

**Information about
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Ticket Office
Consultation**

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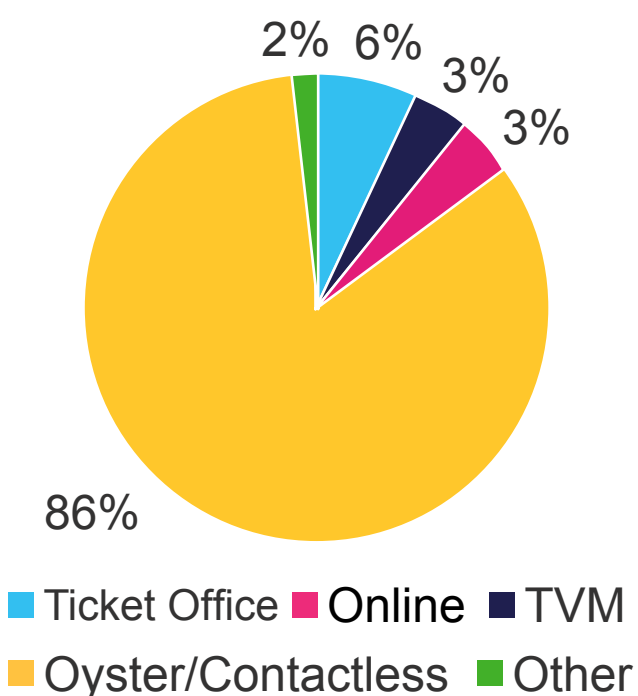
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Proposed changes to Albany Park Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Albany Park will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

■ Ticket Office ■ Online ■ TVM
■ Oyster/Contactless ■ Other

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 21:45	06:00 - 21:45
Saturday	08:00 - 21:45	08:00 - 21:45
Sunday	08:00 - 16:00	08:00 - 17:00

Retail facilities at Albany Park:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Dartford**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (28 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	No
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

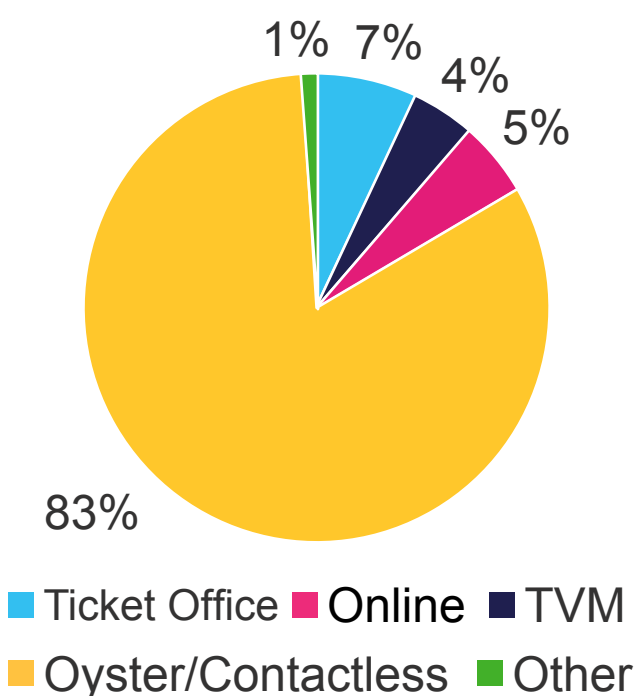
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Barnehurst Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Barnehurst will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 21:45	06:00 - 21:45
Saturday	08:00 - 21:45	08:00 - 21:45
Sunday	08:00 - 16:00	08:00 - 17:00

Retail facilities at Barnehurst:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Dartford**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (28 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	No
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

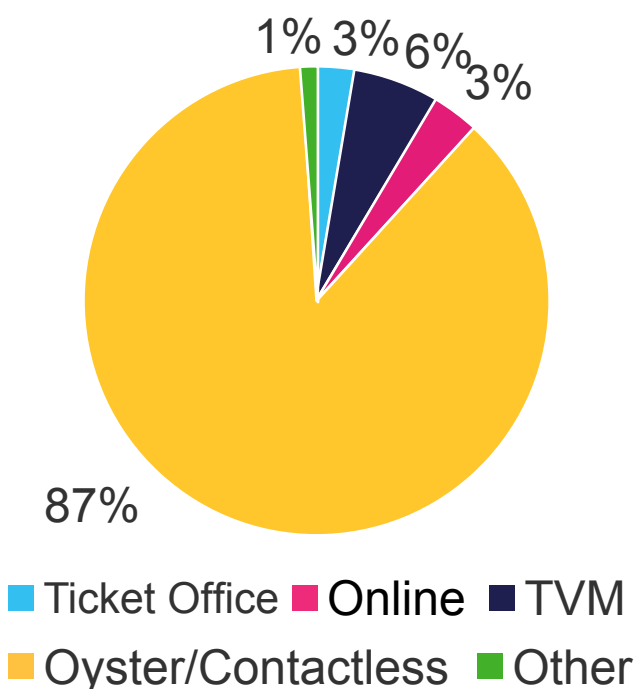
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Belvedere Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Belvedere will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:00	06:00 - 20:00
Saturday	07:30 - 14:42	07:30 - 14:30
Sunday	n/a	n/a

