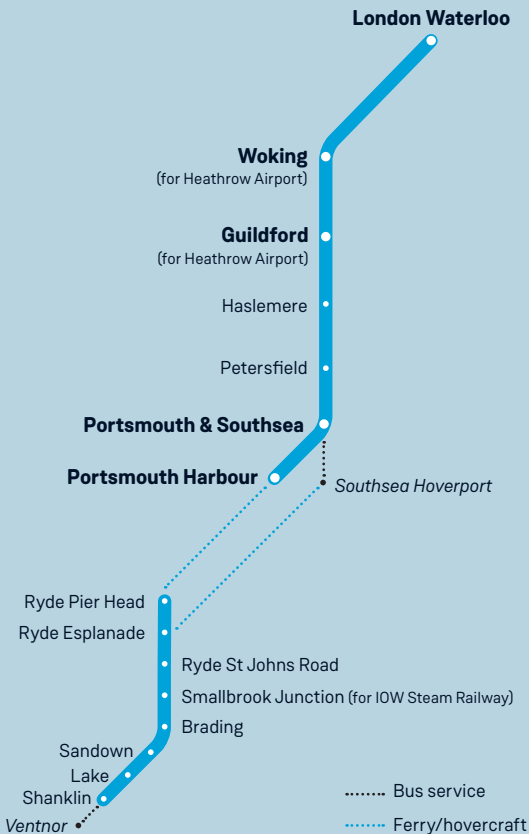


# 24 ISLAND LINE

## Isle of Wight to London Waterloo



## Train times

2 June to 21 September 2024

## Your timetable

This timetable shows Island Line train services between **Shanklin and Ryde Pier Head**. Times for the connecting bus link from Shanklin to Ventnor are also included.

Ferries from Ryde Pier Head to Portsmouth Harbour offer connections to mainland train services by South Western Railway to London Waterloo, Southern to London Victoria and Great Western Railway to Cardiff.

Customers for the Isle of Wight Steam Railway should travel to Smallbrook Junction for connecting services. For more information please visit **[iwsteamrailway.co.uk](http://iwsteamrailway.co.uk)**.

## Buy a ticket before you board

You need to buy a valid ticket before you get on your train. We know that most of our passengers do this before travelling, and we have a duty to those passengers to make sure no-one travels without paying. This is why we run a penalty fares scheme across most of the SWR network.

If you travel without a valid ticket to or from a station within the penalty fares area, you may have to pay a penalty fare. A Penalty Fare is £100 plus the price of the full single fare applicable for your intended journey. However, if it is paid within 21 days, the Penalty Fare is reduced to £50 plus the price of the single fare applicable.

We have a policy to, wherever possible, prosecute everyone who deliberately avoids paying.

## Automated Delay Repay

We have introduced a new Automated Delay Repay (ADR) system that drastically cuts the time it takes to claim and receive compensation if your train is late.

ADR works for all customers who have bought Advance tickets or a Touch Smartcard season ticket from our website.

If you have a Touch Smartcard season ticket, you will need to touch in and out at the beginning and end of your journey, sign up for a Delay Repay account at **[delayrepay.southwesternrailway.com](http://delayrepay.southwesternrailway.com)** and select 'Auto Delay Repay'. (The email addresses you use for 'My Account' and 'Delay Repay' must match.)

To find out more about Automated Delay Repay, visit: **[southwesternrailway.com/contact-and-help/refunds-and-compensation/delay-repay/automated-delay-repay](http://southwesternrailway.com/contact-and-help/refunds-and-compensation/delay-repay/automated-delay-repay)**.

## Public holidays

Services are subject to alteration during public holidays and passengers are advised to check train times before travelling.

# Travel with Confidence

So that you can travel with confidence, we are ventilating trains to refresh air, improving information about journeys and trains, and extensively cleaning trains and stations.

## National Rail Enquiries

For full details of train services and fares please telephone **03457 48 49 50**.

This is a local call rate service available 24 hours a day.

## Connections

Please note that connections cannot be guaranteed. Rail and ferry services may not be held in the event of late running.

## Cycles on IslandLine

A maximum of four cycles may be carried at no charge in the 'Shanklin end' of all trains. Island Line reserves the right to restrict the carriage of bicycles on any trains when the safety and comfort of passengers or the punctuality of the train may be jeopardised. Implementation of this restriction will be at the guard's discretion.

