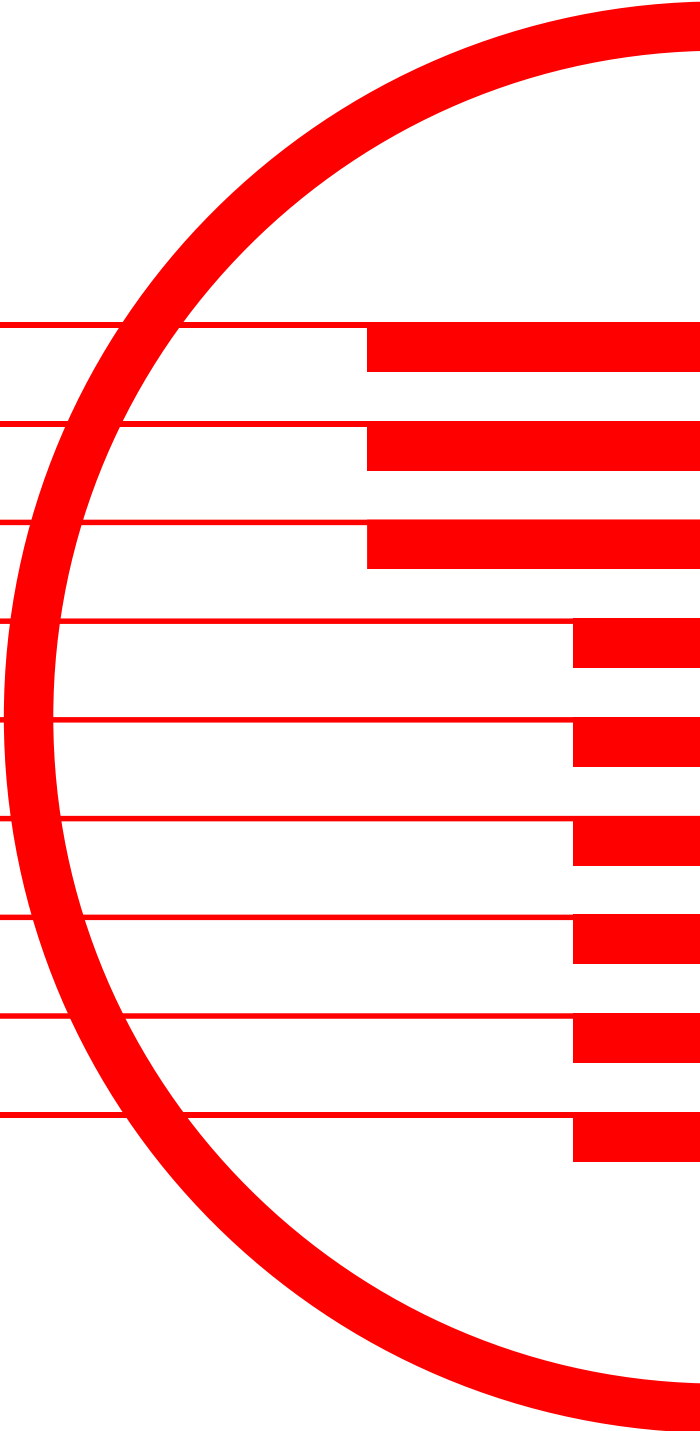


Transport for Wales
University Students
FAQ: Christmas
Travel



To help students get home safely at the end of the winter term, the Government is asking that students return home in a “student travel window” lasting from 3-9 December (unless they test positive or develop symptoms).

To help keep students and other passengers safe, we’re asking students to plan their journey in advance to avoid delays and potential crowding onboard trains.

Find out the latest timetable information for:

[Travelling by train](#)

[Travelling by bus](#)

The following FAQ has been developed specifically for students planning to use Transport for Wales rail services.

Are you running train services?

Yes – however, please be aware that we’re still operating a reduced timetable across the Transport for Wales rail network. Service times have changed and the number of seats available for use in each train has reduced to provide better physical distancing. This will operate until further notice.

We’re constantly reviewing our timetables, so we recommend that students check our live Journey Checker on the website: <https://tfwrail.wales/covid-19/changes-train-times> or via our TfW App, which can also be downloaded onto mobile devices.

How can I travel safely?

We’re encouraging students across Wales and the Borders to think of others and act responsibly when travelling – this includes wearing face coverings when traveling on public transport unless they have exemptions. We recognise this is not always going to be possible, but we feel it is right to ask so that everyone can travel as safely as possible.

What are the train times?

Please use our Journey Checker online for times and fares or visit one of our ticket offices. Where possible, students should avoid travelling before 10.00 or between 16.00 – 18.00 as this is when commuters generally travel. You can use the capacity checker to help you plan your journey to avoid the busiest periods.

Please see below a summary of the current rail services, by route.