Retail facilities at Belvedere:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Dartford**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (10 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

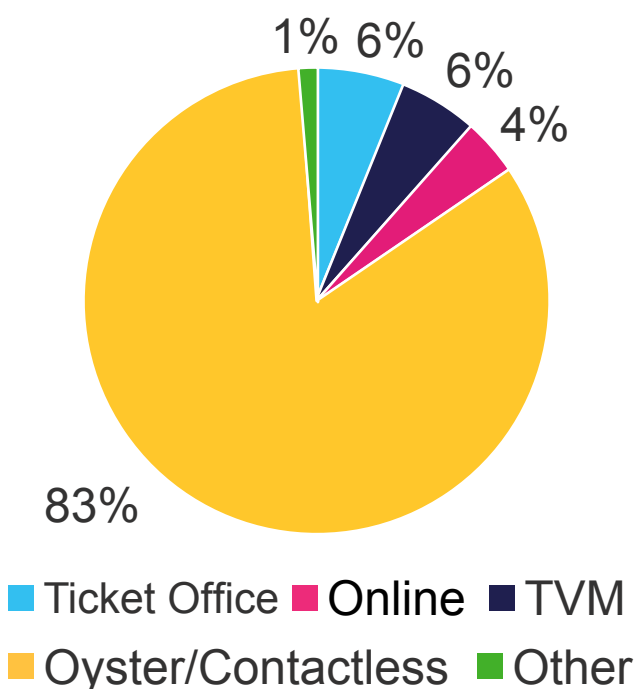
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Bexley Heath Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Bexley Heath will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 20:12	06:00 - 20:40
Saturday	06:00 - 20:12	06:00 - 20:40
Sunday	08:00 - 17:00	08:00 - 18:00

Retail facilities at Bexley Heath:	
Number of ticket vending machines	3 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Dartford**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	Yes
Bus Service	Yes
Cycle Storage	Yes (68 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

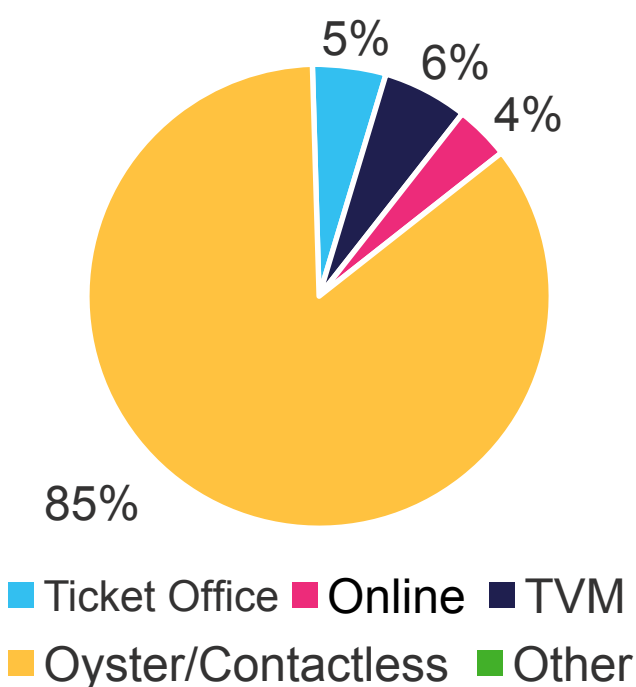
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Bickley Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Bickley will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 20:05	06:00 - 20:00
Saturday	07:00 - 14:12	07:00 - 14:00
Sunday	08:05 - 14:05	09:00 - 17:00

Retail facilities at Bickley:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	yes
Can I pay by cash?	yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Bromley South**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (13 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

