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Coronavirus: London Northwestern Railway makes season ticket refunds easier

London Northwestern Railway is encouraging customers unable to travel due to the ongoing coronavirus restrictions to claim their season ticket refunds online.

Following the unprecedented government advice that only those making essential journeys should use the trains, the operator has changed its usual processes to make claiming season ticket refunds easier.

In order to minimise the need for customers to visit a ticket office in person, London Northwestern Railway has set up a new online form for season ticket holders who purchased their pass at a station to claim.

Andy Camp, commercial director for London Northwestern Railway, said:

"For the majority of people travelling by train is currently off-limits, so we are doing all we can to make things easier for our customers to claim refunds on tickets they are no longer using.

"By moving the process for obtaining a refund on station-bought season tickets online we are also reducing unnecessary journeys and supporting important social distancing measures."

The new online refund process is in addition to previously-announced withdrawal of administration fees for certain ticket types. For full details, visit www.lnr.uk/coronavirus

About West Midlands Trains

For further information on this release, call our press office on 03300 955150 or email press.office@wmtrains.co.uk

West Midlands Trains operates both West Midlands Railway and London Northwestern Railway services.

- **London Northwestern Railway** services operate between Liverpool and Birmingham, and on the West Coast mainline to and from London Euston.
- **West Midlands Railway** services operate to destinations across the West Midlands via Birmingham New Street.

For more information on these services visit westmidlandsrailway.co.uk or londonnorthwesternrailway.co.uk

The West Midlands Trains franchise started on 10 December 2017 and will run until 2025/26.

West Midlands Trains operates 1,300 services a day, manages 150 stations and provides over 80 million passenger journeys a year. Over the course of the franchise, West Midlands Trains will be investing £1 billion into the rail network to deliver new trains, improved routes and station upgrades. This will include 400 new train carriages across the network and space for an extra 85,000 passengers into Birmingham and London at peak times.

The franchise is a joint venture between Abellio (70.1% share) and East Japan Railway Company / Mitsui & Co., Ltd (29.9% share in a 50:50 split). Abellio is the international passenger transport subsidiary of the Dutch national railway company, Nederlandse Spoorwegen. In the UK, Abellio operates ScotRail and Greater Anglia train services, Merseyrail services in a joint venture with Serco and buses through Abellio London. For more information visit www.abellio.com

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