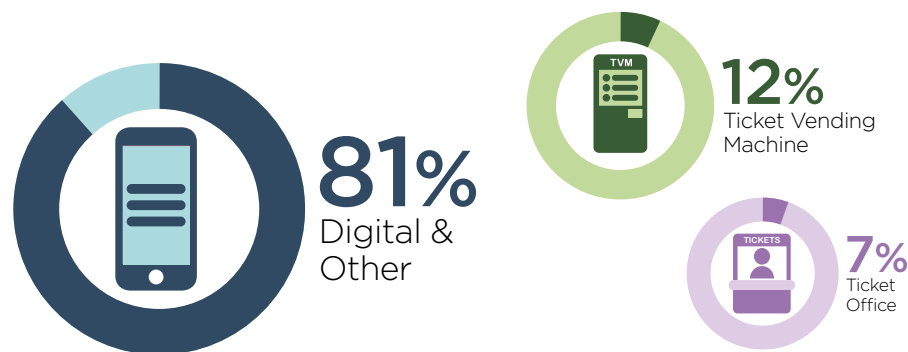
We therefore plan to repurpose the Ticket Office at Darlington Station into a Customer Information Point and increase the number of waiting rooms. All plans will be subject to the progress of the Darlington Station renovation, which is expected to provide further enhancements.

To support these changes we will upskill our colleagues to bring them closer to customers. This means enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point.

With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

The goal of all proposed changes is to create a modern and efficient station experience for customers and colleagues alike.

Customer ticket purchasing habits at Darlington Station



Investments in Darlington Station

LNER is currently working with partners on a major, two-year redevelopment at Darlington Station.

The £140million project is being led collaboratively by LNER, the Tees Valley Mayor and Combined Authority and Network Rail.

The redevelopment will increase the number of platforms by 50%, from four to six, providing more capacity on the rail network for long-distance high-speed services and Tees Valley services. It includes a gateway entrance connecting the station to Central Park, additional cycle space, access to local modes of transport and a multi-storey car park.

Opening hours

Darlington Station will be open and staffed from the first to the last train. Assistance with ticketing will be available during these times.

Accessibility

Passenger Assist will always be available at Darlington Station.

More information about booking assistance with LNER can be found [here](#).

Not all products will be available at Darlington Station

As a result of the planned changes, a small percentage (around 8%) of ticket types will no longer be retailed at Darlington. We'll support customers with purchasing these online if possible or direct them to our neighbouring LNER stations, Newcastle and York.

Customers won't be able to obtain the following products: Season Replacement, Rovers & Rangers, Excesses, Photocards, Refunds, Seat Reservations, and Rail Cards.

Further ways to buy tickets

Online: [LNER.co.uk](https://www.lner.co.uk)
Telephone: 03457 225 225
LNER App: [Download here](#).

LNER customer information

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Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why do we plan to close the Darlington Ticket Office?

We are modernising the way we retail tickets at Darlington Station. Our new team of multi-skilled station staff will be available across the station to sell tickets or assist with the use of ticket vending machines, if required. This will allow the Ticket Office to close and help us prioritise meeting the evolving needs of our customers.

Public Consultation process

Our proposal for modernising ticket retailing at Darlington Station will go through the major change process as part of the requirements of the Industry's Ticketing and Settlement Agreement. A public consultation will be open from 5 - 26 July. LNER will then consult on the feedback and address concerns collated by Transport Focus on behalf of the users of, or those with an interest in Darlington Station.

Note that these plans are not final, and we encourage people to provide feedback through the Transport Focus public consultation. Feedback your comments directly to TicketOffice.LNER@transportfocus.org.uk

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at Wakefield Westgate Station

Customer expectations are evolving, and we are too. Continued investments through planned enhancements at Wakefield Westgate Station will bring our colleagues closer to customers, creating a better experience with LNER.

Increasingly customers are purchasing their tickets in advance online or through the LNER App. Only 3% of customers purchase tickets at Wakefield Westgate Ticket Office. Over 90% of ticket types purchased through the Ticket Office can still be bought at the station through a Ticket Vending Machine (TVMs) or a colleague using a mobile retailing device.