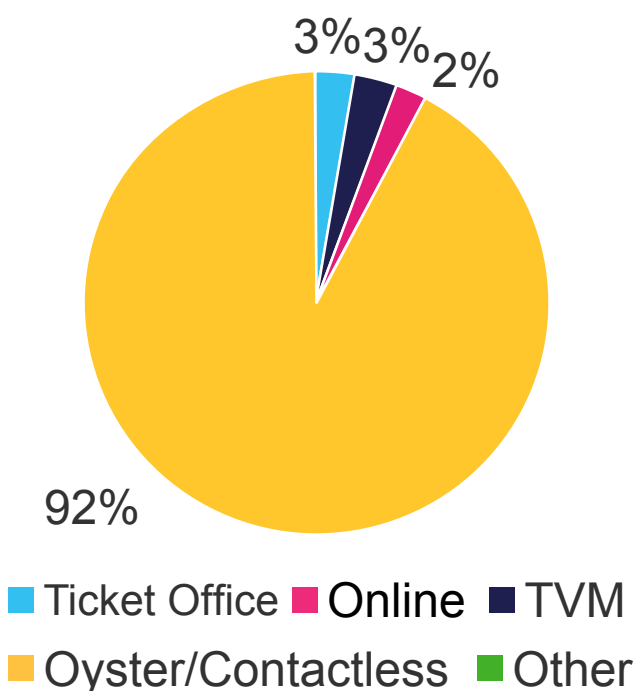
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Blackheath Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Blackheath will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

■ Ticket Office ■ Online ■ TVM
■ Oyster/Contactless ■ Other

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 20:20	06:00 - 20:30
Saturday	06:20 - 20:20	06:30 - 20:30
Sunday	08:00 - 20:00	08:00 - 20:00

Retail facilities at Blackheath:

Number of ticket vending machines	2 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	Yes
Bus Service	Yes
Cycle Storage	Yes (68 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

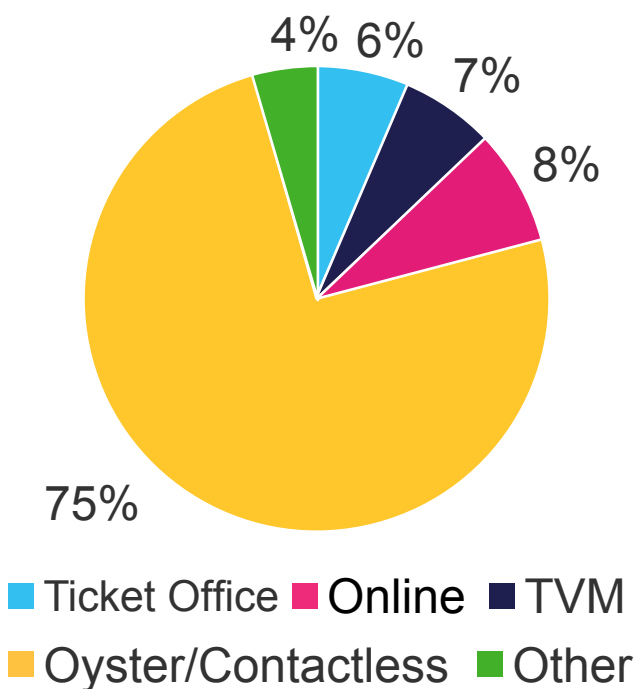
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Brixton Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Brixton will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

■ Ticket Office ■ Online ■ TVM
■ Oyster/Contactless ■ Other

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:30 - 20:22	00:00 - 23:59
Saturday	08:00 - 15:12	00:00 - 23:59
Sunday	n/a	00:00 - 23:59

Retail facilities at Brixton:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	No

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Victoria**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	No
Cycle Storage	No
PAYG/Oyster	Yes
Coffee Shop	No
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	Yes

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

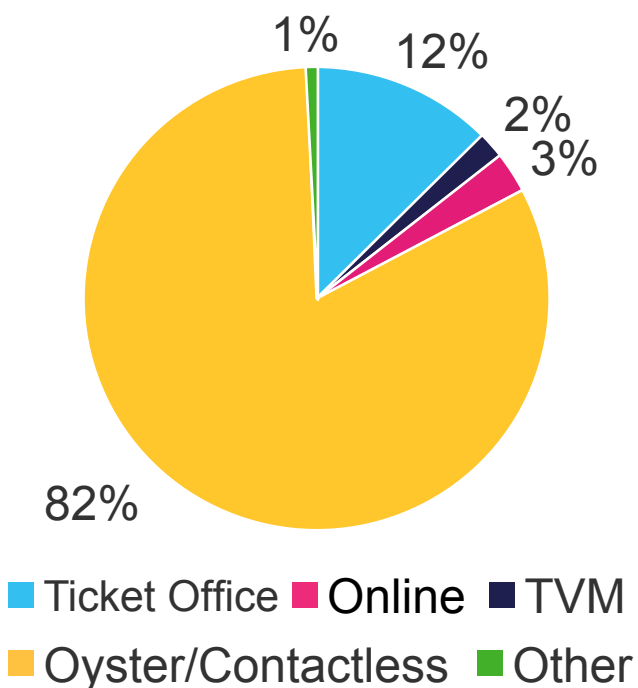
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Bromley North Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern’s network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Bromley North will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:20	06:00 - 20:00
Saturday	07:10 - 14:22	07:00 - 14:00
Sunday	n/a	n/a

