

Suggested alternative routes



Virgin Trains services from London Euston are currently disrupted or suspended.

To travel Northbound from London you will have to use one of the alternative routes as show below. Further details can be found on the reverse.



Alternative route from London King's Cross **1**

Alternative route from London St Pancras **2**

Alternative route from London Marylebone **3A**

Alternative routes from London Paddington **3B**

4

Connections to destinations may also be available

Line currently blocked
No trains on this route

Please note: the normal level of services may not be available on other operators trains

Fastest route to Birmingham City Centre:
Travel Route 3A from Marylebone direct to Birmingham Moor St for the City Centre. Cross to Birmingham New St for Lichfield Trent Valley.

Travel Route 3B via Reading to Birmingham New St for all other West Midlands areas.

London Stations

- EU - Euston
- KX - King's Cross
- MB - Marylebone
- PD - Paddington
- SP - St Pancras

See reverse for information on travelling between London stations

Suggested alternative routes



We are sorry to advise that there are currently no Virgin Trains services running to/from London Euston due to a line blockage at the southern end of the West Coast Main Line.

Please use the map on the reverse of this leaflet to find the alternative route for your journey. Your ticket will be valid. Our staff will be pleased to help with more information.

As you are likely to be delayed you may be entitled to compensation in line with our Passenger's Charter. The amount is based upon the length of delay and is paid in rail travel vouchers:

Delay over 60 minutes = 25% of ticket cost for journey.
Over 120 minutes = full ticket cost for journey.

In order to claim and validate your journey, we need to receive your travel tickets. Please send your original tickets, along with journey details including date and time of travel, to our Customer Relations team at the postal address below:

Customer Relations

Virgin Trains
 FREEPOST BM 6613
 PO BOX 713
 Birmingham
 B5 4HH

Alternatively if you want to email us, please be sure to attach a scanned image of your tickets or confirmation of your booking reference number if you have booked through our website or via our telesales team. This can be done through our website at: www.virgintrains.co.uk/contact or by emailing us directly at: customer.relations@virgintrains.co.uk

Estimated journey times

Travelling via an alternative route will take longer than travelling on your normal route, but the other train companies you will use are aware of your journey, and will help where they can.

1	to Manchester	3h 40m
1	to Liverpool	4h 30m
1	to Preston	4h 30m
1	to Glasgow	6hrs
2	to Stockport	3hrs
2	to Crewe	3hrs
3A	to Birmingham	1h 50m
3B	to Coventry	2h 10m
3B	to Wolverhampton	2h 40m
4	to Chester	5hrs
4	to Holyhead	7hrs

Travelling to other London stations

Using the London Underground, it is easy and fast to get to the London station your alternative route departs from. See the diagram below for the Underground lines you should take. Please note, customers for Routes 3A, 3B and 4 will need to change lines at Oxford Circus.