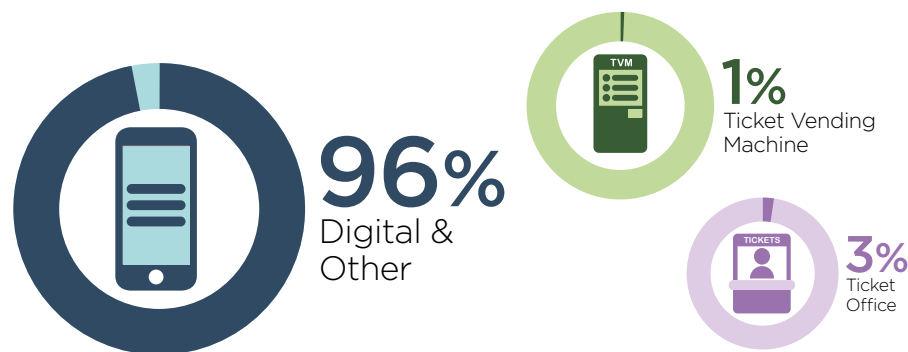
We therefore plan to repurpose the Ticket Office at Wakefield Westgate Station and make the current Customer Information Point more accessible and provide more seating throughout the station.

To support these changes we will upskill our colleagues to bring them closer to customers. This means enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point.

With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

The goal of all proposed changes is to create a modern and efficient station experience for customers and colleagues alike.

Customer ticket purchasing habits at Wakefield Westgate Station



Investments in Wakefield Westgate Station

LNER has carried out significant work at Wakefield Westgate Station. The lighting and canopies on both Platform 1 and Platform 2 have been upgraded, and the station has been painted throughout to give it a fresh look.

Last year, LNER unveiled a new piece of artwork celebrating the city, its heritage and culture. In 2021, Wakefield Westgate Station was recognised as the Best Large Station of the Year at the prestigious National Rail Awards 2021.

Opening hours

Wakefield Westgate Station will be open and staffed from the first to the last train. Assistance with ticketing will be available during these times.

Accessibility

Passenger Assist will always be available at Wakefield Westgate Station.

More information about booking assistance with LNER can be found [here](#).

Not all products will be available at Wakefield Westgate Station

As a result of the planned changes a small percentage (around 8%) of ticket types will no longer be able to be retailed at Wakefield Westgate Station. We'll support customers with purchasing these online if possible or direct them to neighbouring LNER station, York and Doncaster.

Customers won't be able to obtain the following products: Season Replacement, Rovers & Rangers, Excesses, Photocards, Refunds, Seat Reservations, and Rail Cards.

Further ways to buy tickets

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Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why do we plan to close the Wakefield Westgate Ticket Office?

We are modernising the way we retail tickets at Wakefield Westgate Station. Our new team of multi-skilled station staff will be available across the station to sell tickets or assist with the use of ticket vending machines, if required. This will allow the Ticket Office to close and help us prioritise meeting the evolving needs of our customers.

Public Consultation process

Our proposal for modernising ticket retailing at Wakefield Westgate will go through the major change process as part of the requirements of the Industry's Ticketing and Settlement Agreement. A public consultation will be open from 5 - 26 July. LNER will then consult on the feedback and address concerns collated on behalf of the users of, or those with an interest in Wakefield Westgate Station.

Note that these plans are not final, and we encourage people to provide feedback through the Transport Focus public consultation. Feedback your comments directly to TicketOffice.LNER@transportfocus.org.uk

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at Retford Station

Customer expectations are evolving, and we are too. Continued investments through planned enhancements at Retford Station will bring our colleagues closer to customers, creating a better experience with LNER.

Increasingly customers are purchasing their tickets in advance online or through the LNER App. Only 12% of customers purchase tickets at Retford Ticket Office. Around 90% of ticket types purchased through the Ticket Office can still be bought at the station through a Ticket Vending Machine (TVMs) or a colleague using a mobile retailing device.