Retail facilities at Bromley North:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Bromley South**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (10 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

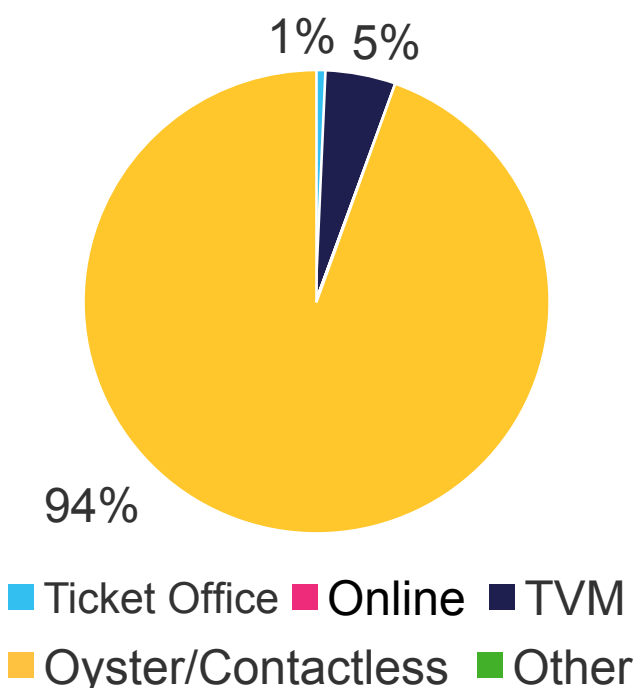
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Catford Bridge Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Catford Bridge will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 20:00
Saturday	06:00 - 19:50	06:00 - 20:00
Sunday	08:00 - 17:00	08:30 - 17:00

Retail facilities at Catford Bridge:	
Number of ticket vending machines	2 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (10 spaces)
PAYG/Oyster	Yes
Coffee Shop	No
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

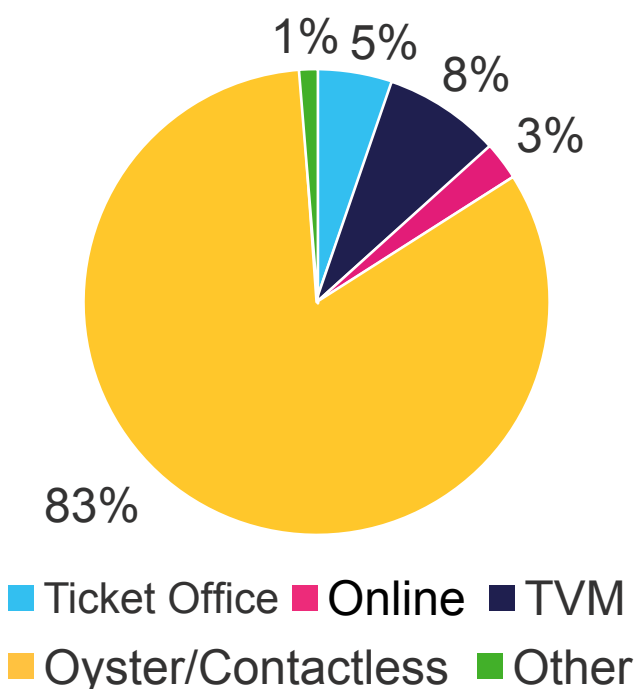
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Charlton Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Charlton will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 20:12	06:00 - 21:30
Saturday	06:00 - 20:12	09:00 - 20:00
Sunday	08:00 - 16:20	08:30 - 18:30

Retail facilities at Charlton:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (10 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