**Please note that tandems and cycles with attachments cannot be carried.**

## No-smoking policy

For the comfort of all our customers, smoking and using e-cigarettes is not allowed on any part of our trains or stations.

You can smoke outside the station entrance or in our car parks.

## Changes to train times

Network Rail need to do engineering work to maintain and improve the rail network. They do a lot of this work at weekends and during holiday periods, but they also need to do some work overnight during the week.

If we need to close rail lines so Network Rail can carry out work, buses will replace train services. We may also have to alter train services over a wider area.

Please check for any changes to train times before travelling at weekends, late in the evening or early in the morning.

Look for the 'Changes to train times' posters at stations, or visit our website at **[southwesternrailway.com](https://www.southwesternrailway.com)**.

# Fares and Discounts

## Children's fares

Children aged 15 years and under travel for half the adult price and under 5's travel free on all services.

## Season Tickets

For regular passengers a Season Ticket offers reductions on the cost of buying return tickets every day. For information on the savings a Weekly, Monthly or Annual Season Ticket can offer you, please enquire at Ryde Esplanade or Shanklin ticket offices, or ask the guard on the train. A photocard is required for all Season Tickets.

## Island Line Residents Card

Save 40% on Island Line Single and Day Return Fares with an Island Line Residents Card. Savings available after 9am Monday to Friday and all day weekends and public holidays. Residents Cards cost **£5** for the individual card or **£7.50** for the Family Card.

To apply for your discount card complete an application form and take it together with a recent photograph of yourself and proof of residence, for example council tax notice or driving licence to either Ryde Esplanade or Shanklin ticket office.

**All National Railcards are accepted for reduced rate travel on Hovertravel and Wightlink services when part of a rail journey.**

# Connections

## BY TRAIN

### South Western Railway

Provides fast, frequent trains from London Waterloo to Portsmouth. For further details visit [southwesternrailway.com](https://www.southwesternrailway.com)

### Southern

Provides services from Brighton, Chichester and West Sussex stations, also from London Victoria to Portsmouth via East Croydon and Gatwick Airport.

For further details visit [southernrailway.com](https://www.southernrailway.com)

### Great Western Railway

Provides frequent services from Cardiff, Bristol, Salisbury and Southampton to Portsmouth Harbour.

For further details visit [GWR.com](https://www.gwr.com)

## BY HOVERCRAFT

### Hovertravel

Provides a fast and friendly service to the Isle of Wight. A 10 minute crossing between Southsea (Clarence Pier) and Ryde Esplanade with connections to Island Line trains.

For further details please telephone **01983 717700** or visit [hovertravel.co.uk](https://www.hovertravel.co.uk)

## BY FERRY

### Wightlink

Provides a fast, comfortable service between Portsmouth Harbour and Ryde Pier Head. This crossing, which takes approximately 22 minutes, connects with the station at each end of the service.

Please telephone **0333 999 7333** or visit [wightlink.co.uk](https://www.wightlink.co.uk)

# Connections

## BY BUS

### Southern Vectis

Provides bus services across the island.

Please telephone **0330 0539 182** or visit **islandbuses.info**

### Shanklin to Ventnor Rail/Bus Link

The joint initiative between Island Line and Southern Vectis at Shanklin has now been going for several years. This arrangement involves the station being served by Southern Vectis service 3. Buses will depart from the station front providing direct links, seven days a week, for rail passengers to Whiteley Bank, Wroxall and Ventnor.

Special 'Rail-link' fares are available to passengers making a through journey using both Southern Vectis and Island Line Trains. The tickets can be bought at the station or on the bus.

For further details please telephone **0330 0539 182** or visit **islandbuses.info/services/SVCT/3**

### First Bus

First Bus in Portsmouth, Fareham and Gosport operate nearly 40 routes on the mainland.

Please visit **firstgroup.com** for further information.

### Stagecoach Bus

Stagecoach bus services include Coastliner 700, which operates between Portsmouth Harbour and Bognor Regis calling at Havant, Emsworth and Chichester. Please visit **stagecoachbus.com** to download a timetable.









