

Hi,

Travelling with Grand Central

Grand Central is committed to maintaining a robust and reliable train service while adapting to the impacts of the evolving advice from the Government, on minimising the impact of Coronavirus.

Like many industries across the UK, Grand Central is looking at ways to offer the best service to customers, taking into account that some of the staff and suppliers' staff may not be available for work. However, Grand Central intends to remain effective in their day-to-day operations.

To achieve this Grand Central is consolidating services, which will mean the temporary cancellation of selected trains on the North East and West Riding Routes, from Monday, March 23.

Passengers who have Advance tickets for any of the cancelled services will be able to use the ticket on any other Grand Central service on the same day, the previous day, or the day after the date on their ticket, as well as reschedule their journey to a future date. Alternatively, customers can obtain a full refund from their point of purchase.

Passengers with off-peak tickets will also be able to travel on peak-time services.

For full details of the cancelled services, and more information on ticket flexibility and refunds, please go to <https://www.grandcentralrail.com/coronavirus-travel-information>

The revised timetable will be in place until further notice, and Grand Central looks forward to resuming a full service as soon as possible.

Regards,

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