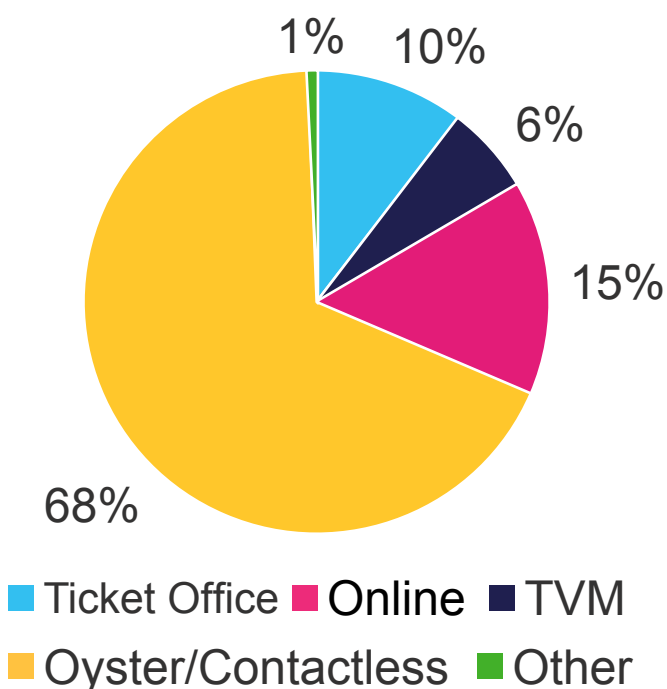
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Chelsfield Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Chelsfield will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 20:00
Saturday	08:05 - 15:17	06:00 - 20:00
Sunday	08:00 - 14:00	08:00 - 17:00

Retail facilities at Chelsfield:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Sevenoaks**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (24 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	No
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

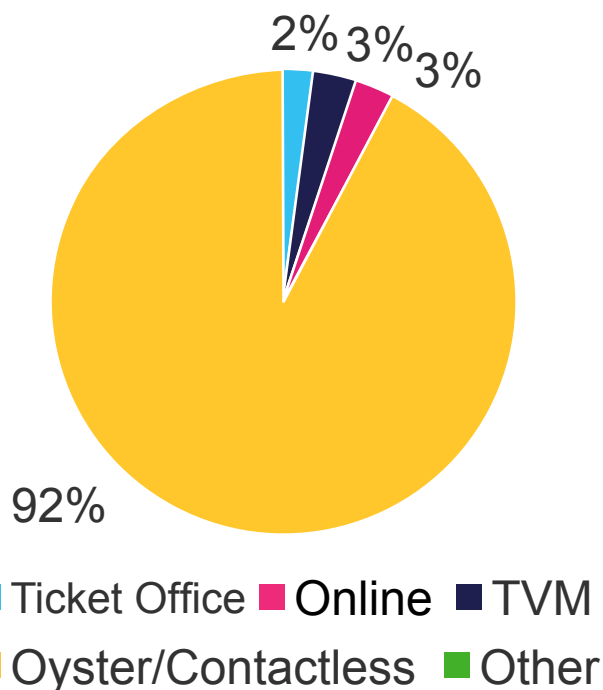
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Clock House Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern’s network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Clock House will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 20:00
Saturday	07:10 - 14:22	07:15 - 14:15
Sunday	08:30 - 15:30	08:30 - 15:30

Retail facilities at Clock House:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	Yes
Bus Service	Yes
Cycle Storage	Yes (10 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

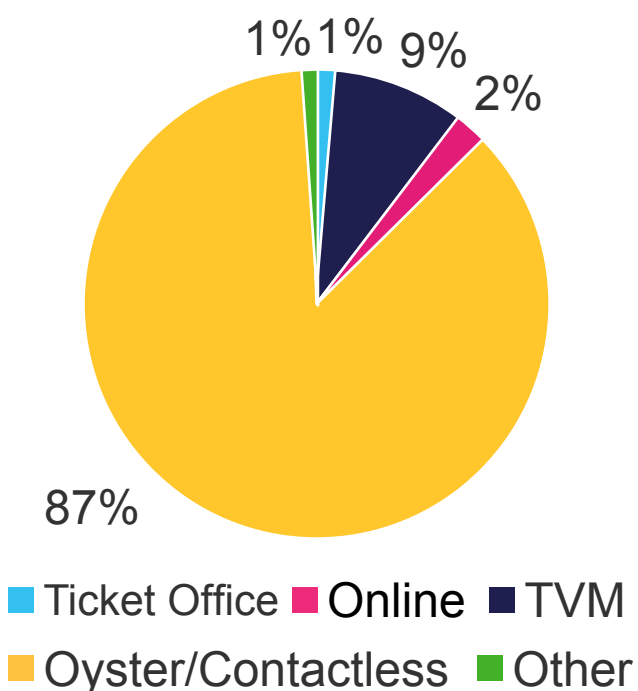
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Deptford Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Deptford will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:30 - 17:45	00:00 - 23:59
Saturday	n/a	00:00 - 23:59
Sunday	n/a	00:00 - 23:59

Retail facilities at Deptford:	
Number of ticket vending machines	2 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (10 spaces)
PAYG/Oyster	Yes
Coffee Shop	No
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

