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Station Poster Notification 5 July 2023

# Planned changes to Albany Park ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Albany Park ticket office is open at the moment</b>	<b>Times that Albany Park staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	8.10am to 2.50pm	6.00am to 8.00pm
Sunday	8.10am to 1.30pm	8.00am to 8.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

[www.southeasternrailway.co.uk/ticketofficeconsultation](http://www.southeasternrailway.co.uk/ticketofficeconsultation)

# Tell us what you think



If you have any comments about these changes, you can contact London TravelWatch by Friday, 1 September 2023.

You can contact them by:



- Email:  
[southeastern.consultation@londontravelwatch.org.uk](mailto:southeastern.consultation@londontravelwatch.org.uk)



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You can find out more about how to have your say on their website:  
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# Planned changes to Barnehurst ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Barnehurst ticket office is open at the moment</b>	<b>Times that Barnehurst staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	6.00am to 9.45pm
Saturday	8.10am to 2.50pm	6.00am to 9.45pm
Sunday	8.10am to 3.40pm	8.00am to 5.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Belvedere ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.



We plan to have staff at this station at these times:

Days	Times the Belvedere ticket office is open at the moment	Times that Belvedere staff will be there after changes
Monday to Friday	6.10am to 6.40pm	6.00am to 8.00pm
Saturday	7.40am to 2.20pm	7.30am to 2.30pm
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Bexleyheath ticket office



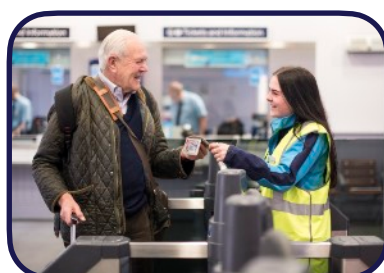
Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Bexleyheath ticket office is open at the moment</b>	<b>Times that Bexleyheath staff will be there after changes</b>
Monday to Friday	6.10am to 8.00pm	6.00am to 8.40pm
Saturday	6.30am to 8.00pm	6.00am to 8.40pm
Sunday	8.10am to 4.40pm	8.00am to 6.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Bickley ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Bickley ticket office is open at the moment</b>	<b>Times that Bickley staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	7.10am to 1.50pm	7.00am to 2.00pm
Sunday	8.15am to 1.45pm	9.00am to 5.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



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# Planned changes to Blackheath ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Blackheath ticket office is open at the moment</b>	<b>Times that Blackheath staff will be there after changes</b>
Monday to Friday	6.10am to 8.00pm	6.00am to 8.30pm
Saturday	6.40am to 8.00pm	6.30am to 8.30pm
Sunday	8.10am to 7.40pm	8.00am to 8.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



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# Planned changes to Brixton ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Brixton ticket office is open at the moment	Times that Brixton staff will be there after changes
Monday to Friday	6.40am to 8.00pm	24 hours a day
Saturday	8.10am to 2.50pm	24 hours a day
Sunday	Closed	24 hours a day



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Bromley North ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Bromley North ticket office is open at the moment</b>	<b>Times that Bromley North staff will be there after changes</b>
Monday to Friday	6.10am to 7.00pm	6.00am to 8.00pm
Saturday	7.20am to 2.00pm	7.00am to 2.00pm
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Catford Bridge ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Catford Bridge ticket office is open at the moment</b>	<b>Times that Catford Bridge staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	6.10am to 7.30pm	6.00am to 8.00pm
Sunday	8.40am to 4.40pm	8.30am to 5.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Charlton ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Charlton ticket office is open at the moment	Times that Charlton staff will be there after changes
Monday to Friday	6.10am to 7.30pm	6.00am to 9.30pm
Saturday	6.10am to 7.30pm	9.00am to 8.00pm
Sunday	8.30am to 4.00pm	8.30am to 6.30pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Chelsfield ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.



We plan to have staff at this station at these times:

Days	Times the Chelsfield ticket office is open at the moment	Times that Chelsfield staff will be there after changes
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	8.15am to 3.00pm	6.00am to 8.00pm
Sunday	8.15am to 1.00pm	8.00am to 5.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Clock House ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Clock House ticket office is open at the moment</b>	<b>Times that Clock House staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	7.20am to 1.50pm	7.15am to 2.15pm
Sunday	Closed	8.30am to 3.30pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Deptford ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Deptford ticket office is open at the moment	Times that Deptford staff will be there after changes
Monday to Friday	6.40am to 5.25pm	24 hours a day
Saturday	Closed	24 hours a day
Sunday	Closed	24 hours a day



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Eden Park ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Eden Park ticket office is open at the moment	Times that Eden Park staff will be there after changes
Monday to Friday	6.10am to 12.50pm	6.00am to 1.00pm
Saturday	7.20am to 2.00pm	7.10am to 2.10pm
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



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[www.londontravelwatch.org.uk/ticket-offices-have-your-say](http://www.londontravelwatch.org.uk/ticket-offices-have-your-say)

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Station Poster Notification 5 July 2023

# Planned changes to Elmers End ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Elmers End ticket office is open at the moment	Times that Elmers End staff will be there after changes
Monday to Friday	6.10am to 7.30pm	6.00am to 10.00pm
Saturday	6.10am to 7.30pm	8.00am to 10.00pm
Sunday	Closed	8.00am to 4.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

[www.southeasternrailway.co.uk/ticketofficeconsultation](http://www.southeasternrailway.co.uk/ticketofficeconsultation)

# Tell us what you think



If you have any comments about these changes, you can contact London TravelWatch by Friday, 1 September 2023.

