

By email to:

Richard Allan, Managing Director, Chiltern Railways

9 December 2021

Dear Mr Allan

Maintaining free toilets at Marylebone Station

I'm writing to clarify the situation regarding charges to use the toilets at Marylebone Station which I understand are managed by Chiltern Railways.

I know that at the start of the pandemic you removed the charge to use the toilets, which was really welcome, but I think the intention was to reinstate the charges when things got back to normal. As the toilets have been free for almost two years now, I was wondering whether you still plan to keep it this way once we come out of the pandemic.

We know that passengers place great importance on the availability of free toilets and resent having to pay to use them having already paid for a ticket to travel. As you will know, toilets at all Network Rail-managed stations have been free for a few years now. Having free toilet facilities permanently at Marylebone would make a significant difference, particularly to older people, disabled people and those travelling with children.

Yours sincerely



Emma Gibson, Director, London TravelWatch