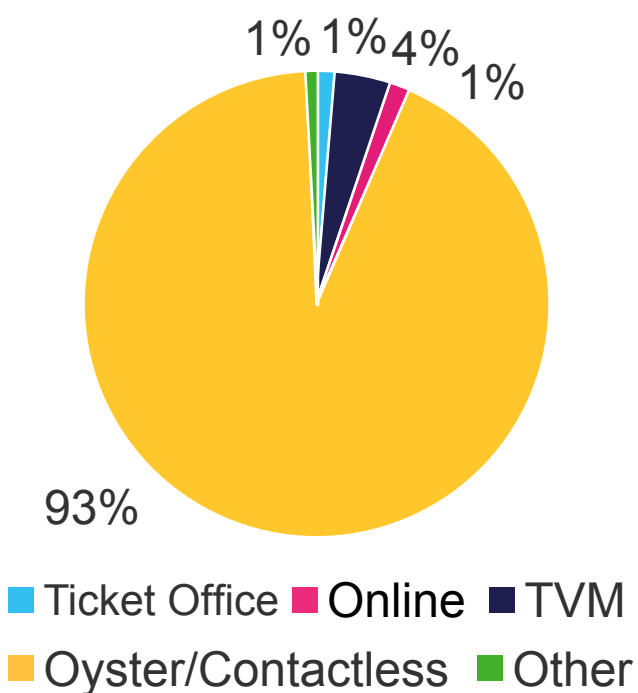
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Eden Park Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Eden Park will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 13:12	06:00 - 13:00
Saturday	07:10 - 14:22	07:10 - 14:10
Sunday	n/a	n/a

Retail facilities at Eden Park:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	Yes
Bus Service	Yes
Cycle Storage	Yes (20 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

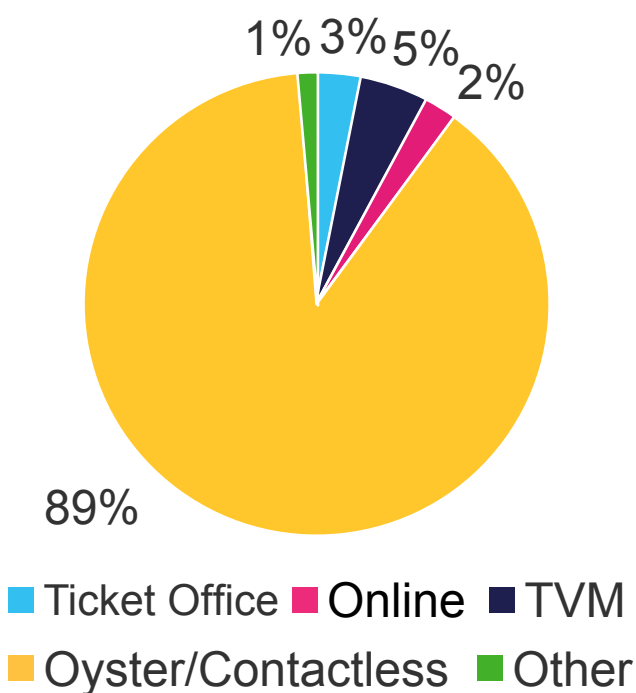
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Elmers End Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Elmers End will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 22:00
Saturday	06:00 - 19:50	08:00 - 22:00
Sunday	08:00 - 16:00	08:00 - 16:00

Retail facilities at Elmers End:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (16 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	Yes
Interchange Station	Yes

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

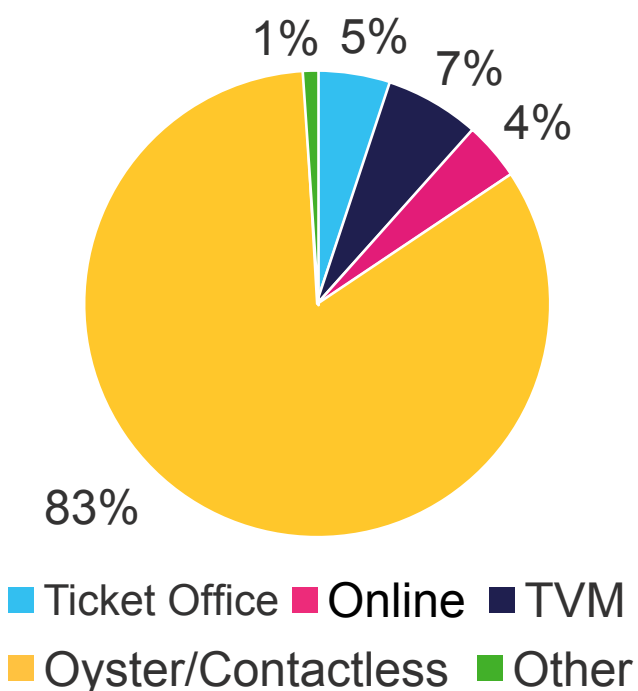
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Erith Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Erith will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

