

Friars Bridge Court 41-45 Blackfriars Road London SE1 8NZ

John Larkinson Director Directorate of Railway Markets & Economics Office of Rail and Road One Kemble Street, London WC2B 4AN

26 January 2018

Dear Mr Larkinson

Compliance with condition 4 of SWR's Passenger Licence and GB Statement of National Regulatory Provisions: Passenger

Customer Information Initiatives

I am writing in response to your letter of 23 January 2018 following the meeting with your colleagues on 18 January 2018.

Commitment to Customer Information Provision

South Western Railway (SWR) takes its customer service and specific licencing obligations extremely seriously and we are committed to provide our customers with the best available information about service availability as soon as we are able to do so. As I said in my correspondence before Christmas and in the recent meeting, SWR is not content with the level and timing of information it has been able to provide to its customers relating to services affected by Network Rail engineering work (principally at weekends). We are focussed on urgently improving this matter which is receiving a high level of priority within SWR and will continue to do so until we are consistently able to provide timely and accurate information.

In the medium term this involves addressing the underlying issues of the availability of reliable timetable information where engineering works are planned which, as you recognise in your letter, depends to a substantial degree on working with Network Rail to address industry issues about timely production of timetabling information. We are doing so proactively and I have put further details below on our progress with that.

However, the immediate issue is to take the right steps in the circumstances to provide our customers with the best available information relating to affected services. We have implemented a short term plan to address this which is already providing passengers with tangible improvements in information and will continue to do so until underlying issues can be improved. We will keep that plan under review and amend/adjust it according to technical developments and emerging solutions and options as matters progress.

Action Plan for Short Term Customer Information

While underlying issues continue, we are implementing the following actions to provide customers with the best information which is actually available to us (subject to that information being deemed reliable enough for our customers benefit):







Senior responsibility

My Customer Experience Director is taking direct responsibility for ensuring provision of customer information and we have convened a cross-functional team under him to identify and implement best processes and options. I personally have prioritised this issue which is also receiving focus from my Commercial and Business Development Director and Planning and Performance Director whose teams are an integral part of ensuring that we deliver the required improvements;

Imminent/ ("this week") information

- An improved process has been implemented for checking each week the engineering works affecting our services and the implications for services (and comparing this to NRES published data). This check will identify best information available to be communicated to customers;
- Weekly, we are publishing on our website a synopsis of routes which are affected in the forthcoming week, which are available for booking and which are not. This is being presented in a customer friendly manner and has been made live this week. An example is attached and is at https://www.southwesternrailway.com/~/media/pdfs/planned-engineering/180128weymouth.pdf?la=en;
- Where disruption is anticipated to scheduled services in the coming week we are
 placing a banner on the landing page of our website warning customers of that
 disruption. For example a copy of the current banner is attached. The existing
 "engineering work" section of our website
 https://www.southwesternrailway.com/~/media/pdfs/weekly-engineeringworks/week44-a4.pdf?la=en also has a network map with areas affected by work. A
 screenshot is attached;
- We have prioritised technical (IT) work to reinstate the direct NRES feed of disruption data (referred to in your letter in respect of 'yellow triangles' and bus icons). This will bring our website information into alignment with best information available from NRES at any given time. This information feed, which was previously in place, failed for technical reasons which are being assessed and corrected. We have taken the following steps:
 - Following our meeting with ORR on 18 January where your colleagues raised the issue, we promised to take away actions to improve it, specifically why the alerts present on NRES were not on the SWR website. Since then we have prioritisec investigation of this matter, and escalated to our (external) website development partner;
 - The high priority of fixing the issue has been made clear to our website development partner from SWR senior management and by escalation to owning group level where First Rail Holdings' Head of Rail IT has been in direct contract with website development partner to reinforce the urgency. Our website development partner has informed us that it has placed two developers (with proven experience) on correcting the issue. An initial fix was attempted on 25 January 2018 but did not result in NRES data appearing actively on our website feed. We and our website development partner further escalated this to RDG (who control NRES) and convened a three-way discussion on the technical fix on 26 January 2018. At the time of writing our developers are making progress in addressing this issue and we hope to confirm its positive resolution shortly. We are currently reporting internally at least twice a day on progress:
 - We are expecting imminent confirmation of how the issue can be corrected and will provide this website functionality to customers as soon as available:

- We are updating customers on engineering works via Customer Information Screens (CIS), posters in stations and by on train announcements by guards. We are also briefing retail staff and station staff with best available "this week" information;
- We are also briefing retail staff, guards and station staff with best available "this week" information.

4 week information

- We have identified an approach to customer information in the run up to disruption to raise awareness of issues from 4 weeks in advance. We have selected a 4 week horizon to balance customer forward planning with the risk of providing less accurate information (as may be available at 4+ weeks) and potentially confusing customers by giving notice of disruption too far in advance (particularly if timetable issues are then resolved before the services operate). We are however happy to discuss this with you;
- At T-4 we will identify the best available information and assess it for reliability by our Train Planning Team based upon the application submitted to Network Rail. Where the information is sufficiently reliable to assist customers we will prepare a briefing message and take the following steps:
 - Update the website warning banners;
 - Prepare PDF versions of the timetable and post them on the website;
 - Publish details on social media of expected impacts (being SWR's twitter, facebook;
 - Provide a consistent briefing to guards and retail with guidance for engaging with the public;
 - Prepare hard copy poster versions of the timetables to be placed at stations
- At each of T-3, T-2 and T-1 we will reassess the briefing message and update each of the communication methods above.

We anticipate the above steps will provide customers with the appropriate best data available at the relevant time. We will continue this approach until such time as better timetabling information becomes reliably available earlier that the current timescales.

Improving the Timing of Underlying Timetabling Information

As previously outlined and discussed at our recent meeting we have already been taking steps to address the underlying issues. These should improve the situation as future timetables are delivered, however will take a period to 'work through' the timetabling process.

As you recognise we are dependent upon Network Rail for timetable information and, while we understand that timetabling resource across the industry is limited, we are engaging with them actively to improve the development and dissemination of that information.

One substantial step forward in this, achieved in collaboration with Network Rail in our meeting on 22 December 2017 is an agreement from Network Rail that the production of timetable requests up to T-14 should result in a timetable being offered at T-12. This is a substantial step forward in circumstances where we had no predictability of publication dates for timetable bids produced at any time after T-18, with very late publications of the entire timetable this year (Saturday 20 January was published Friday 19 January, Saturday 13 January was published Thursday 11 January). The first week affected by this arrangement will be week 7 of 2018/19 (which starts Saturday 12 May). Under this new arrangement we will work with Network Rail to aim for bids at T-14 (2 February) becoming available for upload on T-12 (16 February). From then we anticipate that timely and accurate information will become more consistently available to customers from T-12 in future weeks. Accordingly, as Network Rail addresses its own issues and as the timetables currently being bid work through the system we anticipate that passengers will begin to see a substantial improvement in journey planning.

