

Appendix A – Hosted Station **These stations are all in the London TravelWatch area**

The stations listed below will have a Host on duty for times significantly in excess of the current ticket office hours. The Host will provide assistance with ticket purchases, information provision and assisted travel at the times shown within the station concourse or gateline areas, these times are the minimum hours that the Host will be available. The Host will have a hand held ticketing system that will enable them to provide some tickets that are not available from the self-service machines.

The Ticket Office at these stations will close and Schedule 17 will be amended to reflect this change. The primary point for purchasing tickets on the station will be from the self- service machines or from the Station Host.

Station	Route	Current Ticket Office Hours			Self service machines (#)	Ticket Gates	Station Host minimum availability times	Station staffed First to Last train -7 days a week
		Weekday	Saturday	Sunday				
Alexandra Palace	Great Northern	0615-1240 & 1530-1900	0900-1525	Closed	3	Installed 2016	Mon-Sat 0500-2200 Sun 0630-2200. Ticket Office closed.	Yes
Battersea Park *	Metro	0625-1750	0750-1425	0910-1645	2	YES	Mon-Fri 0600-2200 Sat 0700-2200 Sun 0800-2200. Ticket Office closed.	Yes
Carshalton Beeches *	Metro	0610-1935	0810-1445	0910-1645	2	YES	Mon-Fri 0600-2200 Sat 0700-2200 Sun 0800-2200. Ticket Office closed.	Yes
City Thameslink (Holborn)	Thameslink	0715-1050 & 1610-1945	Closed	Closed	1	YES	Mon-Fri 0600-2000 Sat 0900-1500 Ticket Office closed.	Yes
Cricklewood	Thameslink	0610-1910	0840-1645	0915-1745	1	Installed 2016	Mon-Fri 0530-2300 Sat 0630-2300 Sun 0700-2200. Ticket Office closed.	Yes
Denmark Hill	Thameslink	0610-2100	0640-2000	0810-1740	2	YES	Mon-Fri 0600-2130 Sat 0700-2130 Sun 0800-2100. Ticket Office closed.	Yes
Enfield Chase	Great Northern	0625-1250 & 1515-1910	0900-1525	Closed	3	Installed 2016	Mon-Sat 0500-2300 Sun 0730-2300. Ticket Office closed.	Yes

Gipsy Hill *	Metro	0620-1945	0650-2005	0730-1605	2	YES		Mon-Fri 0600-2200 Sun 0700-2200. Ticket Office closed.	Yes
Loughborough Junction	Thameslink	0615-1245 & 1520-2200	0615-2220	0915-1845	2	Installed 2016		Mon-Fri 0600-2300 Sat 0630-2300 Sun 0900-2245. Ticket Office closed.	Yes
New Barnet	Great Northern	0620-1245 & 1515-1915	0845-1510	Closed	3	Installed 2016		Mon-Sat 0530-2300 Sun 0730-2300. Ticket Office closed.	Yes
Palmers Green	Great Northern	0650-1830	0725-1350	Closed	3	Installed 2016		Mon-Sat 0530-2300 Sun 0730-2300. Ticket Office closed.	Yes
Peckham Rye *	Metro	0610-1945	0610-1945	0745-1620	2	YES		Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Queens Road, Peckham *	Metro	0610-1745	0710-1345	Closed	2	Installed 2016		Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Selhurst *	Metro	0615-1930	0705-2030	0910-1645	2	YES		Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
South Croydon *	Metro	0620-1945	0620-1945	0810-1545	2	YES		Mon-Sat 0540-2200 Sun 0700-2200. Ticket Office closed.	Yes
Streatham *	Metro	0620-1945	0645-2010	0745-1620	2	YES		Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Streatham Common	Metro	0615-2000	0640-2100	0815-1745	4	YES		Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Streatham Hill *	Metro	0610-2000	0640-2000	0810-1645	2	YES		Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Tooting	Thameslink	0620-1250 & 1500-1900	1030-1700	Closed	2	Installed 2016		Mon-Fri 0600-0015 Sat 0630-0015 Sun 0930-2145. Ticket Office closed.	Yes

Tulse Hill *	Metro	0620-2000	0645-2000	0710-1545	2	YES		Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Wandsworth Common *	Metro	0630-2004	0730-1424	0815-1740	2	No		Mon-Sat 0600-2200 Sun 0700-2200. Ticket Office closed.	Yes
West Norwood *	Metro	0610-1935	0740-1415	0740-1515	2	YES		Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes

Notes: * Denotes ticket offices that do not currently have reservations as a condition of Schedule 17.

