

# Suggested alternative routes



4

Customers travelling from Holyhead, all North Wales destinations and Chester to London

MAP-4

Alternative route via Newport to London Paddington

4



The route shown on this map is the Virgin Trains **SUGGESTED ALTERNATIVE ROUTE**.

Other routes may be available but the route shown will get you to London in the fastest, most comfortable way.

# 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](http://www.virgintrains.co.uk/contact) or by emailing us directly at: [customer.relations@virgintrains.co.uk](mailto:customer.relations@virgintrains.co.uk)**

## Journey Checklist

When travelling to London via an alternative route, always remember...

- ✓ **Check your changes.** The usual Virgin Trains route to London may not involve any changes, but your alternative could involve 1 or 2.
- ✓ **Check your times.** In order to get to London in the quickest time possible, check where and when you need to change trains.
- ✓ **Bring a snack or two.** The level of catering or First Class service you expect on Virgin Trains may not always be available on other train operators services.
- ✓ **If in doubt, ask!** If you have any problems, staff at this station, or any station en route to London, will be more than happy to help you.

- 1** Route 1 arrives into King's Cross located approx 1 mile east of Euston
- 2** Route 2 arrives into St.Pancras located approx 0.5 mile east of Euston
- 3A** Route 3A arrives into Marylebone located approx 2 miles west of Euston
- 3B 4** Routes 3B & 4 arrive into Paddington located approx 2.5 miles west of Euston



○ Interchange stations  
⊕ Step-free access from street to train  
⊕ Step-free access from street to platform  
⊕ Vauxhall

Bakerloo	Central	Circle	District	Hammersmith & City	Jubilee
Metropolitan	Northern	Piccadilly	Victoria	Waterloo & City	

[www.virgintrains.co.uk](http://www.virgintrains.co.uk)  
[tfl.gov.uk](http://tfl.gov.uk)  
 24 hour travel information  
**0843 222 1234\***  
[www.helpoints.com](http://www.helpoints.com)  
**Help points**

\*You may not receive more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.