# SATURDAY

# Isle of Wight - Portsmouth - London Waterloo

Notes																															
Ventnor (Boots) 🚢	d			0600	0648				0746	0845			0915		0947	1047	1117			1147	1247	1317			1347	1447	1517		1547	1647	1717
Shanklin	d		0607	0651	0730			0807	0851	0930			1007		1051	1130	1207			1251	1330	1407			1451	1530	1607		1651	1730	1807
Lake	d		0610	0654	0733			0810	0854	0933			1010		1054	1133	1210			1254	1333	1410			1454	1533	1610		1654	1733	1810
Sandown	d		0614	0658	0737			0814	0858	0937			1014		1058	1137	1214			1258	1337	1414			1458	1537	1614		1658	1737	1814
Brading	d		0620	0703	0742			0820	0903	0942			1019		1103	1142	1219			1303	1342	1419			1503	1542	1619		1703	1742	1820
Smallbrook Junction	d												1024b		1108b	1147b	1224b			1308b	1347b	1424b			1508b	1547b	1624b				
Ryde St Johns Road	d	0523	0628		0712	0751		0828		0912	0951		1028		1112	1151	1228			1312	1351	1428			1512	1551	1628		1712	1751	1828
Ryde Esplanade	d	0527	0632		0716	0755		0832		0916	0955		1032		1116	1155	1232			1316	1355	1432			1516	1555	1632		1716	1755	1832
Ryde Pier Head	a	0529	0634		0718	0757		0834		0918	0957		1034		1118	1157	1234			1318	1357	1434			1518	1557	1634		1718	1757	1834
Ryde Pier Head 🚢	d			0745			0845		0945				1045	1115c	1145	1215c	1245		1315c	1345	1415c	1445		1515c	1545	1615c	1645	1715c	1745	1815c	1845
Portsmouth Harbour 🚢	a			0807			0907		1007				1107	1137c	1207	1237c	1307		1337c	1407	1437c	1507		1537c	1607	1637c	1707	1737c	1807	1837c	1907
Portsmouth Harbour	d			0815	0845		0915	0945	1015	1045			1115	1145	1215	1245	1315	1345	1415	1445	1515	1545	1615	1645	1715	1745	1815	1845	1915	1945	
Portsmouth & Southsea	d			0821	0851		0920	0951	1020	1051			1120	1151	1220	1251	1320	1351	1420	1451	1520	1551	1620	1651	1720	1751	1820	1851	1920	1951	
Petersfield	a			0847	0917		0948	1017	1047	1117			1147	1217	1247	1317	1347	1417	1447	1517	1547	1617	1647	1717	1747	1817	1847	1917	1947	2017	
Haslemere	a			0900	0930		1000	1030	1100	1130			1200	1230	1300	1330	1400	1430	1500	1530	1600	1630	1700	1730	1800	1830	1900	1930	2000	2030	
Guildford	a			0918	0948		1019	1048	1118	1148			1218	1248	1318	1348	1418	1448	1518	1548	1618	1648	1718	1748	1818	1848	1918	1948	2018	2048	
Woking	a			0927	0957		1027	1057	1127	1157			1227	1257	1327	1357	1427	1457	1527	1557	1627	1657	1727	1757	1827	1857	1927	1957	2027	2057	
London Waterloo	a			0952	1022		1052	1124	1154	1228			1253	1322	1352	1422	1452	1522	1552	1622	1652	1722	1752	1822	1852	1922	1952	2022	2052	2122	

Wightlink catamaran times are correct at time of publication but subject to alteration. A revised service operates on public holidays.

Check before travelling. Please visit [wightlink.co.uk](http://wightlink.co.uk) or call 0333 999 7333 (calls charged at local rate).

Connections between ferries and trains are not guaranteed. Customers must allow at least 10 minutes to change at Portsmouth Harbour and Ryde Pier Head.

