

# Press Release

3 May 2024

## Avanti West Coast issues travel advice during latest industrial action by ASLEF

- *Avanti West Coast tells customers not to attempt travel on 8 May, as no services will operate due to strike action by ASLEF*
- *Customers can claim a refund or make their journey on an alternative day*
- *ASLEF members also withdraw from working overtime between 6 and 11 May as part of industrial action at multiple train companies*

Avanti West Coast has issued travel advice ahead of the latest industrial action by train drivers' union ASLEF which will significantly disrupt its services.

On Wednesday 8 May, members of ASLEF, will go on strike and customers are being told not to attempt travel on this day because Avanti West Coast will be unable to run any services.

With no trains running to and from all destinations across the network during this industrial action, customers are advised to claim a refund, seek alternative transport, or rearrange journeys for another date.

Many destinations on the West Coast Main Line will have no rail connectivity on 8 May and rail replacement services will not be in place either.

Customers with tickets for 8 May (purchased before 22 April) can claim a full fee-free refund from their point of purchase. Alternatively, tickets dated between 7 and 9 May can be used from Monday 6 May up to and including Monday 13 May.

Other train operators will also be affected by ASLEF's strike action on 7, 8, and 9 May.

The walkouts will follow the start of ASLEF members carrying out action short of a strike, which involves withdrawing from working overtime between Monday 6 to Saturday 11 May, as part of industrial action at multiple train companies. Customers travelling on these dates are advised to check before they travel, as journeys across train operators and routes may be affected.

Andy Mellors, Managing Director at Avanti West Coast, said: "We're sorry our customers will face disruption to their travel plans when ASLEF go on strike on Wednesday – particularly those who will be returning to work after the Bank Holiday weekend.

"Anyone with tickets for 7 to 9 May can make their journey on alternative days or claim a full refund. While our advice to all customers making journeys between 6 and 11 May is to check before you travel. We'd like to thank our customers for their continued patience and understanding during this industrial action."

ENDS

For more information about the impact of the strike action on Avanti West Coast services, visit: <https://www.avantiwestcoast.co.uk/travel-information/strike>

### About Avanti West Coast

Avanti West Coast, operator of intercity rail services on the West Coast Main Line, is a joint venture between FirstGroup and Trenitalia, delivering a cleaner, greener railway that drives the West Coast forward.

We're on a mission to revolutionise train travel. Our refurbished Pendolinos have returned to the rails with a £117m investment that's delivering the best in class comfort. Known as the UK's hardest working fleet, the programme is transforming all 56 of these iconic trains boasting better seats, improved lighting, new interior carpets, customer-friendly passenger information screens, additional luggage space, power points at every seat and refurbished toilets.

New Hitachi trains are set to replace our Voyagers from 2024. The 23-strong fleet, consisting of 10 seven-carriage electric trains and 13 five-carriage bi-modes, will serve routes from London to the Midlands, Chester, North Wales and the North West, leading to a substantial cut in carbon emissions with an increase in seats, and offering improved comfort. Quieter and roomier, with more reliable Wi-Fi, wireless charging for electrical devices and a real-time customer information system, these new trains are the result of a £350m investment in sustainable travel.

We're tackling climate change wherever we can, from reducing energy and water use to training drivers in eco-driving techniques and sourcing food and drink from local suppliers. Our goal is to be net zero carbon by 2031. We're on track.

For the latest news, visit the Avanti West Coast Media Centre: <https://newsdesk.avantiwestcoast.co.uk/>

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