You can contact them by:



- Email:  
[southeastern.consultation@londontravelwatch.org.uk](mailto:southeastern.consultation@londontravelwatch.org.uk)



- Post:  
RTEH-XAGE-BYKZ  
London TravelWatch  
PO Box 5594  
Southend-on-Sea  
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Station Poster Notification 5 July 2023

# Planned changes to Erith ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Erith ticket office is open at the moment	Times that Erith staff will be there after changes
Monday to Friday	6.10am to 7.25pm	6.00am to 8.00pm
Saturday	6.10am to 7.25pm	6.00am to 8.00pm
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Falconwood ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Falconwood ticket office is open at the moment	Times that Falconwood staff will be there after changes
Monday to Friday	6.10am to 7.30pm	6.00am to 10.00pm
Saturday	8.10am to 2.50pm	6.00am to 10.00pm
Sunday	8.10am to 3.40pm	8.00am to 4.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:  
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Station Poster Notification 5 July 2023

# Planned changes to Hayes ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Hayes ticket office is open at the moment	Times that Hayes staff will be there after changes
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	7.20am to 2.00pm	6.30am to 2.30pm
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Hither Green ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.



We plan to have staff at this station at these times:

Days	Times the Hither Green ticket office is open at the moment	Times that Hither Green staff will be there after changes
Monday to Friday	6.10am to 8.00pm	24 hours a day
Saturday	6.10am to 7.30pm	24 hours a day
Sunday	8.10am to 7.40pm	24 hours a day



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Kent House ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Kent House ticket office is open at the moment	Times that Kent House staff will be there after changes
Monday to Friday	6.10am to 5.30pm	6.00am to 8.00pm
Saturday	7.10am to 1.50pm	9.00am to 4.00pm
Sunday	Closed	9.00am to 5.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Kidbrooke ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Kidbrooke ticket office is open at the moment	Times that Kidbrooke staff will be there after changes
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	6.40am to 7.30pm	6.30am to 8.00pm
Sunday	9.00am to 2.40pm	8.30am to 3.30pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Knockholt ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Knockholt ticket office is open at the moment	Times that Knockholt staff will be there after changes
Monday to Friday	6.15am to 9.40am	6.00am to 10.30am
Saturday	Closed	No staff based at this station
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Ladywell ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Ladywell ticket office is open at the moment	Times that Ladywell staff will be there after changes
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	7.20am to 2.00pm	7.10am to 2.10pm
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

[www.southeasternrailway.co.uk/ticketofficeconsultation](http://www.southeasternrailway.co.uk/ticketofficeconsultation)

# Tell us what you think



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Station Poster Notification 5 July 2023

# Planned changes to Lee ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Lee ticket office is open at the moment</b>	<b>Times that Lee staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	6.00am to 10.00pm
Saturday	7.30am to 2.20pm	9.00am to 4.00pm
Sunday	8.10am to 3.40pm	9.00am to 4.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Lower Sydenham ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Lower Sydenham ticket office is open at the moment</b>	<b>Times that Lower Sydenham staff will be there after changes</b>
Monday to Friday	6.20am to 1.00pm	6.10am to 1.10pm
Saturday	7.20am to 2.00pm	7.10am to 2.10pm
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Maze Hill ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Maze Hill ticket office is open at the moment</b>	<b>Times that Maze Hill staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	6.10am to 7.30pm	6.00am to 8.00pm
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to New Beckenham ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.

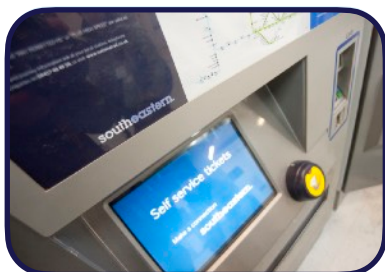


Staff who work in the ticket office will move to other parts of the station so they can help customers better.