For Hovertravel connections please visit [hovertravel.co.uk](http://hovertravel.co.uk)

## SATURDAY

## Isle of Wight - Portsmouth - London Waterloo

Notes																											
Ventnor (Boots) 🚢	d	1815	1845	1940	2010	2040	2140																				
Shanklin	d	1851	1930	2010	2055	2123	2233																				
Lake	d	1854	1933	2013	2058	2126	2236																				
Sandown	d	1858	1937	2017	2102	2129	2240																				
Brading	d	1903	1942	2022	2107	2134	2245																				
Smallbrook Junction	d																										
Ryde St Johns Road	d	1912	1951	2030	2114a	2142	2253																				
Ryde Esplanade	d	1916	1955	2034		2146	2257																				
Ryde Pier Head	a	1918	1957	2036		2148	2259																				
Ryde Pier Head 🚢	d	1947		2052		2215	2310																				
Portsmouth Harbour 🚢	a	2009		2114		2237	2332																				
Portsmouth Harbour	d	2015	2033		2132		2319																				
Portsmouth & Southsea	d	2020	2038		2136		2324																				
Petersfield	a	2047	2109		2207		2356																				
Haslemere	a	2100	2127		2225		0014																				
Guildford	a	2118	2150		2248		0037																				
Woking	a	2127	2159		2256																						
London Waterloo	a	2152	2228		2325																						

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**SUNDAY**

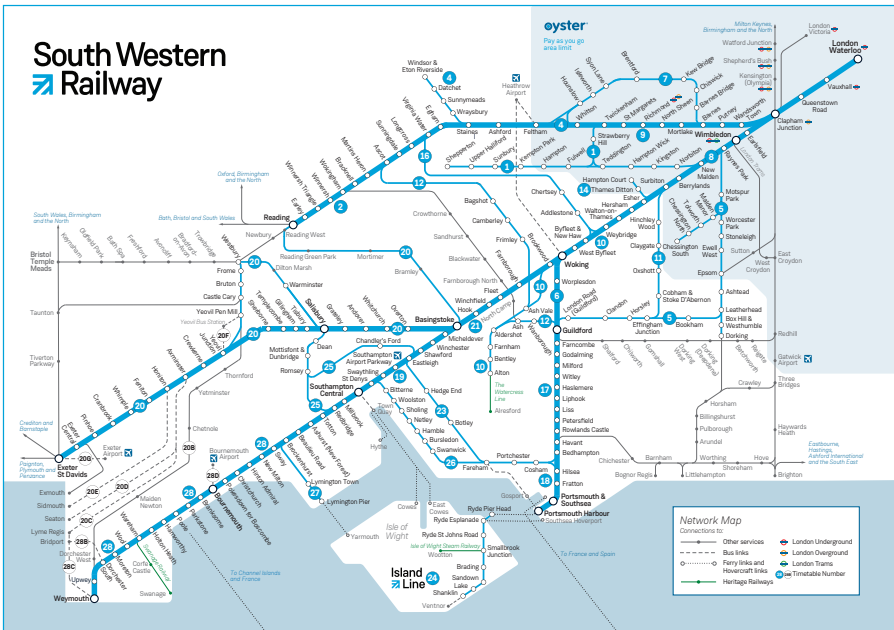
Isle of Wight - Portsmouth - London Waterloo