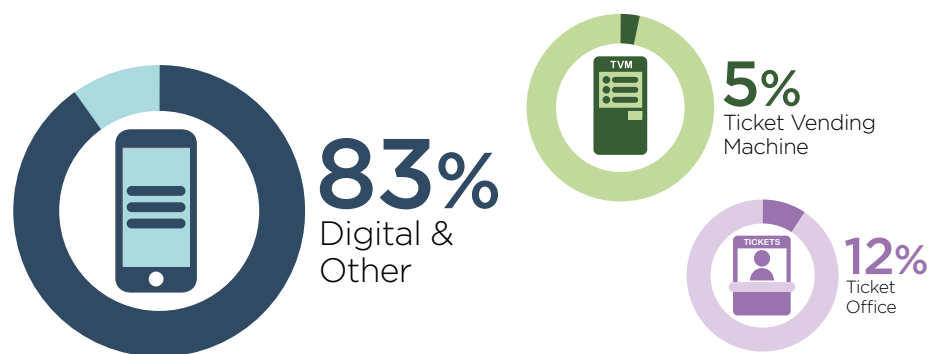
We therefore plan to repurpose the Ticket Office at Retford Station and make it more accessible, with a designated meeting point and Customer Service area.

To support these changes we will upskill our colleagues to bring them closer to customers. This means enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point.

With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

The goal of all proposed changes is to create a modern and efficient station experience for customers and colleagues alike.

Customer ticket purchasing habits at Retford Station



Investments in Retford Station

LNER has implemented a number of improvements at Retford Station. The most important of these being the completion of a new lift to ensure every platform now has step free access. The lift links the low-level Platform 3 with the high-level platforms, 1 and 2, which are used by LNER services.

The project also saw a new covered walkway constructed, giving customers better shelter when moving through the station. Thanks to the completion of the new lift, wheelchair users and customers with large luggage or pushchairs are no longer required to wait for station staff to become available or struggle on the stairs.

Opening hours

Retford Station will be open and staffed from the first to the last train. Assistance with ticketing will be available during these times.

Accessibility

Passenger Assist will always be available at Retford Station.

More information about booking assistance with LNER can be found [here](#).

Not all products will be available at Retford Station

As a result of the planned changes, a small percentage (around 8%) of ticket types will no longer be retailed at Retford. We'll support customers with purchasing these online if possible or direct them to our neighbouring LNER stations, Doncaster and Peterborough.

Customers will not be able to obtain the following products: Season Replacement, Rovers & Rangers, Excesses, Photocards, Refunds, Seat Reservations, and Rail Cards.

Further ways to buy tickets

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Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why do we plan to close the Retford Ticket Office?

We are modernising the way we retail tickets at Retford Station. Our new team of multi-skilled station staff will be available across the station to sell tickets or assist with the use of ticket vending machines, if required. This will allow the Ticket Office to close and help us prioritise meeting the evolving needs of our customers.

Public Consultation process

Our proposal for modernising ticket retailing at Retford will go through the major change process as part of the requirements of the Industry's Ticketing and Settlement Agreement. A public consultation will be open from 5 - 26 July. LNER will then consult on the feedback and address concerns collated by Transport Focus on behalf of the users of, or those with an interest in Retford Station.

Note that these plans are not final, and we encourage people to provide feedback through the Transport Focus public consultation. Feedback your comments directly to TicketOffice.LNER@transportfocus.org.uk

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at Newark Northgate Station

Customer expectations are evolving, and we are too. Continued investment through the planned enhancements at Newark Northgate Station will bring our colleagues closer to the customer, creating a better customer experience and ensuring an even better journey with LNER.

Increasingly customers are purchasing their tickets in advance online or through the LNER App. Only 4% of customers purchase tickets at Newark Northgate Ticket Office. Over 90% of ticket types purchased through the Ticket Office can still be bought at the station through a Ticket Vending Machine (TVMs) or a colleague using a mobile retailing device.

