



Leading the way in passenger satisfaction

92%

Virgin Trains has scored its joint highest score in Transport Focus' bi-annual National Rail Passenger Survey.

We're absolutely delighted to have received our joint highest score in Transport Focus' bi-annual National Rail Passenger Survey, with 92% of our passengers satisfied with their journeys. Virgin Trains achieves consistently high scores along the West Coast, and we look forward to beating the long distance sector average for many years to come.

Escape for less with our Summer Seat Sale



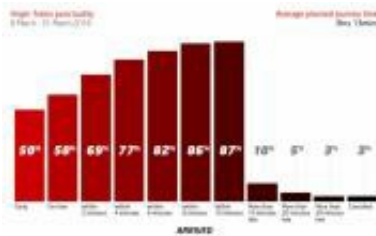
We're offering 700,000 seats for sale across both First and Standard Class.

From Tuesday 5th July to Thursday 7th July, we'll be cutting prices across the West Coast for travel between Saturday 23rd July and Sunday 4th September, just in time for the school holidays. Fares on offer include:

- London to Manchester Standard Class; originally £21, now £10
- London to Liverpool Standard Class; originally £16, now £10
- London to Birmingham Standard Class; originally £8, now £4
- London to Glasgow Standard Class; originally £30, now £14

Customers will be able to buy tickets from the Virgin Trains website, on the Trainline website or via the Virgin Trains app.

Setting standards for punctuality transparency



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We recently became the UK's first train operator to publish clear, comprehensive and up-to-date data on how punctual our services are. It's presented in bar charts which use the 'Right Time' measure – where trains are only classed as on time if it arrives within 59 seconds of its scheduled arrival time. This is particularly challenging for Virgin Trains as a long distance intercity operator, as some of our journeys can be in excess of four hours.

We're providing this data to deliver our punctuality information transparently to our passengers, and it shows that almost three quarters of our trains arrive within 4 minutes of their planned arrival times. The data can be found [here](#) and it's broken down into the various routes along the West Coast Main Line.

On-board entertainment beamed to your device



Customers can now stream around 200 hours of complimentary films, TV shows, magazines and games straight to their devices with our revolutionary new BEAM app.

At Virgin Trains, we've always prided ourselves on being industry-leading, and we're continuing to do that by launching our new on-board entertainment service, BEAM. It gives passengers access to around 200 hours of TV and film, as well as magazines and games. All they need to do is download the BEAM app from the Apple or Android store before they board one of our trains. It's also completely free for everyone on board, regardless of whether they're travelling in First or Standard class, and we'll be refreshing the content often, putting on four new films a month. For the launch, we partnered with the Hollywood blockbuster *Independence Day: Resurgence* to deliver a red carpet event at Euston Station. Director Roland Emmerich and cast members Liam Hemsworth and Jeff Goldblum turned up to unveil the train wrap, each having a carriage decorated with their characters on the side!

Future of the West Coast franchise



Have your say in what you want to see in the next West Coast franchise

The Department for Transport's consultation on the next InterCity West Coast franchise closes on 2 August, and we would encourage all stakeholders with an interest in the franchise to respond.

These responses will help the DfT to identify what they ask for in the Invitation to Tender, which is expected to be published in November 2016.

If you have any questions on the consultation then please feel free to contact us. The closing date for responses is 2 August, and the relevant documents can be found [here](#).

Improvements along our route for our customers



We're offering customers a host of improvements along our route, including investment at our stations and a new menu for our North Wales passengers.

We're continuing to improve the passenger experience along the West Coast, including improving our stations as part of a £20m investment programme. The latest station to benefit from this is Preston, which will see new ticket machines, a retail offering and customer information screens as part of the £1.5m investment to transform access to the station. We've now completed our programme to install free Wi-Fi at all of our managed stations.

Signature chef Bryn Williams also recently surprised customers along our North Wales route, boarding one of our trains to serve passengers and hear their thoughts on his latest menu he has exclusively created for our First Class passengers travelling along the route on weekdays. The menu will be available until September 2016.

Virgin Trains sponsors Pride of Coventry and Warwickshire Awards



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To mark our continued sponsorship of the Pride of Coventry and Warwickshire Awards a number of last year's winners were whisked down to London in style for a very special day out. After tucking into breakfast and getting a 125 mph driver's eye view from the cab, our excited guests headed off to the House of Commons where they were hosted by Geoffrey Robinson MP. After a quick tour of the magnificent surrounds it was over the river for a quick trip (and lunch) on the London Eye before more First Class treatment on the journey home.

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