Notes																												
Ventnor (Boots) 🚢	d		0644	0814	0847	0917		1017	1047	1117		1217	1247	1317		1417	1447	1517		1617	1647	1717	1813	1843	1940	2040	2110	
<b>Shanklin</b>	d	0708	0807	0851	0930	1007		1051	1130	1207		1251	1330	1407		1451	1530	1607		1651	1730	1807	1851	1930	2010	2123	2233	
<b>Lake</b>	d	0711	0810	0854	0933	1010		1054	1133	1210		1254	1333	1410		1454	1533	1610		1654	1733	1810	1854	1933	2013	2126	2236	
<b>Sandown</b>	d	0715	0814	0858	0937	1014		1058	1137	1214		1258	1337	1414		1458	1537	1614		1658	1737	1814	1858	1937	2017	2129	2240	
<b>Brading</b>	d	0720	0820	0903	0942	1019		1103	1142	1219		1303	1342	1419		1503	1542	1619		1703	1742	1820	1903	1942	2022	2134	2245	
<b>Smallbrook Junction</b>	d					1024b		1108b	1147b	1224b		1308b	1347b	1424b		1508b	1547b	1624b										
<b>Ryde St Johns Road</b>	d	0626	0728	0828	0912	0951		1112	1151	1228		1312	1351	1428		1512	1551	1628		1712	1751	1828	1912	1949a	2030	2142	2253	
<b>Ryde Esplanade</b>	d	0630	0732	0832	0916	0955		1116	1155	1232		1316	1355	1432		1516	1555	1632		1716	1755	1832	1916		2034	2146	2257	
<b>Ryde Pier Head</b>	a	0632	0734	0834	0918	0957		1118	1157	1234		1318	1357	1434		1518	1557	1634		1718	1757	1834	1918		2036	2148	2259	
Ryde Pier Head 🚢	d		0745	0845	0945		1045	1115c	1145	1215c	1245	1315c	1345	1415c	1445	1515c	1545	1615c	1645	1715c	1745	1815c	1845	1947		2052	2215	2310
Portsmouth Harbour 🚢	a		0807	0907	1007		1107	1137c	1207	1237c	1307	1337c	1407	1437c	1507	1537c	1607	1637c	1707	1737c	1807	1837c	1907	2009		2114	2237	2332
<b>Portsmouth Harbour</b>	d		0832	0932	1032		1132	1148	1232	1248	1332	1348	1432	1448	1532	1548	1632	1648	1732	1748	1832	1848	1932	2032		2132	2248	
Portsmouth & Southsea	d		0837	0937	1037		1137	1152	1237	1252	1337	1352	1437	1452	1537	1552	1637	1652	1737	1752	1837	1852	1937	2037		2137	2252	
Petersfield	a		0904	1004	1103		1203	1223	1304	1323	1403	1423	1503	1523	1603	1623	1703	1723	1803	1823	1903	1923	2003	2103		2203	2323	
Haslemere	a		0916	1016	1115		1215	1241	1316	1341	1415	1441	1515	1541	1615	1641	1715	1741	1815	1841	1915	1941	2015	2115		2215	2341	
Guildford	a		0933	1034	1133		1233	1304	1333	1404	1433	1504	1533	1604	1633	1704	1733	1804	1833	1904	1933	2004	2033	2133		2233	0004	
Woking	a		0942	1042	1142		1242	1313	1342	1413	1442	1513	1544	1613	1642	1713	1742	1813	1844	1913	1942	2013	2042	2142		2242	0017	
<b>London Waterloo</b>	a		1019	1119	1215		1314	1344	1414	1444	1513	1544	1614	1644	1714	1744	1814	1844	1914	1944	2014	2044	2114	2215		2314		

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For Hovertravel connections please visit [hovertravel.co.uk](http://hovertravel.co.uk)

# South Western Railway



## Changing trains

Most journeys shown in this timetable are direct trains, shown in **bold type**. However, you may be able to make other journeys or reach your destination more quickly by changing trains. To help you find these alternative trains, we show them in the timetable with *light italic type*. A letter against the time will show where you need to change trains – please check the ‘Notes’ section for an explanation of these letters.

Please allow plenty of time to change trains. At most stations you will need to allow at least five minutes. You will need longer at some stations, and this is shown in the ‘Station information’ table in this timetable. For example ⑩ means you should allow 10 minutes to change trains at this station.