Self Service Machines include additional machines that will be installed between June and September 2016

Appendix B – Hosted & Concourse sales Point. **Stations in the London TravelWatch area are in green**

The stations listed below will have a Host on duty for times significantly in excess of the current ticket office hours. The Host will provide assistance with ticket purchases, information provision and assisted travel at the times shown within the station concourse or gateline areas, these times are the minimum hours that the Host will be available. The Host will have a hand held ticketing system that will enable them to provide tickets that are not available from the self-service machines.

The Ticket Office at these stations will close and Schedule 17 will be amended to reflect this change. The primary point for purchasing tickets on the station will be from the self- service machines or from the Station Host. In the event that a ticket type is not available through these machines then the Host will have access to a ticket office machine within the concourse area to enable those ticket types to be issued. Each of the stations listed will have a member of staff on duty from the first train of the day until the last train has departed, 7 days a week.

Station	Route	Current Ticket Office Hours			Self service machines (#)	Ticket Gates		Station Host minimum availability times	Station staffed First to Last train -7 days a week
		Weekday	Saturday	Sunday					
Balham *	Metro	0610–2130	0610-2130	0710-2045	5	YES		Mon-Sat 0530-2200 Sun 0700-2200 Ticket Office Closed	Yes
Carshalton *	Metro	0610–1935	0810-1445	0910-1645	2	YES		Mon-Fri 0530-2200 Sat 0700-2200 Sun 0730-2200. Ticket Office closed.	Yes
Caterham* (Surrey)	Metro	0540–1905	0610-1930	0820-1635	2	Installed 2016		Mon-Fri 0540-2200 Sat 0600-2200 Sun 0730-2200. Ticket Office closed.	Yes
City Thameslink (Ludgate Hill)	Thameslink	0715–1945	Closed	Closed	2	YES		Mon-Fri 0700-2100 Sat 0900-1600 Ticket Office closed.	Yes
Coulsdon South *	Mainline & Coast	0610–1935	0700-2025	0910-1640	3	YES		Mon-Fri 0530-2200 Sat 0600-2200 Sun 0730-2200. Ticket Office closed.	Yes
Elstree & Borehamwood (Hertfordshire)	Thameslink	0600–2030	0600-2030	0630-2115	3	YES		Mon-Sat 0500-2300 Sun 0700-2300. Ticket Office closed.	Yes

Falmer *	Mainline & Coast	0625–1950	0625-1950	0910-1645	3	YES		Mon-Sat 0540-2200 Sun 0730-2200. Ticket Office closed.	Yes
Gordon Hill	Great Northern	0635–1300	0745-1410	Closed	3	Installed 2016		Mon-Fri 0500-2300 Sat 0600-2200 Sun 0700-2200. Ticket Office closed.	Yes
Hornsey	Great Northern	0700–1325	Closed	Closed	2	Installed 2016		Mon-Fri 0600-2200 Sun 0730-2200. Ticket Office closed.	Yes
Lancing *	Mainline & Coast	0610–1935	0630-1955	0810-1545	3	Installed 2016		Mon-Sat 0530-2200 Sun 0730-2200. Ticket Office closed.	Yes
Luton Airport Parkway (Luton)	Thameslink	0600–0030	0630-0000	0730-0000	8	YES		Sun to Sat 24 hours. Ticket Office closed.	Yes
Mill Hill Broadway	Thameslink	0600–1930	0730-1900	0900-1800	3	Installed 2016		Mon-Sat 0500-2300 Sun 0700-2300. Ticket Office closed.	Yes
Norbury *	Metro	0615-2000	0640-2100	0815-1745	3	YES		Mon-Sat 0530-2200 Sun 0730-2200. Ticket Office closed.	Yes
Purley	Metro	0555–2005	0555-2025	0810-1645	4	YES		Mon-Sat 0500-2200 Sun 0730-2200. Ticket Office closed.	Yes
Radlett (Herts)	Thameslink	0635–2000	0635-1915	0800-1800	4	Installed 2016		Mon-Sat 0500-2300 Sun 0700-2300. Ticket Office closed.	Yes
Reigate *	Mainline & Coast	0610-1245	0710-1345	Closed	3	YES		Mon-Sat 0530-2200 Sun 0730-2200. Ticket Office closed.	Yes
Sanderstead *	Mainline & Coast	0610-1930	0700-1335	0810-1625	2	Installed 2016		Mon-Sat 0605-2200 Sun 0805-2200. Ticket Office closed.	Yes
Shoreham-by-Sea (Sussex) *	Mainline & Coast	0540–1955	0610-1945	0625-1930	4	YES		Mon-Sat 0530-2300 Sun 0700-2300. Ticket Office closed.	Yes