■ Ticket Office ■ Online ■ TVM
■ Oyster/Contactless ■ Other

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	05:55 - 19:45	06:00 - 20:00
Saturday	06:00 - 19:45	06:00 - 20:00
Sunday	n/a	n/a

Retail facilities at Erith:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Dartford**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (32 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

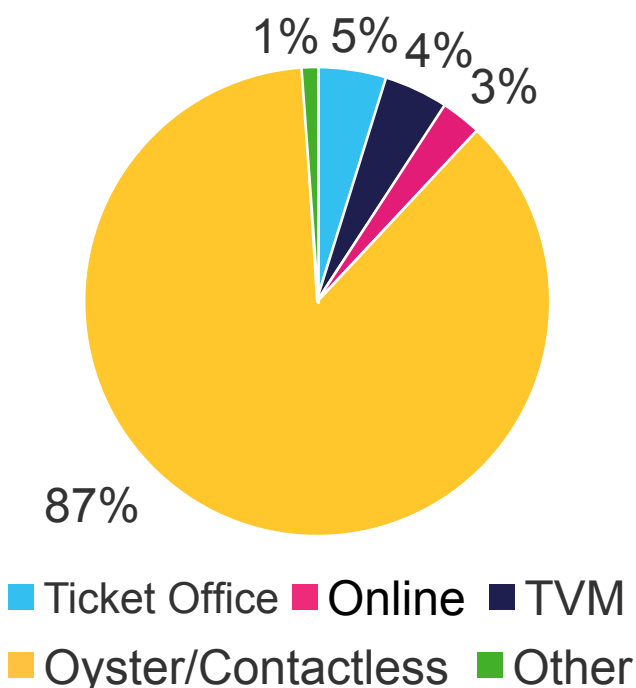
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Falcon Wood Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Falcon Wood will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 20:12	06:00 - 22:00
Saturday	06:00 - 20:12	06:00 - 22:00
Sunday	08:00 - 16:00	08:00 - 16:00

Retail facilities at Falcon Wood:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Dartford**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	Yes
Bus Service	Yes
Cycle Storage	No
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

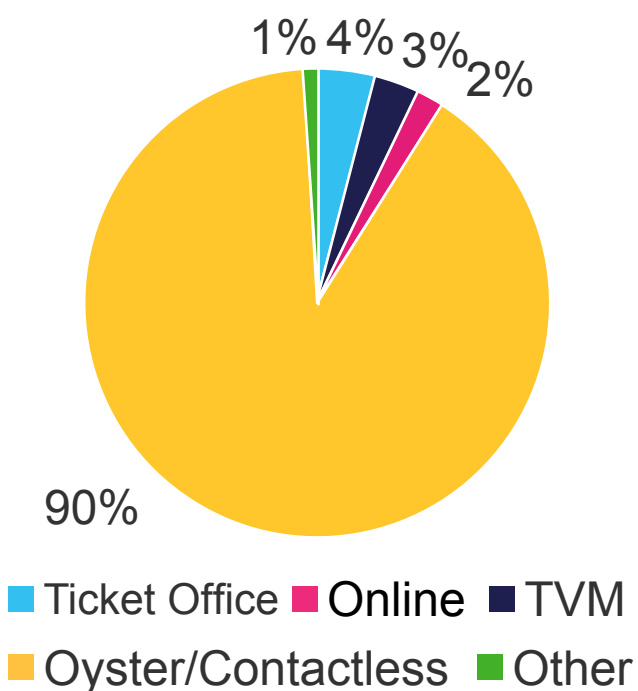
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Hayes Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Hayes will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 20:00
Saturday	06:30 - 14:22	06:30 - 14:30
Sunday	n/a	n/a

Retail facilities at Hayes:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (20 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

