

Marcus Clements
Head of Consumer Policy



17 July 2019

Neil Murrin
General Counsel and Director, Regulatory Affairs
Trainline
BY EMAIL

Dear Neil

Provision of information to passengers when booking tickets

Thank you for your letter of 27 June 2019, in response to my letter of 18 June 2019 regarding the information provided to passengers by Trainline when booking train tickets through your website.

I am grateful to you for setting out the work Trainline is doing to improve the information available to passengers. We welcome your proactive response to the issues we raised and note that you have already implemented some of the improvements you outlined.

We note the wider points you have made about the lack of availability of reliable information on planned disruption/engineering works more than 12 weeks in advance. This is a matter which we are discussing with the industry, including how an engineering works forward look for significant events can be made available.

We have a small number of further comments on your reply for which I would be grateful for your response. In particular, we note the helpful messaging highlighting the possibility of engineering works included in appendix 2. You may wish to consider including similar text in the blue messaging box in appendix 1. We also welcome your rollout of automated notifications for affected customers who have already purchased tickets, to inform them of subsequent timetable changes. Please could you provide a timescale for completion of this.

I shall be grateful if you will provide me with your response by 31 July 2019. In the meantime, if you have any questions about this letter, please contact

Yours sincerely

A handwritten signature in black ink, appearing to be 'M. Clements', written in a cursive style.

Marcus Clements

