



How the changes will make things better for customers



It will be quicker and easier for customers to get the help they need.



Staff who were working in the ticket offices will have new roles. They will be in the station and on the platform.



They will not be in a ticket office anymore.



This means there will be more staff around to help people face to face.

In the new roles, our staff will be called **Journey Makers**. They will help you with things like:



- buying a ticket



- planning your journey



- getting around the station



- getting on and off the train

How many ticket offices are going to close



We run around 500 train stations.



Most of our stations already don't have staff or a ticket office.



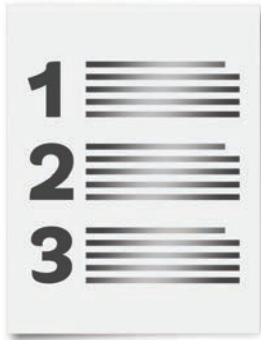
We are going to close 131 more ticket offices.



This means there will be 18 ticket offices left open.



The times when these ticket offices are open will change.



We have a list of the ticket offices that are staying open.

You can find the list on page 8 of this booklet.

When staff will be at the stations



Some of our stations already have staff at the station and on the platform.



We will still have staff at these stations.



The times that staff are there will change. Staff will not be at the stations as much as before.

If you still want to buy a paper ticket



All our stations have at least 1 ticket machine.



You can buy a paper ticket from the ticket machines.



You can also buy a paper ticket from the ticket offices that are still open.

If you want to pay with money



You can pay with money at the ticket offices that are staying open.



You can also buy your ticket with money from the shops at some stations.

What to do if you can't buy a ticket before you travel



If you can't pay by bank card, you can get a **Promise to Pay notice**.

You can get a **Promise to Pay notice** if:

- you can only pay with cash

and

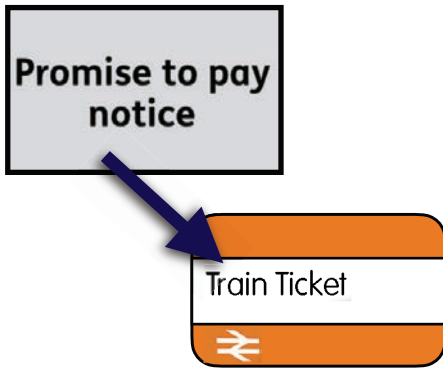
- there is no ticket office at the station where you get on the train



You can get a Promise to Pay notice from a ticket machine.



You can then get on the train.



You must swap your Promise to Pay notice for a proper ticket as soon as possible.

You pay for your ticket when you swap your notice.



You can do this:

- with the guard on the train

or



- at a station with a ticket office



Stations where ticket offices that will still be open for a while:

- Barrow-in-Furness
- Blackburn
- Blackpool North
- Bolton
- Bradford Interchange
- Glossop
- Harrogate
- Hartlepool
- Leeds
- Liverpool Lime Street
- Manchester Oxford Road
- Manchester Victoria
- Rochdale
- Salford Crescent
- Skipton
- St Helen's Central
- Warrington Central
- Wigan Wallgate