As outlined to you we have experienced an extremely difficult operating period immediately upon taking over the franchise which we have sought to manage using the systems and processes we inherited. Additional urgent works following the Waterloo blockade at the start of the franchise have been followed by further Network Rail completion works and recently strike planning. We have during this time provided additional timetabling resource and taken steps to mitigate the impact on our customers. At the same time we have been seeking to improve the IT inherited and introduce the early stages of our franchise plans.

It is a regret to us that improvements to the information provided to customers have been limited during this period. Better information is a goal of the business for which we are motivated, not only by licence and franchise requirements but by the interests of our customers and our own commercial interests in providing an operational railway which passengers want to use and which generates ridership growth. Whilst we welcome working with ORR on delivering improved solutions, SWR wishes to improve the current situation in any event for its customers and its business.

Pending clearance of the backlog of timetabling issues arising from franchise handover and due to the substantial works which followed it, we are also continuing to retain additional timetabling consultant staff to assist with a return to longer term planning is achieved as soon as possible. We anticipate that the current medium term plan previously outlined to you will mean that passenger information becomes available for services affected by engineering works significantly earlier.

We regard the current situation as a temporary shortfall of the desired services levels which we will put right. We have outlined above both an urgent short term plan to ameliorate the impacts on customers and a medium term plan to address the underlying cause of late timetable information.

Specific Examples Raised in your Letter

The issues you raise in your letter of 23 January 2018 related to the weekends of 13/14 and 20/21 January 2018. As we made clear at the meeting on 18 January, the underlying causes of those issues were different and they are not indicative of a systemic failure. The delay in providing customer information regarding 13/14 January 2018 arose from Network Rail publishing data to TRUST but not uploading the relevant timetabling information to National Rail databases. Ultimately we are dependent upon Network Rail in relation to such issues.

Late information for the weekend of 20/21 January related to submission of timetable bids being made by SWR on 17 October 2017, 4 weeks after the T-18 due date of 15 September 2017 with Network Rail only publishing the timetable for the weekend of 20/21 January on Friday 19 January. We hope this type of issue will now become less frequent (and ideally disappear entirely) as timetables work through following the agreement described above with Network Rail on the processing of timetable bids.

Nonetheless, despite the different underlying causes of the recent late notification we recognise that the common effect is that customers only received information that certain services would not be running or would be replaced, a short time before those services were due to run. This is not acceptable to us and we are consequently addressing the current issues proactively as outlined above.

Ongoing delivery of improvements for customer information

We trust that the above describes the steps we are taking to provide customers with the best information available to the greatest extent reasonably practicable in the circumstances, in line with our licence conditions. Together with improvements in the timetable process from clearance of the current backlog and close working with Network Rail and further development of the website our expectation is that customers have are already seeing more information which will continue to improve significantly to bring the franchise back into a steady state where the disruption from engineering works can be known about and communicated to customers well in advance.

We are rolling out a short term customer information plan, have already introduced improvements to the website information and will continue to do so as soon as technical solutions are available. Our letter of 4 January 2018 set out our website development cycle and prioritisation for improving the website which will be implemented once the actions above (which have been prioritised) are taking place. Although not the primary subject of this letter, I also note that we will provide information on Advanced Purchase ticket exclusions on our website. We expect to publish this information on our website today and will update it weekly.

I trust you will recognise the seriousness with which we are taking this issue and the proactive steps we have put in place in the circumstances until the underlying situation improves.

We remain happy to work closely with ORR on this issue and to keep you informed as appropriate as matters progress. Please do let us know if you would like to discuss this further and we would be happy to convene another meeting with you for this purpose if you wish.

Yours sincerely

Andy MR N

Andy Mettors Managing Director

			BUS	BUS		BUS	BUS						
London Waterloo		0005			0105								
Clapham Junction		0012u			0116								
Surbiton					0129s								
Woking		0037					0223						
Guildford					0152	0158							
Havant													
Fareham													
	arrive	0055				0243s	0308s						
Basingstoke	depart	0056						0721		0748		0821	0850
Micheldever								-		0758			0900
Winchester		0113				0318s	0343s	0737		0808		0837	0909
Shawford										0812			0914
Eastleigh	arrive	0121				0338s	0403s	0745		0818		0851	0919
Eastleigh	depart		0128	0128				0746		0822		0852	0922
Southampton Airport Parkway	·		0132	0132		0342s	0407s	0750		0827		0856	0927
Southampton Central	arrive		0147	0147		0401	0426	0757		0834		0903	0934
Southampton Central	depart		0147	0147						0835	0903		0935
Totton	-			0200s						0841			0941
Ashurst (New Forest)										0845			0945
Beaulieu Road										0850			0950
Brockenhurst				0222s						0857	0917		0957
Sway										0901			1001
New Milton				0247s						0906	0924		1006
Hinton Admiral										0910			1010
Christchurch				0304s						0915			1015
Pokesdown				0314s						0919			1019
Bournemouth	arrive		0232	0324						0923	0934		1023
Bournemouth	depart								0839	0927	0939		1024
Branksome									0844		0944		
Parkstone									0847		0947		
Poole									0851	0936	0951		1033
Hamworthy									0856		0956		
Wareham									0903		1003		
Wool									0910		1010		
Moreton									0916		1016		
Dorchester South									0924		1024		
Upwey									0931		1031		
Weymouth									0935		1035		

Notes: s - Stops to let passengers leave the bus / train only.

BUS calling points	
Woking	Station Forecourt
Guildford	Station Forecourt
Basingstoke	Station Forecourt
Winchester	Station Hill bus stops
Eastleigh	Bus layby outside the station
Southampton Airport Parkway	Station Forecourt
Southampton Central	Station Forecourt
Totton	Bus stop D opposite McDonald's
Brockenhurst	Station Forecourt
New Milton	Staion cart park
Christchurch	Bus stop in Stour Road outside the station
Pokesdown	Bus stop by The Bell Inn
Bournemouth	Station Forecourt



				BUS			BUS			BUS			BUS
London Waterloo			0754	500		0830	500		0854	200		0930	500
Clapham Junction			0803u			0839u			0903u			0939u	
Surbiton			0817			0853			0917			0953	
Woking				0820			0855			0920		0700	0955
Guildford	arrive		0845	0845		0916	0920		0945	0945		1016	1020
Guildford	depart		0847	0853			0925		0947	0953			1025
Havant			0921						1021				
Fareham			0938						1038				
Basingstoke	arrive			0943			1015			1043			1115
Basingstoke	depart	0921			0950			1021			1050		
Micheldever	•				1000						1100		
Winchester		0937			1009			1037			1109		
Shawford					1014						1114		
Eastleigh	arrive	0945			1019			1045			1119		
Eastleigh	depart	0946			1022			1046			1122		
Southampton Airport Parkway		0950			1027			1050			1127		
Southampton Central	arrive	0957	1001		1034			1057	1101		1134		
Southampton Central	depart		1003		1035				1103		1135		
Totton					1041						1141		
Ashurst (New Forest)					1045						1145		
Beaulieu Road					1050						1150		
Brockenhurst			1017		1057				1117		1157		
Sway					1101						1201		
New Milton			1024		1106				1124		1206		
Hinton Admiral					1110						1210		
Christchurch					1115						1215		
Pokesdown					1119						1219		
Bournemouth	arrive		1034		1123				1134		1223		
Bournemouth	depart		1038		1124				1138		1224		
Branksome			1043						1143				
Parkstone			1046						1146				
Poole			1051		1133				1151		1233		
Hamworthy			1056						1156				
Wareham			1103						1203				
Wool			1109						1209				
Moreton			1116						1216				
Dorchester South			1124						1224				
Upwey			1130						1230				
Weymouth			1135						1235				

