Press Release

30 November 2023

Avanti West Coast issues travel advice ahead of ASLEF strike action

- *Customers told not to travel on 3 December, as no Avanti West Coast services will operate due to strike action*
- *Avanti West Coast timetable also amended on 2 and 4 December*
- *Customers encouraged to check before they travel as strike action will also affect other train companies between 2 and 8 December*

Avanti West Coast has issued travel advice ahead of the latest strike action which will significantly disrupt services on its west coast route.

On Sunday 3 December, there will be no Avanti West Coast services because of industrial action being undertaken by members of ASLEF, the train drivers' union and customers are being urged not to travel.

With strike action also affecting West Midlands Railway and London Northwestern Railway's services on the same day, customers are encouraged to either claim a refund, seek alternative transport, or rearrange their travel for an alternative date.

Avanti West Coast services will also be impacted on Saturday 2 and Monday 4 December as a result of the strike. Customers due to travel on these dates should check before leaving for the station.

With strike action also affecting other operators between 2 and 8 December, customers who booked tickets before the industrial action was announced on Thursday 16 November can claim a full, fee-free refund from their point of purchase.

Alternatively, pre-booked tickets for strike days dated between Saturday 2 December and Friday 8 December can be used at any time from Friday 1 December up until Tuesday 12 December.

ASLEF has also announced that their members will withdraw from working any overtime between 1 and 9 December. Though Avanti West Coast plans to run its normal timetable during this period (changes linked to the strike action notwithstanding), it's recommended that customers check before they travel, as the overtime ban's impact will vary from route to route, and journeys across multiple train operators may be affected.

Andy Mellors, Managing Director at Avanti West Coast, said: "At a time when we should be welcoming people back to the railway, its disappointing once again to be asking our customers not to travel.

"We totally understand their frustration and can only apologise for the disruption to their plans. We'd encourage those able to do so, to take advantage of the ticket easement, and change their day of travel. Alternatively, customers are entitled to a full fee-free refund."

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

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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 refurbed Pendolinos are returning to the rails, with a £117m investment that's delivering best in class comfort. Rebuilt using sustainable materials wherever possible, including tables made from recycled plastic bottles, our upgraded fleet offers 25,000 brand new seats, free Wi-Fi, onboard recycling and much more.

New Hitachi trains are set to replace our Voyager trains from 2024, leading to a 61% cut in carbon emissions. Quieter and roomier, with more reliable Wi-Fi, wireless charging for electrical devices and a real-time customer information system, the new 23-strong fleet is 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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