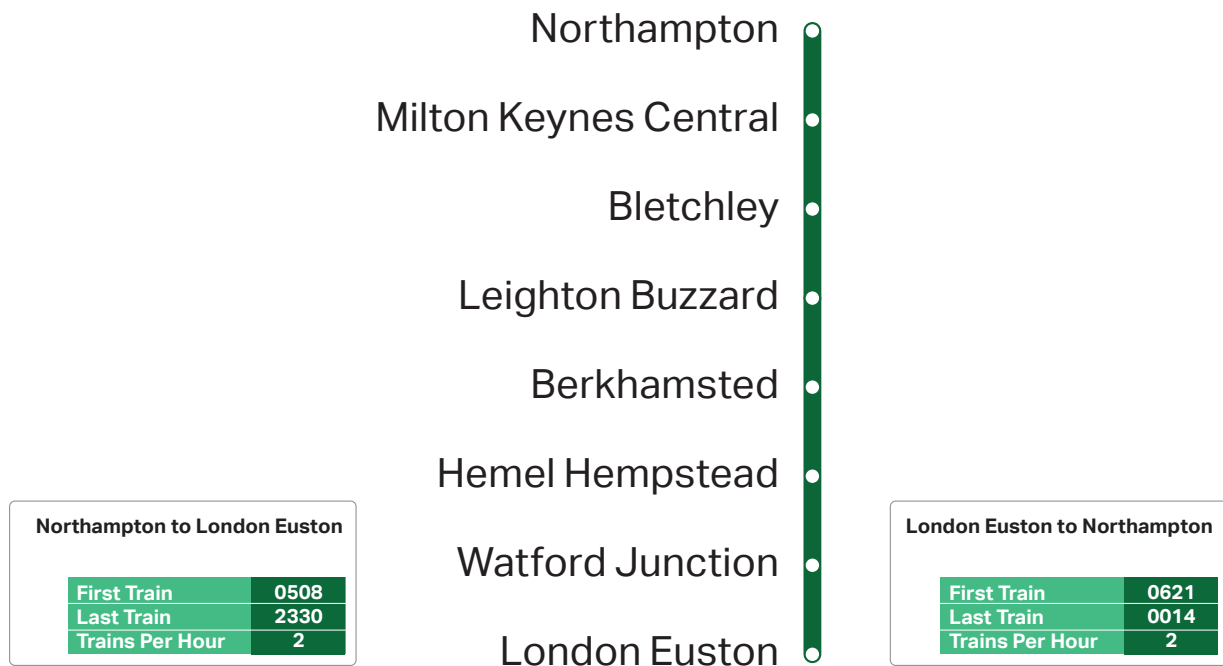


Northampton – Milton Keynes – London Euston



## Industrial action will affect our train services on Saturdays in November and December 2019.

### What's happening?

Because of industrial action by members of the National Union of Rail, Maritime and Transport Workers (RMT), we will run a reduced service on Saturdays in November and December 2019.

We will only be able to provide a very basic service and we ask our customers to carefully consider whether their journey is absolutely necessary, as significant disruption is expected.

We are working hard to resolve this dispute with the RMT as quickly as we can - please note the affected dates could change at the last minute, so check your journey again before you travel.

On an affected day:

- There will be fewer trains running,
- Some stations will not be served,
- Some London Northwestern Railway services will finish earlier than normal, there will be no additional replacement bus services.

### Our advice

**Plan ahead:** Check your journey now and again just before you travel - be aware that train times may change at last minute, on the day.

**Leave more time for journeys:** Other train companies are due to run a normal service but will be busier than usual. Don't aim for the last train home: get there early and be prepared to queue at busier stations.

**Consider your options:** you may want to consider travelling on another day or not travelling by rail at all.

**Only travel if necessary:** we're going to be really busy. If you no longer wish to travel on Saturday, we're happy to refund your ticket, or allow you to travel on the Friday before or the Sunday/Monday afterwards.

### What are my rights?

#### Delay Repay:

If your journey is delayed by 15 minutes or more, you're entitled to compensation under our Delay Repay scheme. Please keep a hold of your ticket and submit your claim within 28 days.

#### Get your money back if you choose not to travel...

Under the National Rail Conditions of Travel, if you have purchased a ticket and your train is cancelled or delayed, and you choose not to travel, you can return the unused ticket to the retailer you bought the ticket from and you will be given a full refund with no administration fee being charged. This applies to all tickets including those which are usually non-refundable.

#### Keep up to date, before and on the day

We want to keep our customers informed, and provide you with updates as they happen:

- The Journey Planner at [lnr.uk/plan](http://lnr.uk/plan) will show the train services that will be in operation on the strike days a few days before.
- Check your journey again before you travel.
- Check our 'Travel Updates' on every page of our website and in our app.
- follow us on Twitter for real-time updates: @LNRailway

### What trains will we be running?

A summary of the train service we plan to run can be found at [lnr.uk/industrialaction](http://lnr.uk/industrialaction)

