



Station improvements along our route



Over the past few months we've carried out improvement works at stations along the West Coast Main Line to improve the passenger experience.

Over the past few months we've carried out improvement works at stations along the West Coast Main Line to improve the passenger experience. We've finished rolling out Wi-Fi at all of our managed stations, and we're undertaking work at individual stations as well. At Warrington Bank Quay and Wigan North Western we have refurbished our waiting rooms, including new power sockets, to provide a more comfortable area for customers. At Preston, work is ongoing constructing a new entrance on Butler Street, which will include new Ticket Vending Machines, Customer

Information Screens and a retail area. We're also building a Bike Hub at the station, which will provide space for 200 bikes and will open later this year. Cycle hubs have also been installed at Rugby, Birmingham International and Coventry. A new footbridge and lifts will be officially opened by local MP Rory Stewart this week at Penrith, which will greatly improve the experience for customers travelling from the station. These are just some of the changes we're making as part of our £20m investment programme to enhance the customer experience along the West Coast.

Changes to car parking at our stations



Virgin Trains' car parks have remained at a heavily discounted rate for a number of years. During this time, we have seen a growing demand for parking spaces, including from non-rail users.

Virgin Trains' car parks have remained at a heavily discounted rate for a number of years. During this time, we have seen a growing demand for parking spaces, including from non-rail users. We have looked at extending our car parks to increase capacity; however this is not easy to implement. As a result, we have decided to increase our car parking tariffs at 12 of our stations along the route. We have ensured

that all users who hold rail season tickets with Virgin Trains or another TOC will receive a more competitive rate than non-rail users. Significant discounts are available for these passengers when purchasing monthly, three-monthly or annual car parking tickets. We know the importance of car parking facilities to our passengers, and are exploring ways in which we can further invest to make them more user-friendly and enhance the experience for our customers when travelling from our stations.

Sharing our policy on hiring ex-offenders



In September Virgin Trains was invited to appear in front of the House of Commons Work and Pensions Select Committee to discuss our policies on hiring ex-offenders.

In September Virgin Trains was invited to appear in front of the House of Commons Work and Pensions Select Committee to discuss our policies on hiring ex-offenders. The Committee are currently looking at support for ex-offenders leaving prison and approached us to hear about our ex-offender recruitment programme, including the toolkit we launched to advise other employers on the merits of hiring former offenders. Kathryn Wildman, our Lead Recruiter who works on hiring ex-offenders, and Tammy Moreton, an apprentice based at Wolverhampton, gave evidence to the Committee, who then wrote to us following the session to thank us for our

contribution. The Committee will publish their final report in the New Year.

Book your travel up to six months in advance



We've extended our booking horizon to six months in advance for weekday tickets.

We've extended our booking horizon to six months in advance for weekday tickets, from the industry standard of three months. We know that passengers, particularly our leisure travellers, want time to plan holidays and book for events in advance, and we wanted to provide customers with the opportunity to secure great deals. Groups booking travel together and school trips are likely to be amongst those who benefit from our changes. With tickets from London - Glasgow starting from £20, we're confident that this extended booking horizon, combined with everything else Virgin Trains has to offer, will see more customers choosing to travel by train.

Virgin Trains staff recognised at Rail Staff Awards



We're delighted that Suzanne Nicholls, one of our Customer Service Advisors based at Preston station, won the Station Staff of the Year award at the Rail Staff Awards.

We're delighted that Suzanne Nicholls, one of our Customer Service Advisors based at Preston station, won the Station Staff of the Year award at the Rail Staff Awards. Suzanne is our Community Champion at Preston, working with local schools and community rail groups to ensure that Preston station is involved with the local community. The award was to recognise a member of staff who helps both colleagues and customers have a better experience on the railway, and we're pleased to see one of our colleagues recognised for going the extra mile.