**MONDAY TO FRIDAY****London Waterloo - Portsmouth - Isle of Wight**

Notes																							★	★	★					
<b>London Waterloo</b>	d					0545		0700		0800	0830	0930	1030		1130	1230		1330	1430		1500	1600	1630		1700	1730	1830		1930	2030
Woking	d					0617		0725		0826	0855	0955	1055		1155	1255		1355	1455		1525	1625	1655		1725	1755	1855		1955	2055
Guildford	d				0509	0630		0734		0835	0904	1003	1103		1203	1303		1403	1503		1533	1634	1704		1734	1810	1905		2004	2104
Haslemere	d				0524	0655		0753	0757	0854	0924	1021	1121		1221	1321		1421	1521		1553	1653	1725		1754	1828	1925		2024	2122
Petersfield	d				0545	0711		0805	0814	0905	0935	1032	1132		1232	1332		1432	1532		1604	1704	1736		1806	1840	1937		2036	2133
Portsmouth & Southsea	a				0616	0746		0830	0845	0931	1003	1057	1157		1257	1357		1457	1557		1630	1730	1804		1831	1905	2003		2104	2158
<b>Portsmouth Harbour</b>	a				0620	0750		0836	0850	0936	1008	1102	1202		1302	1402		1502	1602		1636	1738	1810		1838	1911	2009		2108	2202
Portsmouth Harbour	d		0515	0615		0715	0815		0915	1015		1115	1215		1315	1415		1515	1615		1715	1815			1920		2020		2145	2245
Ryde Pier Head	a		0537	0637		0737	0837		0937	1037		1137	1237		1337	1437		1537	1637		1737	1837			1942		2042		2207	2307
<b>Ryde Pier Head</b>	d		0603	0647	0726	0803	0847	0926		1003	1047	1126	1203	1247	1326	1403	1447	1526	1603	1647	1726	1803	1847		1926	2007		2052	2157	2317
<b>Ryde Esplanade</b>	d		0606	0650	0729	0806	0850	0929		1006	1050	1129	1206	1250	1329	1406	1450	1529	1606	1650	1729	1806	1850		1929	2010		2055	2200	2320
<b>Ryde St Johns Road</b>	d	0534	0610	0654	0733	0810	0854	0933		1010	1054	1133	1210	1254	1333	1410	1454	1533	1610	1654	1733	1810	1854		1933	2014		2059	2204	2323a
<b>Smallbrook Junction</b>	d									1013b	1057b	1136b	1213b	1257b	1336b	1413b	1457b	1536b	1613b	1657b										
<b>Brading</b>	d	0542	0619	0703	0742	0819	0903	0942		1019	1103	1142	1219	1303	1342	1419	1503	1542	1619	1703	1742	1819	1903		1942	2022		2107	2212	
<b>Sandown</b>	d	0547	0624	0708	0747	0824	0908	0947		1024	1108	1147	1224	1308	1347	1424	1508	1547	1624	1708	1747	1824	1908		1947	2027		2112	2217	
<b>Lake</b>	d	0551	0628	0712	0751	0828	0912	0951		1028	1112	1151	1228	1312	1351	1428	1512	1551	1628	1712	1751	1828	1912		1951	2031		2116	2221	
<b>Shanklin</b>	a	0554	0631	0715	0754	0831	0915	0954		1031	1115	1154	1231	1315	1354	1431	1515	1554	1631	1715	1754	1831	1915		1954	2034		2119	2224	
Ventnor (Boots)	a	0650	0737	0812	0855	0930	1000	1037		1112	1212	1242	1312	1412	1442	1512	1612	1642	1712	1803	1831	1929	1955		2045	2115		2215	2311	

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Connections between ferries and trains are not guaranteed. Customers must allow at least 10 minutes to change at Portsmouth Harbour and Ryde Pier Head.

For Hovertravel connections please visit [hovertravel.co.uk](http://hovertravel.co.uk)









## GUIDE TO NOTES AND SYMBOLS

Trains between Ryde and Shanklin are operated by Island Line. Standard class accommodation only.

Trains between Portsmouth and London Waterloo are operated by South Western Railway. First and standard class accommodation available.


For full details of the train service between Portsmouth and London Waterloo, see timetable 17.

- a Arrival time.
- b Train only calls at Smallbrook Junction during steam operating dates and times.
- c Operates from 20 July until 1 September 2024.
- d Departure time.
- e Change at Guildford.
-  Car Park.
- † Station for Gunwharf Quays, the Spinnaker Tower and Historic Dockyard.
- ← Woking - Railair coach link between Woking station and Heathrow Airport. Visit [firstbus.co.uk/railair](http://firstbus.co.uk/railair) for details.
-  Interchange for London Underground services. Visit [tfl.gov.uk](http://tfl.gov.uk) for details.
-  Minimum connection time where different from the standard five minutes.
- ★ Passengers travelling with cycles may not join or leave services at stations with train times shown in blue.

 Hovercraft operated by Hovertravel Ltd runs between Ryde Esplanade and Southsea seafront. For details visit [hovertravel.co.uk](http://hovertravel.co.uk) or telephone **01983 717717**. A bus link runs between Southsea Hoverport and Portsmouth Harbour and Portsmouth & Southsea stations.

 Interchange for Isle of Wight Steam Railway. Smallbrook Junction provides a direct interchange for the Isle of Wight Steam Railway. Island Line trains only call at Smallbrook Junction during Steam Railway operating dates and times. Visit [iwsteamrailway.co.uk](http://iwsteamrailway.co.uk) **There is no road access to Smallbrook Junction.**

**Times shown in green**  
Times shown in green type vary during the period of the timetable. Please see note next to time.