BUS calling points		
Woking	Station Forecourt	
Guildford	Station Forecourt	
Basingstoke	Station Forecourt	



				BUS			BUS			BUS			BUS
London Waterloo			0954	200		1030	200		1054	200		1130	200
Clapham Junction			1003u			1039u			1103u			1139u	
Surbiton			1017			1053			1117			1153	
Woking			-	1020			1055			1120			1155
Guildford	arrive		1045	1045		1116	1120		1145	1145		1216	1220
Guildford	depart		1047	1053			1125		1147	1153			1225
Havant	-		1121						1221				
Fareham			1138						1238				
Basingstoke	arrive			1143			1215			1243			1315
Basingstoke	depart	1121			1150			1221			1250		
Micheldever					1200						1300		
Winchester		1137			1209			1237			1309		
Shawford					1214						1314		
Eastleigh	arrive	1145			1219			1245			1319		
Eastleigh	depart	1146			1222			1246			1322		
Southampton Airport Parkway		1150			1227			1250			1327		
Southampton Central	arrive	1157	1201		1234			1257	1301		1334		
Southampton Central	depart		1203		1235				1303		1335		
Totton					1241						1341		
Ashurst (New Forest)					1245						1345		
Beaulieu Road					1250						1350		
Brockenhurst			1217		1257				1317		1357		
Sway					1301						1401		
New Milton			1224		1306				1324		1406		
Hinton Admiral					1310						1410		
Christchurch					1315						1415		
Pokesdown					1319						1419		
Bournemouth	arrive		1234		1323				1334		1423		
Bournemouth	depart		1239		1324				1339		1424		
Branksome			1244						1344				
Parkstone			1247						1347				
Poole			1251		1333				1351		1433		
Hamworthy			1256						1356				
Wareham			1303						1403				
Wool			1310						1410				
Moreton			1316						1416				
Dorchester South			1324						1424				
Upwey			1331						1431				
Weymouth			1335						1435				

BUS calling points		
Woking	Station Forecourt	
Guildford	Station Forecourt	
Basingstoke	Station Forecourt	



				BUS			BUS			BUS			BUS
London Waterloo			1154	200		1230	200		1254	200		1330	200
Clapham Junction			1203u			1239u			1303u			1339u	
Surbiton			1217			1253			1317			1353	
Woking				1220			1255			1320			1355
Guildford	arrive		1245	1245		1316	1320		1345	1345		1416	1420
Guildford	depart		1247	1253			1325		1347	1353			1425
Havant			1321						1421				
Fareham			1338						1438				
Basingstoke	arrive			1343			1415			1443			1515
Basingstoke	depart	1321			1350			1421			1450		
Micheldever					1400						1500		
Winchester		1337			1409			1437			1509		
Shawford					1414						1514		
Eastleigh	arrive	1345			1419			1445			1519		
Eastleigh	depart	1346			1422			1446			1522		
Southampton Airport Parkway		1350			1427			1450			1527		
Southampton Central	arrive	1357	1401		1434			1457	1501		1534		
Southampton Central	depart		1403		1435				1503		1535		
Totton					1441						1541		
Ashurst (New Forest)					1445						1545		
Beaulieu Road					1450						1550		
Brockenhurst			1417		1457				1517		1557		
Sway					1501						1601		
New Milton			1424		1506				1524		1606		
Hinton Admiral					1510						1610		
Christchurch					1515						1615		
Pokesdown					1519						1619		
Bournemouth	arrive		1434		1523				1534		1623		
Bournemouth	depart		1439		1524				1539		1624		
Branksome			1444						1544				
Parkstone			1447						1547				
Poole			1451		1533				1551		1633		
Hamworthy			1456						1556				
Wareham			1503						1603				
Wool			1510						1610				
Moreton			1516						1616				
Dorchester South			1524						1624				
Upwey			1531						1631				
Weymouth			1535						1635				

BUS calling points		
Woking	Station Forecourt	
Guildford	Station Forecourt	
Basingstoke	Station Forecourt	



				BUS			BUS			BUS			BUS
London Waterloo			1354	500		1430	500		1454	200		1530	200
Clapham Junction			1403u			1439u			1503u			1539u	
Surbiton			1417			1453			1517			1553	
Woking			,	1420		1100	1455		1017	1520		1000	1555
Guildford	arrive		1445	1445		1516	1520		1545	1545		1616	1620
Guildford	depart		1447	1453			1525		1547	1553			1625
Havant			1521						1621				
Fareham			1538						1638				
Basingstoke	arrive			1543			1615			1643			1715
Basingstoke	depart	1521			1550			1621			1650		
Micheldever	•				1600						1700		
Winchester		1537			1609			1637			1709		
Shawford					1614						1714		
Eastleigh	arrive	1545			1619			1645			1719		
Eastleigh	depart	1546			1622			1646			1722		
Southampton Airport Parkway	•	1550			1627			1650			1727		
Southampton Central	arrive	1557	1601		1634			1657	1701		1734		
Southampton Central	depart		1603		1635				1703		1735		
Totton					1641						1741		
Ashurst (New Forest)					1645						1745		
Beaulieu Road					1650						1750		
Brockenhurst			1617		1657				1717		1757		
Sway					1701						1801		
New Milton			1624		1706				1724		1806		
Hinton Admiral					1710						1810		
Christchurch					1715						1815		
Pokesdown					1719						1819		
Bournemouth	arrive		1634		1723				1734		1823		
Bournemouth	depart		1639		1724				1739		1824		
Branksome			1644						1744				
Parkstone			1647						1747				
Poole			1651		1733				1751		1833		
Hamworthy			1656						1756				
Wareham			1703						1803				
Wool			1710						1810				
Moreton			1716						1816				
Dorchester South			1724						1824				
Upwey			1731						1831				
Weymouth			1735						1835				

BUS calling points		
Woking	Station Forecourt	
Guildford	Station Forecourt	
Basingstoke	Station Forecourt	