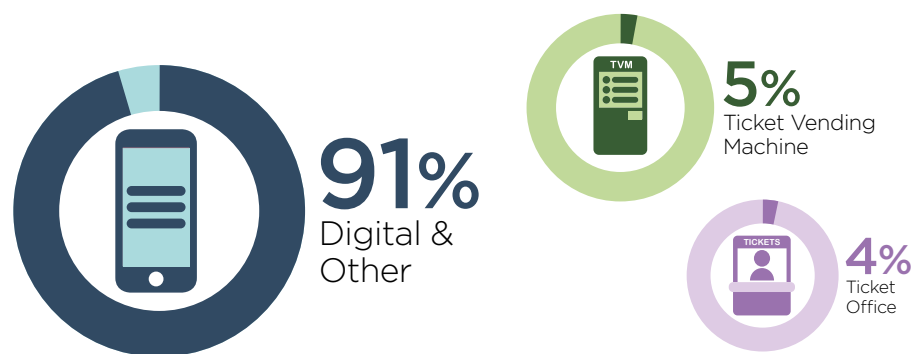
We therefore plan to repurpose the Ticket Office at Newark Northgate Station to make it more accessible. Greater space will allow for an accessible meeting point and seating. We'll also increase the station retail offer.

To support these changes we will upskill our colleagues to bring them closer to customers. This means enhancing our retail offering with floor walking, mobile equipment and an enhanced Customer Information Point.

With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

The goal of all proposed changes is to create a modern and efficient station experience for customers and colleagues alike.

Customer ticket purchasing habits at Newark Northgate Station



Investments in Newark Northgate Station

At Newark Northgate Station we're about to invest £1million into repairing station buildings.

We've refurbished the standard waiting rooms to create a space to work for everyone, including new seating and charging units. Real moss walls with brushed metal lettering to represent Newark-on-Trent are also included, as well as wooden slatted oak panelling with acoustic properties.

We also added a large, family orientated, mural of the local area including places of interest such as Newark Royal Market, Newark Castle and Gardens and St Mary Magdalene Church.

Opening hours

Newark Northgate Station will be open and staffed from the first to the last train. Assistance with ticketing will be available during these times.

Accessibility

Passenger Assist will always be available at Newark Northgate Station.

More information about booking assistance with LNER can be found [here](#).

Not all products will be available at Newark Northgate Station

As a result of the planned changes a small percentage (around 8%) of ticket types that will no longer be able to be retailed at Newark Northgate Station. We'll support customers with purchasing these online if possible or direct them to our neighbouring LNER stations, Doncaster and Peterborough.

Customers will not be able to obtain the following products: Season Replacement, Rovers & Rangers, Excesses, Photocards, Refunds, Seat Reservations, and Rail Cards.

Further ways to buy tickets

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Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why do we plan to close the Newark Northgate Ticket Office?

We are modernising the way we retail tickets at Newark Northgate Station. Our new team of multi-skilled station staff will be available across the station to sell tickets or assist with the use of ticket vending machines, if required. This will allow the Ticket Office to close and help us prioritise meeting the evolving needs of our customers.

Public Consultation process

Our proposal for modernising ticket retailing at Newark Northgate will go through the major change process as part of the requirements of the Industry's Ticketing and Settlement Agreement. A public consultation will be open from 5 - 26 July. LNER will then consult on the feedback and address concerns collated on behalf of the users of, or those with an interest in Newark Northgate Station.

Note that these plans are not final, and we encourage people to provide feedback through the Transport Focus public consultation. Feedback your comments directly to TicketOffice.LNER@transportfocus.org.uk

For further information about LNER station changes

Public.affairs@lner.co.uk

Plans to enhance the customer experience at Grantham Station

Customer expectations are evolving, and we are too. Continued investments through planned enhancements at Grantham Station will bring our colleagues closer to customers, creating a better experience with LNER.