We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the New Beckenham ticket office is open at the moment</b>	<b>Times that New Beckenham staff will be there after changes</b>
Monday to Friday	6.20am to 1.00pm	6.10am to 1.10pm
Saturday	7.20am to 2.00pm	7.10am to 2.10pm
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to New Cross ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the New Cross ticket office is open at the moment	Times that New Cross staff will be there after changes
Monday to Friday	6.45am to 7.15pm	5.40am to 12.20am
Saturday	6.10am to 8.00pm	5.40am to 12.20am
Sunday	8.30am to 8.00pm	6.30am to 11.30pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Penge East ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Penge East ticket office is open at the moment</b>	<b>Times that Penge East staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	6.40am to 7.30pm	6.00am to 8.00pm
Sunday	8.10am to 3.40pm	8.00am to 4.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

[www.southeasternrailway.co.uk/ticketofficeconsultation](http://www.southeasternrailway.co.uk/ticketofficeconsultation)

# Tell us what you think



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[southeastern.consultation@londontravelwatch.org.uk](mailto:southeastern.consultation@londontravelwatch.org.uk)



- Post:  
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PO Box 5594  
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You can find out more about how to have your say on their website:  
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Station Poster Notification 5 July 2023

# Planned changes to Plumstead ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Plumstead ticket office is open at the moment</b>	<b>Times that Plumstead staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	5.15am to 12.45am
Saturday	6.10am to 7.30pm	5.15am to 12.45am
Sunday	8.10am to 3.40pm	8.00am to 1.00am



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Shortlands ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Shortlands ticket office is open at the moment</b>	<b>Times that Shortlands staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	5.30am to 10.00pm
Saturday	6.10am to 7.30pm	5.30am to 10.00pm
Sunday	8.10am to 3.40pm	7.00am to 10.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Slade Green ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Slade Green ticket office is open at the moment	Times that Slade Green staff will be there after changes
Monday to Friday	6.10am to 12.50pm	6.00am to 9.00pm
Saturday	7.10am to 1.50pm	7.00am to 2.00pm
Sunday	Closed	8.00am to 4.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



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Station Poster Notification 5 July 2023

# Planned changes to St Johns ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the St Johns ticket office is open at the moment	Times that St Johns staff will be there after changes
Monday to Friday	7.10am to 1.50pm	7.00am to 2.00pm
Saturday	Closed	No staff based at this station
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Sundridge Park ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Sundridge Park ticket office is open at the moment	Times that Sundridge Park staff will be there after changes
Monday to Friday	6.30am to 1.42pm	6.30am to 1.30pm
Saturday	Closed	No staff based at this station
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Sydenham Hill ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.



We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Sydenham Hill ticket office is open at the moment</b>	<b>Times that Sydenham Hill staff will be there after changes</b>
Monday to Friday	6.40am to 8.00pm	6.00am to 8.00pm
Saturday	9.00am to 3.50pm	9.00am to 4.00pm
Sunday	Closed	9.00am to 5.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Welling ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

Days	Times the Welling ticket office is open at the moment	Times that Welling staff will be there after changes
Monday to Friday	6.10am to 7.30pm	6.00am to 8.35pm
Saturday	6.10am to 7.30pm	6.00am to 8.35pm
Sunday	8.10am to 4.40pm	8.00am to 5.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to West Dulwich ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the West Dulwich ticket office is open at the moment</b>	<b>Times that West Dulwich staff will be there after changes</b>
Monday to Friday	6.40am to 7.30pm	6.00am to 8.00pm
Saturday	7.10am to 2.00pm	9.00am to 4.00pm
Sunday	8.10am to 3.40pm	9.00am to 5.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to West Wickham ticket office



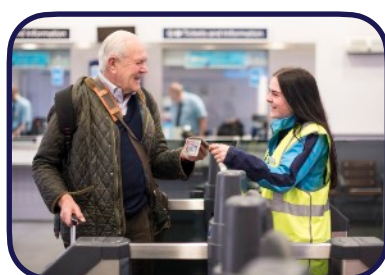
Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the West Wickham ticket office is open at the moment</b>	<b>Times that West Wickham staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	7.20am to 2.00pm	9.00am to 1.00pm
Sunday	8.10am to 3.40pm	8.00am to 4.00pm



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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Station Poster Notification 5 July 2023

# Planned changes to Westcombe Park ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Westcombe Park ticket office is open at the moment</b>	<b>Times that Westcombe Park staff will be there after changes</b>
Monday to Friday	6.10am to 7.30pm	6.00am to 8.00pm
Saturday	8.10am to 2.40pm	9.00am to 4.00pm
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



You can find out more about how we will support customers here:

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# Planned changes to Woolwich Dockyard ticket office



Southeastern Railway is planning to change how we sell tickets and help customers.



Very few people use ticket offices to buy tickets anymore, so we need to make changes.



We are planning to close the ticket office at this station.



Staff who work in the ticket office will move to other parts of the station so they can help customers better.

We plan to have staff at this station at these times:

<b>Days</b>	<b>Times the Woolwich Dockyard ticket office is open at the moment</b>	<b>Times that Woolwich Dockyard staff will be there after changes</b>
Monday to Friday	6.40am to 1.25pm	6.30am to 1.30pm
Saturday	Closed	No staff based at this station
Sunday	Closed	No staff based at this station



Customers will still be able to buy the same tickets and access the same services as they do now.



We will still support and assist passengers who need help getting on and off the train.



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