			1	BUS			BUS	1		BUS	1		BUS
London Waterloo			1554	000		1630	000		1654	000		1730	000
Clapham Junction			1603u			1639u			1703u			1739u	
Surbiton			1617			1653			1717			1753	
Woking			1017	1620		1000	1655		17 17	1720		1700	1755
Guildford	arrive		1645	1645		1716	1720		1745	1745		1816	1820
Guildford	depart		1647	1653			1725		1747	1753		.0.0	1825
Havant	aopare		1721	1000			1720		1821				1020
Fareham			1738						1838				
Basingstoke	arrive			1743			1815			1843			1915
Basingstoke	depart	1721			1750			1821			1850		
Micheldever					1800						1900		
Winchester		1737			1809			1837			1909		
Shawford					1814						1914		
Eastleigh	arrive	1745			1819			1845			1919		
Eastleigh	depart	1746			1822			1846			1922		
Southampton Airport Parkway	aopart	1750			1827			1850			1927		
Southampton Central	arrive	1757	1801		1834			1857	1901		1934		
Southampton Central	depart	-	1803		1835				1903		1935		
Totton					1841						1941		
Ashurst (New Forest)					1845						1945		
Beaulieu Road					1850						1950		
Brockenhurst			1817		1857				1917		1957		
Sway					1901						2001		
New Milton			1824		1906				1924		2006		
Hinton Admiral					1910						2010		
Christchurch					1915						2015		
Pokesdown					1919						2019		
Bournemouth	arrive		1834		1923				1934		2023		
Bournemouth	depart		1839		1924				1939		2024		
Branksome			1844						1944				
Parkstone			1847						1947				
Poole			1851		1933				1951		2033		
Hamworthy			1856						1956				
Wareham			1903						2003				
Wool			1910						2010				
Moreton			1916						2017				
Dorchester South			1924						2025				
Upwey			1931						2032				
Weymouth			1935						2036				

BUS calling points		
Woking	Station Forecourt	
Guildford	Station Forecourt	
Basingstoke	Station Forecourt	



				BUS			BUS			BUS			BUS
London Waterloo			1754	500		1830	500		1854	500		1930	200
Clapham Junction			1803u			1839u			1903u			1939u	
Surbiton			1817			1853			1917			1953	
Woking				1820			1855			1920			1955
Guildford	arrive		1845	1845		1916	1920		1945	1945		2016	2020
Guildford	depart		1847	1853			1925		1947	1953			2025
Havant	•		1921						2021				
Fareham			1938						2038				
Basingstoke	arrive			1943			2015			2043			2115
Basingstoke	depart	1921			1950			2021			2050		
Micheldever					2000						2100		
Winchester		1937			2010			2037			2109		
Shawford					2014						2114		
Eastleigh	arrive	1945			2020			2045			2119		
Eastleigh	depart	1946			2022			2046			2122		
Southampton Airport Parkway		1950			2027			2050			2127		
Southampton Central	arrive	1957	2001		2034			2057	2101		2134		
Southampton Central	depart		2003		2035				2103		2135		
Totton					2041						2141		
Ashurst (New Forest)					2045						2145		
Beaulieu Road					2050						2150		
Brockenhurst			2017		2057				2117		2157		
Sway					2101						2201		
New Milton			2024		2106				2124		2206		
Hinton Admiral					2110						2210		
Christchurch					2115						2215		
Pokesdown					2119						2219		
Bournemouth	arrive		2034		2123				2134		2223		
Bournemouth	depart		2039		2124				2139		2224		
Branksome			2044						2144				
Parkstone			2047						2147				
Poole			2051		2133				2151		2233		
Hamworthy			2056						2156				
Wareham			2103						2203				
Wool			2110						2210				
Moreton			2117						2217				
Dorchester South			2125						2225				
Upwey			2132						2232				
Weymouth			2136						2236				

Notes: u - Stops to let passengers join the train only.

BUS calling points		
Woking	Station Forecourt	
Guildford	Station Forecourt	
Basingstoke	Station Forecourt	

			1	BUS			BUS			BUS			BUS
London Waterloo			1954			2030			2054			2130	
Clapham Junction			2003u			2039u			2103u			2139u	
Surbiton			2017			2053			2117			2153	
Woking			-	2020			2055			2120			2155
Guildford	arrive		2045	2045		2116	2120		2145	2145		2216	2220
Guildford	depart		2047	2053			2125		2147	2153			2225
Havant	-		2121						2221				
Fareham			2138						2238				
Basingstoke	arrive			2143			2215			2243			2315
Basingstoke	depart	2121			2150			2221			2250		
Micheldever					2200						2300		
Winchester		2137			2209			2237			2309		
Shawford					2214						2314		
Eastleigh	arrive	2145			2219			2245			2319		
Eastleigh	depart	2146			2222			2246			2322		
Southampton Airport Parkway		2150			2227			2250			2327		
Southampton Central	arrive	2157	2201		2234			2257	2301		2334		
Southampton Central	depart		2203		2235				2301		2335		
Totton					2241						2341		
Ashurst (New Forest)					2245						2345		
Beaulieu Road					2250								
Brockenhurst			2217		2257				2315		2354		
Sway					2301						2359		
New Milton			2224		2306				2322		0004		
Hinton Admiral					2310						8000		
Christchurch					2315						0013		
Pokesdown					2319						0016		
Bournemouth	arrive		2234		2323				2332		0020		
Bournemouth	depart		2239		2324				2337		0022		
Branksome			2244						2342		0027		
Parkstone			2247						2345		0030		
Poole			2251		2333				2349		0033		
Hamworthy			2256						2354				
Wareham			2303						0001				
Wool			2310						8000				
Moreton			2317						0015				
Dorchester South			2325						0023				
Upwey			2332						0030				
Weymouth			2336						0034				

BUS calling points		
Woking	Station Forecourt	
Guildford	Station Forecourt	
Basingstoke	Station Forecourt	



				BUS			BUS			BUS		
London Waterloo		2154		500		2300	500		0105	500		
Clapham Junction		2203u				2309u			0115			
Surbiton		22000				2323			0129s			
Guildford						2020			0152	0158		
Woking			-	2220		-	2335		0152	0223		
Guildford	arrive	2233		2245		2348	0001			0225		
Guildford	depart	2234		2253		2040	0005					
Havant	uepart	2308		2200			0005					
Fareham		2300										
Basingstoke	arrive	2520		2343			0055			0308s		
Basingstoke	depart		2321	2343	2350	-	0000	0104		03003		
Micheldever	ucpart		2521		2359			0104				
Winchester			2337		0009			0120		0343s		
Shawford			2337		0007			0120		03433		
Eastleigh	arrive		2345		0019			0129		0403s		
Eastleigh	depart		2345		0017			0127		04035		
Southampton Airport Parkway	uepart		2340		0022			0130		0407s		
Southampton Central	arrive	2343	2357		002/			0133		04073		
Southampton Central	depart		2337		0035			0144		0420		
Totton	uepart	2345			0033 0040s			0148 0153s				
Ashurst (New Forest)					00405			01555				
Beaulieu Road												
Brockenhurst		0002			0051s			0204s				
Sway		0002			00515			02045				
New Milton		0010			0059s			0211s				
Hinton Admiral		0010			00373			02115				
Christchurch					0106s			0218s				
Pokesdown					01003 0110s			0222s				
Bournemouth	arrive	0026			0114			0226				
Bournemouth	depart	0030			0115			0228				
Branksome	acpart	0035			0120s			0220 0233s				
Parkstone		0033			01203 0123s			0236s				
Poole		0030			01233			02303				
Hamworthy		0042 0047s			012/			0207				
Wareham		0047s										
Wool		00000s										
Moreton		01003 0107s										
Dorchester South		01073 0114s										
Upwey		0114s										
Weymouth		01223										
ncymouth		0120										

Notes: s - Stops to let passengers leave the bus / train only.