North Wales Coast (travelling East)

Bangor to Chester – approx hourly (TfW/Avanti West Coast services)

North Wales Coast (travelling to Anglesey)

Bangor to Holyhead – approx hourly (TfW/Avanti West Coast services)

Cambrian Line (travelling from Aberystwyth to Shrewsbury)

Aberystwyth to Shrewsbury - one train per two hours (TfW services)

Cardiff Central

Cardiff to Manchester – hourly (TfW services)

Cardiff to Cheltenham – approx hourly (TfW/Cross Country/GwR services)



Cardiff to Bristol Parkway – hourly (GWR services)
Cardiff to Shrewsbury (for services onwards to the Midlands, Mid Wales) – hourly (TfW services)

Swansea

Swansea to Cardiff – approx. 3 trains per hour (TfW / GWR services)
Swansea to Shrewsbury – hourly (TfW services) (via Cardiff Central / Hereford / Shrewsbury)
Swansea to London - hourly (GWR services)

Shrewsbury

Shrewsbury to Cardiff – hourly (TfW services) (via Hereford)
Shrewsbury to Manchester Piccadilly – hourly (TfW services)
Shrewsbury to Birmingham – 3 tph an hour (TfW/West Midlands services)
Shrewsbury to Swansea - hourly (TfW services) (via Hereford & Cardiff Central)

Can I pre book a seat?

At the moment we're trialling a new reservation system on the Cambrian line (between Shrewsbury to Aberystwyth and Pwllheli) and we strongly encourage students to make use of this. You can do this via <https://tfwrail.wales/before-your-journey/reserve> - up to 7 days before your journey.

For other routes, we currently don't offer this service (please note – rail operators differ) but we do encourage all students to plan ahead as much as possible by pre-purchasing their ticket and using our capacity checker: <https://tfwrail.wales/planning-ahead/capacity-checker>

How can I purchase my ticket?

We encourage all passengers to buy their ticket before they board our services.

We are hoping to reintroduce the Advanced ticket back soon - you can make a saving by purchasing at a ticket office or on the TfW [app](#) – advanced tickets are our best value fares, especially combined with a railcard. We can't guarantee the availability of Advance tickets as they are generally limited in number and only on sale up to 6pm prior to the day of travel. We recommend you book early to avoid disappointment.

For passengers travelling onwards by ferry, it is worth noting that other vendors also offer a Sail and Rail ticket.

Please note that regrettably it is not currently possible to buy tickets on-board our trains.

What if I am unable to travel but have already bought my ticket?

Our refund policy is available here: <https://tfwrail.wales/ticket-refunds>

Will there be staff on hand to help direct students?

Our staff are working hard to ensure that all students safely board transport at our stations. To facilitate this operation, we may deploy additional stewards who will be on hand at stations, along with our usual staff.

Do you know when – or if – services will return to pre-Covid levels, and is this likely to be a gradual process?

At Transport for Wales our primary focus is keeping our colleagues and customers safe. In line with the rest of the UK rail industry, we have been running to a reduced timetable since 23 March and



have been gradually reintroducing services as lockdown has eased. This has considered the latest public health guidance to protect customers and colleagues, and reflects fewer people using our services during this unprecedented period.

Our timetables have been adapted to best support as many key workers who travel by public transport as possible, while also maintaining the safety of customers and staff and the resilience of our services. We're slowly phasing in additional rail services as we return towards a full timetable, with more to be added in the coming weeks. We're continuing to review the timetable based on passenger data, Welsh Government guidelines and changes to the wider UK rail timetable.

How are you managing stations?

To make sure that we're doing everything we can to keep all our passengers and staff safe, where possible, we've introduced one-way systems and directional signage to create a safe flow of movement around our stations. This means that all passengers will be directed to use separate entrances and exits.

With on-train social distancing measures in place, capacity is severely restricted. When trains are full, passengers may not be able to board their intended train and will need to wait for the next available service or travel another way. In some cases, passengers may be asked to temporarily join a queue before entering the station and/or platform.

Do I need to wear a face covering?

You must wear a face covering on public transport to help prevent the spread of the coronavirus unless they're exempt. It is now the law in Wales and England.

Please bring a face covering for your journey. We're asking you to be respectful at all times, whilst considering that not everyone can wear a face covering.

You can find more information on the guidance around wearing face coverings onboard public transport in Wales on our website.

What if I'm travelling to England?

From 5 November until 2 December 2020, the UK Government is introducing lockdown travel restrictions in England.

If you need to use public transport to travel to and from England you'll need to follow the UK Government's safer travel guidance for parts of your journey that are within England and the Welsh Government's guidance for the parts that are within Wales

Please check with your public transport operator before you travel as services in and out of England may be affected.

What if I require further assistance?

We're committed to delivering an excellent service for all of our customers. You'll find all the information you need to plan your journey, book assistance and learn about our plans for enhancing accessibility here: <https://tfwrail.wales/before-your-journey/accessible-travel>
Again, we encourage you to plan ahead as much as possible.



Your Journey Planner Check List:

Have you....

- **Used Journey Checker to look at train times?**
- **Used capacity checker to see how busy your services are likely to be?**
<https://tfwrail.wales/planning-ahead/capacity-checker>

From there you can:

- **Book your train ticket**
- **Download our App**
- **Download your ticket**

- **Packed your mask and hand sanitiser**

Remember to leave plenty of time beforehand to print off your ticket if it isn't downloaded onto your device

How can we contact you?

Customer Relations:

- Tel - 0333 3211 202
- WhatsApp - 07790 952507
- Twitter / Facebook / Instagram - @tfwrail
- Freepost – TfW Rail Customer Relations
- Email – customer.relations@tfwrail.wales

Web:

- <https://tfwrail.wales/>

