



Useful numbers & websites

Buying a ticket (for any UK train journey)

Visit virgintrains.com.

Timetable information

National Rail Enquiries 03457 48 49 50 (24 hours)
or visit nationalrail.co.uk or virgintrains.com.

Connecting bus services

Visit Traveline at traveline.info for times and details of connecting local bus services.

Lost property

Please tell a member of our team who will be happy to help.
Alternatively please contact Customer Resolutions.
on 03331 031 031.

JourneyCare

If you have a mobility impairment or other disability and require help with your journey, give our JourneyCare service a call on 08000 158 123 (Textphone 08000 158 124).

If you have any comments about our West Coast services, please let us know by contacting:

Virgin Trains Customer Resolutions

customer.resolutions@virgintrains.co.uk
or write to: Customer Resolutions, Virgin Trains West Coast,
PO Box 713 Birmingham B5 4HA

Online

 twitter.com/virgintrains  facebook.com/virgintrains

If you are not satisfied with our response to your comments or complaint, you may write to Passenger Focus or London TravelWatch, as applicable, which are independent bodies set up by Parliament to protect your interests.

If your journey originated from either London Euston or Watford Junction, please contact:

London TravelWatch
169 Union Street
London
SE1 0LL

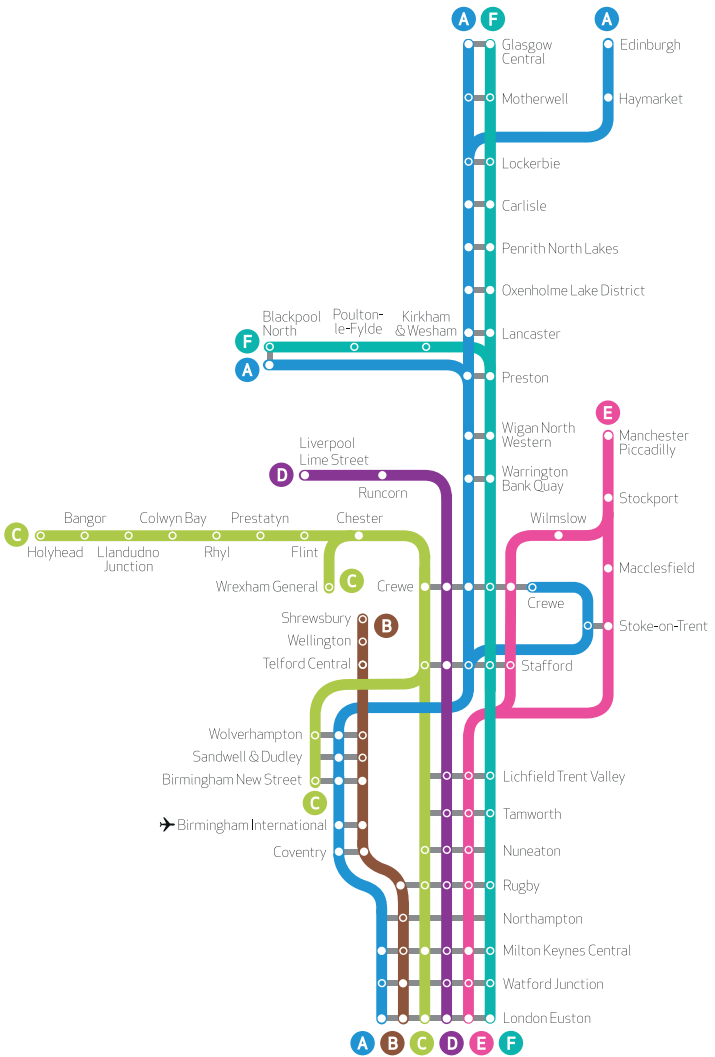
Telephone: 020 3176 2999
Website: londontravelwatch.org.uk
Email: enquiries@londontravelwatch.org.uk

If your journey originated from any other of our destinations:

Transport Focus
Freepost RTEH-XAGE-BYKZ
PO Box 5594
Southend on Sea SS1 9PZ

Telephone: 0300 123 2350
Website: transportfocus.org.uk
Email: advice@transportfocus.org.uk

Virgin Trains routes



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Published by West Coast Trains Limited, subsidiary of the Virgin Rail Group Limited. Reg. in England No. 3007940. Reg. Office: The Battleship Building, 176 Harrow Road, London W2 6NB.

MR1011. Dec 2018. Details correct at time of going to press.