Increasingly customers are purchasing their tickets in advance online or through the LNER App. Only 6% of customers purchase tickets at Grantham Ticket Office. Over 90% of ticket types purchased through the Ticket Office can still be bought at the station through a Ticket Vending Machine (TVMs) or a colleague using a mobile retailing device.

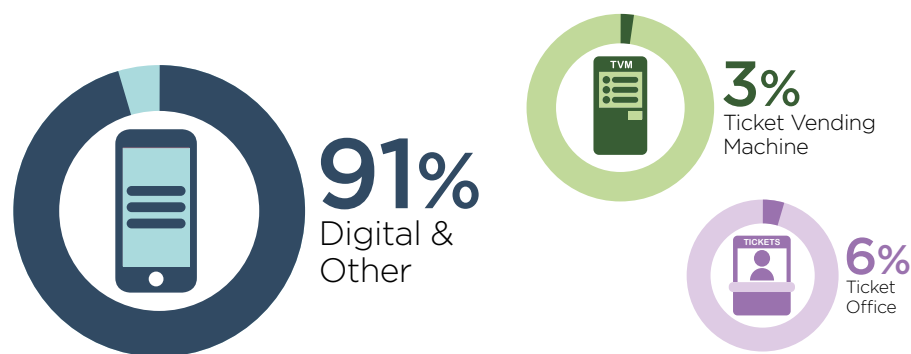
We therefore plan to repurpose the Ticket Office at Grantham Station allowing more space for accessible seating and modern Customer Information Point.

To support these changes we will upskill our colleagues to bring them closer to customers. This means enhancing our retail offering with floor walking and mobile equipment.

With a greater and more visible station presence we can offer a personal service, answer bespoke questions and help customers purchase the best value tickets.

The goal of all proposed changes is to create a modern and efficient station experience for customers and colleagues alike.

Customer ticket purchasing habits at Grantham Station



Investments in Grantham Station

In 2021 LNER added more than 100 extra car parking spaces for customers and transformed the station Approach at Grantham Station as part of a £1.5 million improvement scheme.

The additional spaces were created following the completion of a new car park built on former disused land located just a short walk from the centre of the historic market town.

The full length of Station Road, and the existing car park, were also enhanced and made safer with new crossing points, road markings, walking routes, CCTV and upgraded street lighting. A revamped taxi rank and customer drop off area completed the improvements delivered as part of this project.

Opening hours

Grantham Station will be open and staffed from the first to the last train. Assistance with ticketing will be available during these times.

Accessibility

Passenger Assist will always be available at Grantham Station.

More information about booking assistance with LNER can be found [here](#).

Not all products will be available at Grantham Station

As a result of the planned changes, a small percentage (around 8%) of ticket types will no longer be retailed at Grantham Station, we'll support customers with purchasing these online if possible or direct them to our neighbouring LNER Stations, Doncaster and Peterborough.

Customers won't be able to obtain the following products: Season Replacement, Rovers & Rangers, Excesses, Photocards, Refunds, Seat Reservations, and Rail Cards.

Further ways to buy tickets

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LNER customer information

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Twitter: @LNER

LNER Timetable information

Download our current timetables [here](#).

Why do we plan to close the Grantham Ticket Office?

We are modernising the way we retail tickets at Grantham Station. Our new team of multi-skilled station staff will be available across the station to sell tickets or assist with the use of ticket vending machines, if required. This will allow the Ticket Office to close and help us prioritise meeting the evolving needs of our customers.

Public Consultation process

Our proposal for modernising ticket retailing at Grantham will go through the major change process as part of the requirements of the Industry's Ticketing and Settlement Agreement. A public consultation will be open from 5 - 26 July. LNER will then consult on the feedback and address concerns collated on behalf of the users of, or those with an interest in Grantham Station.

Note that these plans are not final, and we encourage people to provide feedback through the Transport Focus public consultation. Feedback your comments directly to TicketOffice.LNER@transportfocus.org.uk

For further information about LNER station changes

Public.affairs@lner.co.uk



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Registered Office: East Coast House, 25 Skeldergate, York YO1 6DH

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LNER