 High speed catamaran operated by Wightlink. Allow at least 10 minutes to change at Ryde Pier Head and Portsmouth Harbour. Train/catamaran connections may not be held for late running trains/catamarans.

**Sailing times are correct at time of publication but are subject to alteration.**
















Wightlink operate a revised service on public holidays. Additional sailings may run during special events.

For details visit [wightlink.co.uk](http://wightlink.co.uk) or call **0333 999 7333** (calls charged at local rate).

 Southern Vectis bus (route 3) calling at Shanklin railway station and by Boots store in Ventnor. Connections between bus and train are not guaranteed. Please enquire for services on public holidays. For details visit [islandbuses.info](http://islandbuses.info) or telephone **0330 0539 182**.

## STATION INFORMATION

See notes for explanation of symbols.

Ventnor		
Shanklin		
Lake		
Sandown		
Brading		
Smallbrook Junction		
Ryde St Johns Road		
Ryde Esplanade		
Ryde Pier Head		
Portsmouth Harbour		†
Petersfield		
Haslemere		
Guildford		
Woking		←
London Waterloo		



# South Western Railway and Community Rail Partnerships

We are committed to working with Community Rail Partnerships (CRPs) across our network. CRPs are not-for-profit organisations that help to further connect the railway with the communities they serve. They work closely with SWR to promote healthy and sustainable travel, design projects which bring communities together, as well as support social and economic development. SWR is proud to provide core funding and support to 12 CRPs on our network.

## Isle of Wight Community Rail Partnership

**Stations: Ryde Pier Head, Ryde Esplanade, Ryde St Johns, Smallbrook Junction, Brading, Sandown, Lake and Shanklin.**

This partnership was launched in 2005, with the aim to create a more sustainable future for rail on the Island. The Community Rail Partnership has successfully delivered numerous projects to the benefit of the railway, its users and its partners, including the cross-solent operators.

Find out more at **[isleofwightcrp.co.uk](http://isleofwightcrp.co.uk)**



## Isle of Wight Bus & Rail Users Group

The group is a forum for bus and rail users on the Isle of Wight and those responsible for providing services. Details of locations for the meetings and any further information can be found by contacting:

Hon. Secretary. Email: [iwbususers@gmail.com](mailto:iwbususers@gmail.com)

Public enquiries can be made and topics raised at these monthly meetings.

Visit [e-voice.org.uk/iwbusrailusers/](http://e-voice.org.uk/iwbusrailusers/)



## Hills to Harbour Community Rail Partnership

**Stations: Farncombe, Godalming, Milford, Witley, Haslemere, Liphook, Liss, Petersfield, Rowlands Castle, Havant, Bedhampton, Hilsea, Fratton, Portsmouth & Southsea and Portsmouth Harbour.**

East Hampshire pays particular attention to the role of its stations as gateways to the South Downs National Park, working with it, and other local attractions, to bring more visitors to the area via public transport. It also has an established hub at Petersfield station, with volunteers working to support the local community and visitors to the area.

Find out more at [easthampshirerail.co.uk](http://easthampshirerail.co.uk)



**HILLS TO HARBOUR**  
COMMUNITY RAIL PARTNERSHIP

Visit us at [southwesternrailway.com](https://southwesternrailway.com)

- Buying tickets online
- Live train information
- Train times
- Special offers and days out
- Plan your journey
- Latest news

## Customer Service Centre

**0345 6000 650**

Monday to Friday 0800 - 2000

Saturday 0900 - 1800

Sunday 0900 - 1600

Our UK based team are available for:

- Comments and suggestions

## Assisted Travel

**0800 5282 100**

**Text relay 18001 0800 5282 100**

A freephone service open 24 hours for disabled and older customers.  
We recommend booking assistance **2 hours in advance**.

## National Rail Enquiries

**03457 48 49 50**

Train times, fares and rail information.

## Free travel alerts

[southwesternrailway.com/alerts](https://southwesternrailway.com/alerts)

Keeping our registered customers up-to-date with their service running information, delays and alterations.



[@SW\\_Help](https://twitter.com/SW_Help)

Follow South Western Railway on 'X' and be the first to know what's happening on our network.



[Facebook.com/SWRailway](https://Facebook.com/SWRailway)

Providing South Western Railway network information and details of our latest offers.

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