BUS calling points		
Woking	Station Forecourt	
Guildford	Station Forecourt	
Basingstoke	Station Forecourt	



		BUS		BUS			BUS		BUS			BUS
						0650					0750	
						0654					0754	
						0657					0757	
arrive						0702					0802	
						0706					0806	
						0710					0810	
											0823	
						0.0.						
						0743						
arrive						0753					0853	
depart	0655		0728			0755		0828			0855	
			0736			0803		0836			0903	
arrive	0707		0739			0806		0839			0906	
depart	0711		0740			0811		0840			0911	
	0723		0750			0823		0850			0923	
	0732					0831					0931	
arrive	0742		0811			0841		0906			0941	
depart		0750		0817			0850		0912		-	0950
arrive				0902			0935		0957			1035
depart				0905	0935		0940		1000	1005		1040
•		0912		0935			1010		1030			1110
					0957					1029		
					1010					1042		
		1			1018					1050		
	depart arrive depart arrive depart depart arrive	depart arrive depart 0655 0703 arrive 0707 depart 0711 0717 0723 0732 arrive 0742 depart arrive	arrive depart depart depart depart 0655 0703 arrive 0707 depart 0717 0723 0732 arrive 0742 depart 0742 depart 0742 depart 0750 arrive	arrive - depart - depart - depart - depart - depart - depart 0655 0703 0736 0707 0739 depart 0711 0707 0739 depart 0711 0723 0750 0732 0750 arrive 0742 0811 depart 0750 arrive 0742 0811 depart 0750 - arrive - 0750 arrive - 0750	arrive	arrive - - - depart - - - - depart 0655 0728 - - 0703 0736 - - - depart 0707 0738 - - 0703 0736 0736 - - 0703 0750 0750 - - 0711 0740 - - - 0712 0750 0811 - - 0732 0750 0811 - - arrive 0742 0811 - - depart 0750 0817 - - arrive 0740 09012 0935 - <td>arrive Image: Constant of the sector of the se</td> <td>arrive Image: section of the section of t</td> <td>arrive Image: sector of the sect</td> <td>arrive Image: section of the section of t</td> <td>arrive Image: sector of the sect</td> <td>arrive Def Def Def Def Def Def Def arrive - - 0 0650 - - 0 0750 depart - - 0 0706 - - 0806 depart - - 0706 - - 0806 depart - - 0706 - - 0806 0710 - - 0806 0814 0814 0714 - 0723 - 0828 0828 0723 0728 0723 0828 0828 0734 - 0734 - 0843 0843 0705 0728 0755 0828 0853 0843 depart 0655 0728 0755 0828 0903 0843 0707 0739 0806 0833 0903 0906 0903 arrive 0707 0750</td>	arrive Image: Constant of the sector of the se	arrive Image: section of the section of t	arrive Image: sector of the sect	arrive Image: section of the section of t	arrive Image: sector of the sect	arrive Def Def Def Def Def Def Def arrive - - 0 0650 - - 0 0750 depart - - 0 0706 - - 0806 depart - - 0706 - - 0806 depart - - 0706 - - 0806 0710 - - 0806 0814 0814 0714 - 0723 - 0828 0828 0723 0728 0723 0828 0828 0734 - 0734 - 0843 0843 0705 0728 0755 0828 0853 0843 depart 0655 0728 0755 0828 0903 0843 0707 0739 0806 0833 0903 0906 0903 arrive 0707 0750

BUS calling points		
Basingstoke	Station Forecourt	
Guildford	Station Forecourt	
Woking	Station Forecourt	

				BUS			BUS			BUS			BUS
Weymouth		0748						0848					
Upwey		0752						0852					
Dorchester South		0800						0900					
Moreton		0807						0907					
Wool		0813						0913					
Wareham		0820						0920					
Hamworthy		0827						0927					
Poole		0832				0855		0932				0955	
Parkstone		0836						0936					
Branksome		0840						0940					
Bournemouth	arrive	0846				0904		0946				1004	
Bournemouth	depart	0850				0906		0950				1006	
Pokesdown						0910						1010	
Christchurch						0914						1014	
Hinton Admiral						0919						1019	
New Milton		0901				0923		1001				1023	
Sway						0928						1028	
Brockenhurst		0909				0934		1009				1034	
Beaulieu Road						0939						1039	
Ashurst (New Forest)						0943						1043	
Totton						0948						1048	
Southampton Central	arrive	0923				0953		1023				1053	
Southampton Central	depart	0925	0928			0955		1025	1028			1055	
Southampton Airport Parkway			0936			1003			1036			1103	
Eastleigh	arrive		0939			1006			1039			1106	
Eastleigh	depart		0940			1011			1040			1111	
Shawford						1017						1117	
Winchester			0950			1023			1050			1123	
Micheldever						1031						1131	
Basingstoke	arrive		1006			1041			1106			1141	
Basingstoke	depart			1012			1050			1112			1150
Fareham		0950						1050					
Havant		1004						1104					
Guildford	arrive	1039		1057			1135	1139		1157			1235
Guildford	depart	1041		1100	1105		1140	1141		1200	1205		1240
Woking				1130			1210			1230			1310
Surbiton		1104			1129			1204			1229		
Clapham Junction		1115			1142			1215			1242		
London Waterloo		1135			1150			1235			1250		

BUS calling points		
Basingstoke	Station Forecourt	
Guildford	Station Forecourt	
Woking	Station Forecourt	

				BUS			BUS			BUS			BUS
Weymouth		0948						1048					
Upwey		0952						1052					
Dorchester South		1000						1100					
Moreton		1007						1107					
Wool		1013						1113					
Wareham		1020						1120					
Hamworthy		1027						1127					
Poole		1032				1055		1132				1155	
Parkstone		1036						1136					
Branksome		1040						1140					
Bournemouth	arrive	1046				1104		1146				1204	
Bournemouth	depart	1050				1106		1150				1206	
Pokesdown	acpart	1000				1110		1100				1200	
Christchurch						1114						1214	
Hinton Admiral						1119						1219	
New Milton		1101				1123		1201				1223	
Sway		1101				1128		1201				1228	
Brockenhurst		1109				1120		1209				1234	
Beaulieu Road		1107				1139		1207				1239	
Ashurst (New Forest)						1143						1243	
Totton						1148						1248	
Southampton Central	arrive	1123				1153		1223				1253	
Southampton Central	depart	1125	1128			1155		1225	1228			1255	
Southampton Airport Parkway			1136			1203			1236			1303	
Eastleigh	arrive		1139			1206			1239			1306	
Eastleigh	depart		1140			1211			1240			1311	
Shawford						1217			_			1317	
Winchester			1150			1223			1250			1323	
Micheldever						1231						1331	
Basingstoke	arrive		1206			1241			1306			1341	
Basingstoke	depart			1212			1250			1312		-	1350
Fareham		1150						1250					
Havant		1204						1304					
Guildford	arrive	1239		1257			1335	1339		1357			1435
Guildford	depart	1241		1300	1305		1340	1341		1400	1405		1440
Woking				1330			1410			1430			1510
Surbiton		1304			1329			1404			1429		
Clapham Junction		1315			1342			1415			1442		
London Waterloo		1335			1350			1435			1450		