Sutton	Metro	0600-2100	0630-2100	0710-2100	6	YES		Mon-Fri 0525-2300 Sat 06:25-23:00 Sun 0700-2300. Ticket Office closed.	Yes
Thornton Heath	Metro	0615-2000	0640-2100	0815-1745	2	YES		Mon-Sat 0530-2200 Sun 0730-2200. Ticket Office closed.	Yes
Wallington	Metro	0615-2020	0625-1955	0910-1745	2	YES		Mon-Fri 0530-2200 Sat 06:40-2200 Sun 0730-2200. Ticket Office closed.	Yes
West Hampstead Thameslink	Thameslink	0615-1930	0645-2000	0740-1715	4	YES		Mon-Fri 0530-2300 Sat 0600-2300 Sun 0700-2200. Ticket Office closed.	Yes
Winchmore Hill	Great Northern	0650-1315	0830-1400	Closed	2	Installed 2016		Mon-Sat 0500-2200 Sun 0730-2200. Ticket Office closed.	Yes

Notes: * Denotes ticket offices that do not currently have reservations as a condition of Schedule 17.

Self Service Machines include additional machines that will be installed between June and September 2016

Appendix C– Partial ticket office, Hosted & Concourse sales Point **Stations in the London TravelWatch area are in bold**

The stations listed below will have a Host on duty for times significantly in excess of the current ticket office hours. The Host will provide assistance with ticket purchases, information provision and assisted travel at the times shown within the station concourse or gateline areas. These times are the minimum hours that the Host will be available. The Host will have a hand held ticketing system that will enable them to provide tickets that are not available from the self-service machines.

The Ticket Office at these stations will be open in the morning peak hours to ensure that passenger’s needs for tickets are met at these busy times (the opening times of the ticket offices are shown below) Schedule 17 hours will not alter from the current hours. The primary point for purchasing tickets on the station will be from the self- service machines, from the Station Host or at morning peak time through the ticket office. The Station Host will also have access to a ticket office machine within the concourse area to enable ticket types, not available through self-service or the hand held machine, to be issued. Each of the stations listed will have a member of staff on duty from the first train of the day until the last train has departed, 7 days a week.

Station	Route	Current Ticket Office Hours			Self service machines (#)	Ticket Gates	Ticket Office Opening Hours & Station Host minimum availability times	Station staffed First to Last train -7 days a week
		Weekday	Saturday	Sunday				
Angmering *	Mainline & Coast	0625–1935	0640-2005	0810-1545	2	Yes	Ticket Office Mon-Fri 0700-1000. Host hours Mon-Fri 0530-2200 Sat 0600-2200 Sun 0730-2200.	Yes
Ashtead * (Surrey)	Metro	0640–2005	0750-1425	0910-1645	5	Yes	Ticket Office Mon-Fri 0700-1000 Host hours Mon-Fri 0615-2200 Sat 0630-2200 Sun 0730-2200.	Yes
Barnham *	Mainline & Coast	0530–2225	0530-2225	0600-2125	2	Installed 2016	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0530-2300.	Yes
Bexhill	Mainline & Coast	0610–1935	0610-1935	0810-1545	3	Installed 2016	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0500-2200 Sat 0545-2200 Sun 0740-2200.	Yes

Bognor Regis	Mainline & Coast	0600-1950	0600-1950	0810-1945	2	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0505-2200 Sun 0700-2200.	Yes
Burgess Hill *	Mainline & Coast	0610-1935	0640-2005	0900-1635	3	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0515-2200 Sat 0530-2200 Sun 0730-2200.	Yes
Chichester	Mainline & Coast	0510-2245	0510-2245	0640-2145	4	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0500-2330 Sun 0645-2300.	Yes
Crawley	Mainline & Coast	0610-2020	0610-2020	0840-1815	3	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0525-2200 Sat 0540-2200 Sun 0730-2200.	Yes
Dorking (Surrey)	Metro	0610-2010	0640-1950	0910-1645	4	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0540-2200 Sat 06:25-2200 Sun 0730-2200.	Yes
East Grinstead	Metro	0555-2015	0620-2025	0745-1600	2	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0540-2200 Sat 06:15-2200 Sun 08:15-2200.	Yes
Eastbourne	Mainline & Coast	0600-2115	0550-2115	0640-2115	6	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0655-2230.	Yes
Epsom (Surrey)	Metro	0550-2035	0640-2035	0710-1845	5	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-fri 0520-2300 Sat 0530-2300 Sun 0640-2230.	Yes

Flitwick (Bedfordshire)	Thameslink	0600–1930	0715-1545	0815-1545	3	Installed 2016	Ticket Office 0600-1030 Mon-Fri. Host hours Mon-Fri 0500-2300 Sat 0600-2300 Sun 0700-2300.	Yes
Harpenden (Hertfordshire)	Thameslink	0545–2015	0615-1915	0715-2015	6	Yes	Ticket Office 0600-1030 Mon-Fri. Host hours Mon-Fri 0500-2300 Sat 0600-2300 Sun 0700-2300.	Yes
Hassocks *	Mainline & Coast	0610–1935	0640-2005	0910-1645	2	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0530-2200 Sat 0540-2200 Sun 0730-2200.	Yes
Hatfield (Hertfordshire)	Great Northern	0620–2000	0620-2000	0820-1930	6	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0700-2300.	Yes
Hertford North (Hertfordshire)	Great Northern	0640–1900	0745-1410	CLOSED	4	Yes	Ticket Office 0640-1030 Mon-Fri. Host hours Mon-Fri 0530-2200 Sat 0600-2200 Sun 0700-2200.	Yes
Hitchin*	Great Northern	0615–2000	0615-2000	0715-1830	5	Yes	Ticket Office 0630-1100 Mon-Fri. Host hours Mon-Fri 0500-2200 Sat 0530-2200 Sun 0630-2200.	Yes
Horley (Surrey)	Mainline & Coast	0620-1945	0620-1945	0910-1645	4	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2200 Sun 0730-2200.	Yes
Horsham	Mainline & Coast	0600–2020	0600-2020	0610-2115	5	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0510-2230 Sat 0530-2300 Sun 0600-2200.	Yes

Hove	Mainline & Coast	0550-2100	0550-2100	0710-2145	5	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0515-2230 Sun 0640-2230.	Yes
Huntingdon	Great Northern	0615-2000	0615-2000	0815-2000	5	Yes	Ticket Office 0630-1100 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0700-2300.	Yes
Kings Lynn	Great Northern	0530-2000	0530-1930	0750-1700	3	Yes	Ticket Office 0700-1100 Mon-Fri. Host hours Mon-Sat 0500-2200 Sun 0745-2200.	Yes
Leagrave (Luton)	Thameslink	0600-1930	0600-1920	0745-1745	4	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Fri 0500-2300 Sat 0600-2300 Sun 0700-2300.	Yes
Leatherhead * (Surrey)	Metro	0610-1958	0610-1958	0910-1640	4	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0530-2200 Sat 06:30-2200 Sun 0730-2200.	Yes
Letchworth Garden City	Great Northern	0610-2000	0700-1930	0900-1710	3	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Sat 0500-2200 Sun 0700-2200.	Yes
Lewes	Mainline & Coast	0630-2045	0630-2020	0730-1915	3	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2200 Sun 0730-2200.	Yes
Littlehampton	Mainline & Coast	0550-1915	0630-1955	0810-1945	2	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0500-2200 Sat 0530-2200 Sun 0700-2200.	Yes
Merstham * (Surrey)	Mainline & Coast	0610-1935	0610-1935	0830-1640	2	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2200 Sun 0730-2200.	Yes

Oxted (Surrey)	Mainline & Coast	0550-2020	0640-2020	0800-1615	3	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0540-2200 Sat 0600-2200 Sun 00840-2200.	Yes
Polegate *	Mainline & Coast	0610-1935	0610-1935	0830-1605	3	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2200 Sun 0730-2200.	Yes
Portslade *	Mainline & Coast	0555-1920	0555-1920	0810-1545	2	Installed 2016	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2200 Sun 0700-2200.	Yes
Potters Bar (Hertfordshire)	Great Northern	0615-2010	0715-1910	0815-1930	5	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Fri 0500-2200 Sat 0530-2200 Sun 0730-2200.	Yes
Royston	Great Northern	0600-2000	0700-2000	0915-1730	3	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Fri 0530-2200 Sat 0600-2200 Sun 0730-2200.	Yes
Sandy	Great Northern	0600-1225	0645-1310	CLOSED	2	Installed 2016	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Fri 0530-2200 Sat 0600-2100 Sun 0700-2300.	Yes
St Neots	Great Northern	0615-1910	0730-1355	0810-1435	3	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Fri 0500-2300 Sat 0600-2300 Sun 0700-2200.	Yes
Stevenage (Hertfordshire)	Great Northern	0615-2030 (Fridays to 2145)	0630-2130	0800-2015	6	Yes	Ticket Office 0630-1100 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0700-2300.	Yes

Welwyn Garden City (Hertfordshire)	Great Northern	0600-2000	0700-1930	0730-1900	5	Yes	Ticket Office 0630-1100 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0700-2300.	Yes
Worthing	Mainline & Coast	0535-2245	0535-2245	0640-2145	5	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2330 Sun 0630-2230.	Yes

Notes: * Denotes ticket offices that do not currently have reservations as a condition of Schedule 17.

Self Service Machines include additional machines that will be installed between June and September 2016