BUS calling points		
Basingstoke	Station Forecourt	
Guildford	Station Forecourt	
Woking	Station Forecourt	

			BUS			BUS			BUS			BUS
	1148						1248					
	1152						1252					
	1200						1300					
	1207						1307					
	1213						1313					
	1220						1320					
	1227						1327					
	1232				1255		1332				1355	
	1236						1336					
	1240						1340					
arrive	1246				1304		1346				1404	
					1306		1350				1406	
					1310						1410	
					1314						1414	
					1319						1419	
	1301				1323		1401				1423	
							-				1428	
	1309						1409				1434	
											1439	
											-	
arrive	1323				1353		1423				1453	
depart	1325	1328			1355		1425	1428			1455	
		1336			1403			1436			1503	
arrive		1339			1406			1439			1506	
depart		1340			1411			1440			1511	
					1417						1517	
		1350			1423			1450			1523	
					1431						1531	
arrive		1406			1441			1506			1541	
depart			1412			1450			1512			1550
	1350						1450					
	1404						1504					
arrive	1439		1457			1535	1539		1557			1635
	1441		1500	1505		1540	1541		1600	1605		1640
			1530			1610			1630			1710
	1504			1529			1604			1629		
							1615					
	1535			1550			1635			1650		
	depart depart arrive depart arrive depart	1152 1200 1207 1213 1220 1221 1232 1236 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1250 1300 arrive depart 1325 arrive depart 1350 1404 arrive 1404 arrive 1404 arrive 1404 arrive 1404 1404 1504 1504 1504	1152 1200 1200 1207 1213 1200 1213 1200 1220 1213 1220 1227 1232 1236 1240 1240 1240 1240 arrive 1250 13001 1300 arrive 1323 depart 1325 1309 1336 arrive 1325 depart 1325 depart 1325 depart 1350 arrive 1406 depart 1350 arrive 1404 depart 1350 1404 1406 depart 1405	1148 1148 1120 1200 1200 1207 1213 120 1220 121 1220 121 1227 123 1226 1240 1227 1236 1226 1240 1227 1236 1226 1240 1227 1240 1226 1240 1240 1240 1250 124 1301 1301 1309 1360 1309 1336 1309 1336 13309 1336 13309 1336 13301 1336 13302 1339 depart 1325 1350 13400 arrive 1406 depart 1406 1400 1412 1350 1404 arrive 1439 1404 1500 1504 1500	1148 1112 1200 1207 1207 1213 1220 121 1213 120 1227 121 1227 121 1226 124 1227 123 1220 124 1227 123 1226 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1240 1301 130 1309 140 1309 1328 1330 1404 1339 1404 1339 1404 1350 1404 1406 1412 1404 1500 1404 1500 1404 1500 1404 1500 1504	1148 1148 1152 1152 1200 1200 1200 1207 120 1207 1213 120 1220 1213 1220 12217 1222 1255 12236 1213 1255 1226 1227 1235 1226 1213 1304 depart 1250 1306 1301 1314 1310 1301 1314 1319 1301 1314 1328 1309 140 1334 1309 140 1334 1339 1343 1348 arrive 1323 1343 1309 1328 1353 depart 1325 1328 1339 1406 1411 depart 1350 1423 1406 1411 1417 1425 1445 1441 depart 1406 1411 1404 1450 1423 1404 1500	11481152111120011111120011111120711111121311111121311111122011111122711111122711111122611111124011111124011111depart1250111113011111113011111113091111113091111113091111113091111113091111113091111113091111113091111113091111113091111114011111114021111114011111114011<	114811521124812521200111112071111300120711113071213111131312201113131220111327123211125513321236111304132712361113041340arrive124611130412401113041340arrive125011131413011113141401130111132314011303111333140113041113341409130511133314011309111333140113091113331401130911133314031309111333140313091113531423depart132513281135513361114501423depart1340114111140411115041504111150415041111504150411505115041504115	114811521124812481200111125212001111300120711131312131220111227111325123611255133212401130413461240113041346arrive12401130413461240111304134612401113041346depart125011131013011113131409130111132314011309111333140913091133314031425depart1325132814031425depart1325132814031425depart1325132814031439depart1340114171439depart135014231450arrive13501423145013501423145014401350142314501450arrive1406141215061404150015401540140415001540154015051539161016101504153016101604150515421604150615421615<	1148 1148 1<	1148 1148 1148 144 144 144 144 144 144 144 144 144 144 144 144 144 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1450 144 1440	1148 1148 1 1 1248 1 <th< td=""></th<>

BUS calling points		
Basingstoke	Station Forecourt	
Guildford	Station Forecourt	
Woking	Station Forecourt	

				BUS			BUS			BUS			BUS
Weymouth		1348						1448					
Upwey		1352						1452					
Dorchester South		1400						1500					
Moreton		1407						1507					
Wool		1413						1513					
Wareham		1420						1520					
Hamworthy		1427						1527					
Poole		1432				1455		1532				1555	
Parkstone		1436						1536					
Branksome		1440						1540					
Bournemouth	arrive	1446				1504		1546				1604	
Bournemouth	depart	1450				1506		1550				1606	
Pokesdown						1510						1610	
Christchurch						1514						1614	
Hinton Admiral						1519						1619	
New Milton		1501				1523		1601				1623	
Sway						1528						1628	
Brockenhurst		1509				1534		1609				1634	
Beaulieu Road						1539						1639	
Ashurst (New Forest)						1543						1643	
Totton						1548						1648	
Southampton Central	arrive	1523				1553		1623				1653	
Southampton Central	depart	1525	1528			1555		1625	1628			1655	
Southampton Airport Parkway			1536			1603			1636			1703	
Eastleigh	arrive		1539			1606			1639			1706	
Eastleigh	depart		1540			1611			1640			1711	
Shawford						1617						1717	
Winchester			1550			1623			1650			1723	
Micheldever						1631						1731	
Basingstoke	arrive		1606			1641			1706			1741	
Basingstoke	depart			1612			1650			1712			1750
Fareham		1550						1650					
Havant		1604						1704					
Guildford	arrive	1639		1657			1735	1739		1757			1835
Guildford	depart	1641		1700	1705		1740	1741		1800	1805		1840
Woking	•			1730			1810			1830			1910
Surbiton		1704			1729			1804			1829		
Clapham Junction		1715			1742			1815			1842		
London Waterloo		1735			1750			1835			1850		

BUS calling points		
Basingstoke	Station Forecourt	
Guildford	Station Forecourt	
Woking	Station Forecourt	

				BUS			BUS			BUS			BUS
Weymouth		1548						1648		'			
Upwey		1552						1652					
Dorchester South		1600						1700					
Moreton		1607						1707					
Wool		1613						1713					
Wareham		1620						1720					
Hamworthy		1627						1727					
Poole		1632				1655		1732				1755	
Parkstone		1636						1736					
Branksome		1640						1740					
Bournemouth	arrive	1646				1704		1746				1804	
Bournemouth	depart	1650				1706		1750				1806	
Pokesdown	200010					1710						1810	
Christchurch						1714						1814	
Hinton Admiral						1719						1819	
New Milton		1701				1723		1801				1823	
Sway						1728		1001				1828	
Brockenhurst		1709				1734		1809				1834	
Beaulieu Road		1707				1739		1007				1839	
Ashurst (New Forest)						1743						1843	
Totton						1748						1848	
Southampton Central	arrive	1723				1753		1823				1853	
Southampton Central	depart	1725	1728			1755		1825	1828			1855	
Southampton Airport Parkway	aopart		1736			1803			1836			1903	
Eastleigh	arrive		1739			1806			1839			1906	
Eastleigh	depart		1740			1811			1840			1911	
Shawford	aopare					1817			1010			1917	
Winchester			1750			1823			1850			1923	
Micheldever						1831						1931	
Basingstoke	arrive		1806			1841			1906			1941	
Basingstoke	depart			1812			1850			1912			1950
Fareham	acpuir	1750		1012			1000	1850		1712			1700
Havant		1804						1904					
Guildford	arrive	1839		1857			1935	1939		1957			2035
Guildford	depart	1841		1900	1905		1940	1941		2000	2005		2033
Woking	acpuir	10-11		1930	1700		2010	1741		2000	2000		2110
Surbiton		1904		1700	1929		2010	2004		2000	2029		2110
Clapham Junction		1904			1929			2004			2027		
London Waterloo		1935			1942			2015			2042		
		1755	I		1750		I	2000	I		2000		

BUS calling points		
Basingstoke	Station Forecourt	
Guildford	Station Forecourt	
Woking	Station Forecourt	

				BUS			BUS			BUS			BUS
Weymouth		1748						1848					
Upwey		1752						1852					
Dorchester South		1800						1900					
Moreton		1807						1907					
Wool		1813						1913					
Wareham		1820						1920					
Hamworthy		1827						1927					
Poole		1832				1855		1932				1955	
Parkstone		1836						1936					
Branksome		1840						1940					
Bournemouth	arrive	1846				1904		1946				2004	
Bournemouth	depart	1850				1906		1950				2006	
Pokesdown						1910						2010	
Christchurch						1914						2014	
Hinton Admiral						1919						2019	
New Milton		1901				1923		2001				2023	
Sway						1928						2028	
Brockenhurst		1909				1934		2009				2034	
Beaulieu Road		-				1939						2039	
Ashurst (New Forest)						1943						2043	
Totton						1948						2048	
Southampton Central	arrive	1923				1953		2023				2053	
Southampton Central	depart	1925	1928			1955		2025	2028			2055	
Southampton Airport Parkway			1936			2003			2036			2103	
Eastleigh	arrive		1939			2006			2039			2106	
Eastleigh	depart		1940			2011			2040			2111	
Shawford						2017						2117	
Winchester			1950			2023			2050			2123	
Micheldever						2031						2131	
Basingstoke	arrive		2006			2041			2106			2141	
Basingstoke	depart			2012			2050			2112			2150
Fareham		1950						2050					
Havant		2004						2104					
Guildford	arrive	2039		2057			2135	2139		2157			2235
Guildford	depart	2041		2100	2105		2140	2141		2200	2205		2240
Woking	-			2130			2210			2230			2310
Surbiton		2104			2129			2204			2229		
Clapham Junction		2115			2142			2215			2242		
London Waterloo		2135			2150			2235			2250		

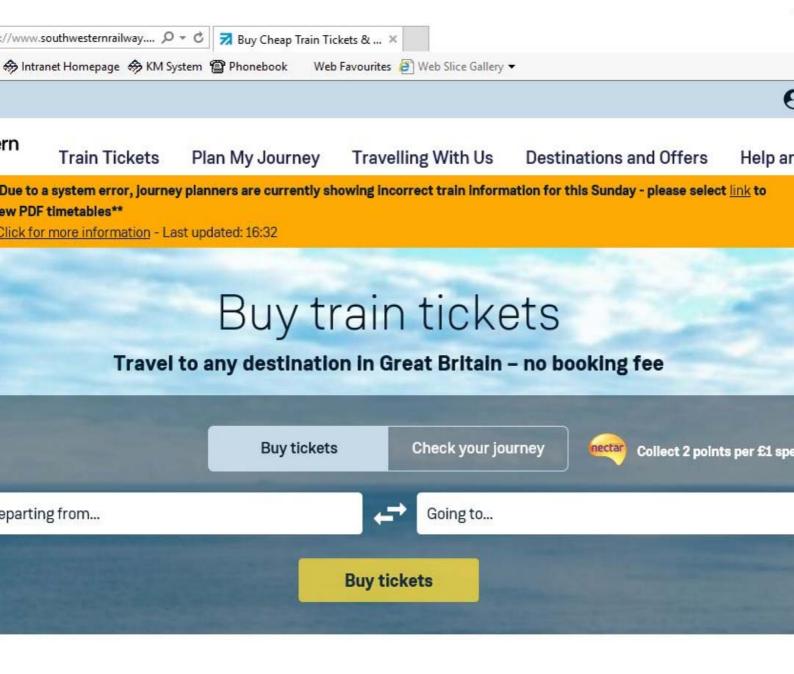
BUS calling points		
Basingstoke	Station Forecourt	
Guildford	Station Forecourt	
Woking	Station Forecourt	

Г			BUS				BUS			BUS			
Weymouth			003		1958		003	2058		003		2158	2258
Upwey					2002			2102				2202	2302
Dorchester South					2002			2102				2210	2310
Moreton					2010			2110				2210	2310
Wool					2017			2123				2223	2323
Wareham					2023			2123				2230	2323
Hamworthy					2030			2130				2230	2330
Poole					2050			2157				2250	2350
Parkstone					2050			2150				2254	2354
Branksome					2054			2154				2257	2354
Bournemouth	arrive				2103			2203				2303	0003
Bournemouth	depart				2103			2203				2303	0003
Pokesdown	uepart				2108			2208				2308	
Christchurch					2110			2210				2312	
Hinton Admiral					2114			2214				2310	
New Milton					2119			2219				2321	
					2123			2223				2325 2330	
Sway Brockenhurst					2128			2228				2330	
					2134							2330	
Beaulieu Road								2239				0747	
Ashurst (New Forest)					2143			2243				2343	
Totton					2148			2248				2348	
Southampton Central	arrive	0400			2153	0000		2253	0704			2354	
Southampton Central	depart	2128			2155	2228		2255	2301				
Southampton Airport Parkway		2136				2236			2308				
Eastleigh	arrive	2139				2239			2312				
Eastleigh	depart	2140				2240			2312				
Shawford									2318				
Winchester		2150				2250			2324				
Micheldever									2332				
Basingstoke	arrive	2206				2306			2342				
Basingstoke	depart		2212				2312			2350			
Fareham					2220			2320					
Havant					2235			2335					
Guildford	arrive		2257		2310		2357	0010		0035			
Guildford	depart		2300	2305	2312		2359	0012		0040	0042		
Woking			2330		0001b		0030			0110			
Surbiton				2329	2334			0034					
Clapham Junction				2342	2346			0046			0111s		
London Waterloo				2350	0003			0103			0120		

Notes: b - Arrival time. By bus from Guildford.

s - Stops to let passengers leave the train only.

BUS calling points		
Basingstoke	Station Forecourt	
Guildford	Station Forecourt	
Woking	Station Forecourt	









Live travel updates

Updated 5 minutes ago 🗯

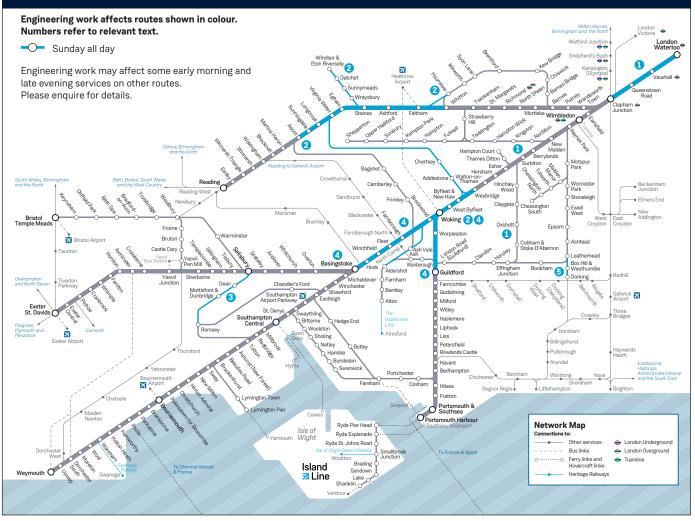
Vin materia /Oh

Good



CHANGES TO TRAIN TIMES Monday 22 to Sunday 28 January 2018

Weekend engineering work



The map above shows a summary of planned engineering works taking place during the weekend. The coloured dots are linked to the relevant text on the following page.

You can check your journey details by using the train times and ticket section of our website **southwesternrailway.com**

For more information please call National Rail Enquiries on **03457 48 49 50** 24 hours, calls charged at local rate and may be recorded.

Follow us on Twitter at @SW_Railway or @SW_Help

Overnight engineering work

Late evening and early morning services may need to be altered for emergency repairs or planned work. Please check if you are planning to travel after 2300 or before 0530 as buses may replace trains at short notice.

We are sorry that bulky luggage, cycles and prams cannot be carried on replacement bus services.

South Western Railway

Late evening and early morning services may need to be altered for emergency repairs or planned work.

Sunday 28 January

1 London Waterloo area - all day

Some lines between London Waterloo and Clapham Junction will be **closed** all day.

Part of London Waterloo station will also be **closed** and there will be fewer trains to and from the station.

 London Waterloo to Guildford via Cobham services will only run between Surbiton and Guildford. Please use other trains between London Waterloo and Surbiton.

South Western Railway

Late evening and early morning services may need to be altered for emergency repairs or planned work.

Sunday 28 January

2 Feltham and Staines area - all day

All lines in the Feltham and Staines area will be **closed** all day. Replacement **buses** will run and you may need to travel **earlier** than normal.

Replacement buses will run between:

Hounslow and Virginia Water Hounslow and Ascot Hounslow and Windsor & Eton Riverside Hounslow and Woking via Virginia Water

- **Hourly** trains will run between London Waterloo and Reading. These trains will be diverted between Clapham Junction and Virginia Water, calling additionally at Wimbledon, Weybridge, Addlestone and Chertsey.
- A revised train service will run between London Waterloo and Hounslow via Richmond and via Brentford.
- Replacement **buses** will run from Hounslow to Virginia Water, Ascot, Windsor & Eton Riverside and Woking.
- Trains between Ascot and Guildford will be retimed to connect with the altered Reading services.

South Western Railway

Late evening and early morning services may need to be altered for emergency repairs or planned work.

Sunday 28 January

3 Romsey to Salisbury - all day

The lines between Romsey and Salisbury will be **closed** all day.

- South Western Railway services between Romsey and Salisbury will only run between Romsey and Romsey via Eastleigh and Southampton Central.
- Replacement **buses** will run between Romsey and Salisbury.
- Great Western Railway services will also be affected. Please see their publicity for details.

South Western Railway

Late evening and early morning services may need to be altered for emergency repairs or planned work.

Sunday 28 January

4 Woking area - all day

All lines in the Woking area will be **closed** all day. Replacement **buses** will run and you may need to travel **earlier** than normal.

Replacement buses will run between:

Weybridge and Basingstoke Weybridge and Guildford Woking, Guildford and Basingstoke

- London Waterloo to Weymouth services will be diverted between Clapham Junction and Southampton Central, calling additionally at Surbiton, Guildford, Havant and Fareham. Trains will leave London Waterloo earlier than normal.
- Extra trains will run between Basingstoke and Southampton Central, connecting with the Weymouth services.
- London Waterloo to Poole/Portsmouth via Eastleigh services will only run between **Basingstoke** and Poole. Connecting trains will run between Eastleigh and Portsmouth Harbour.
- London Waterloo to Salisbury and Exeter services will start from Reading.
 Please use other trains from London Waterloo to Guildford,
 - to connect with replacement **buses** to **Basingstoke**.
- London Waterloo to Portsmouth via Haslemere services will call additionally at **Surbiton.** These trains will not call at Woking.
- London Waterloo to Alton services will start from Guildford. These trains will run hourly. Please use other trains to Guildford to connect with these services.
- London Waterloo to Basingstoke stopping services will not run. Replacement buses will run between Weybridge and Basingstoke. Please use other trains to Weybridge.
- London Waterloo to Guildford via Woking stopping services will be replaced by **buses** between Weybridge and Guildford.

South Western Railway

Late evening and early morning services may need to be altered for emergency repairs or planned work.

Sunday 28 January

5 Leatherhead to Dorking - all day

The lines between Leatherhead and Dorking will be **closed** all day.

- South Western Railway services between London Waterloo and Dorking will only run between London Waterloo and Leatherhead. Replacement buses will run between Leatherhead and Dorking.
- Southern services to Dorking will also be affected. Please see their publicity for details.

South Western Railway

Late evening and early morning services may need to be altered for emergency repairs or planned work.