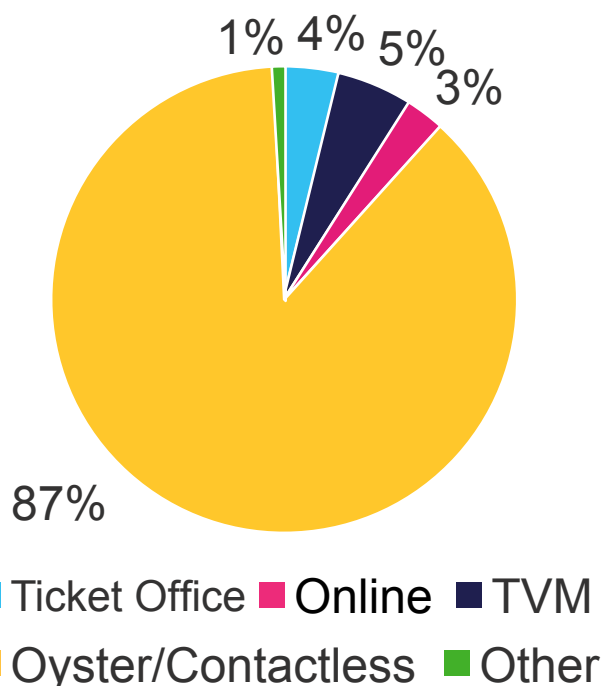
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Hither Green Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern’s network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Hither Green will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	00:00 - 23:59	00:00 - 23:59
Saturday	00:00 - 23:59	00:00 - 23:59
Sunday	00:00 - 23:59	00:00 - 23:59

Retail facilities at Hither Green:	
Number of ticket vending machines	3 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	Yes
Bus Service	Yes
Cycle Storage	Yes (56 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

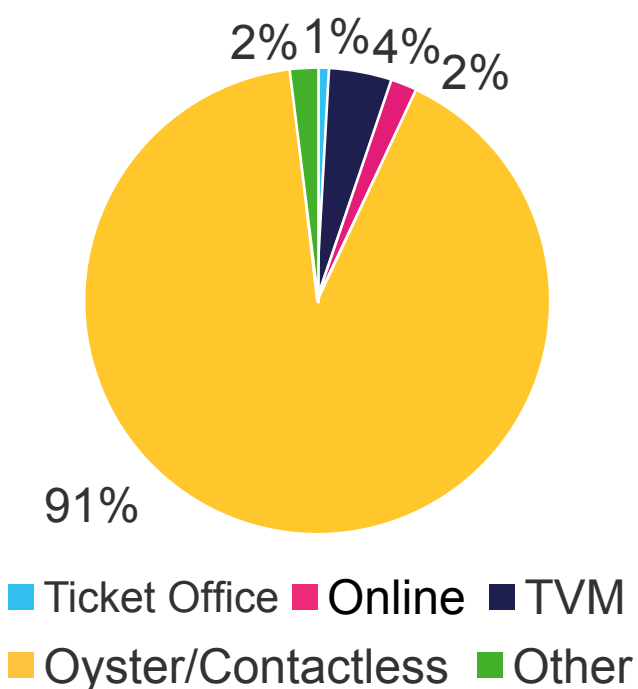
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Kent House Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern’s network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Kent House will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 20:00
Saturday	07:00 - 14:12	09:00 - 16:00
Sunday	n/a	09:00 - 17:00

Retail facilities at Kent House:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Bromley South**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (24 spaces)
PAYG/Oyster	Yes
Coffee Shop	No
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

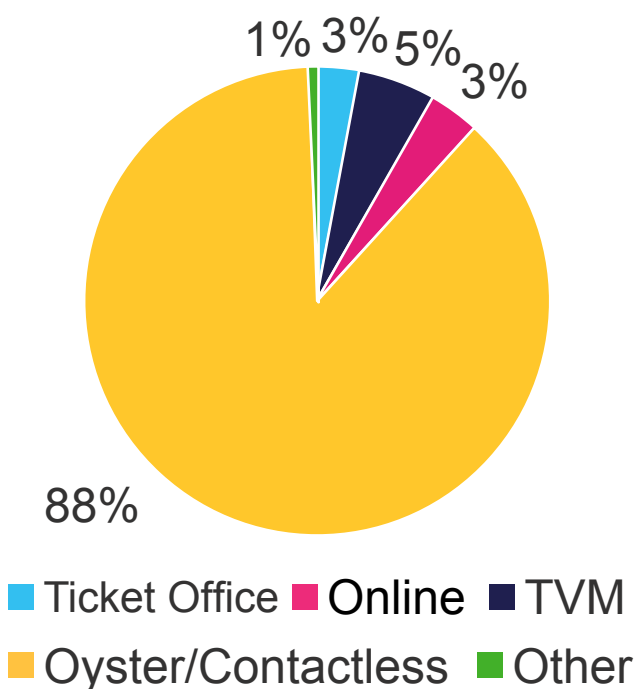
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Kidbrooke Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Kidbrooke will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 20:00
Saturday	06:30 - 19:50	06:30 - 20:00
Sunday	08:50 - 15:00	08:30 - 15:30

Retail facilities at Kidbrooke:

Number of ticket vending machines	2 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (10 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

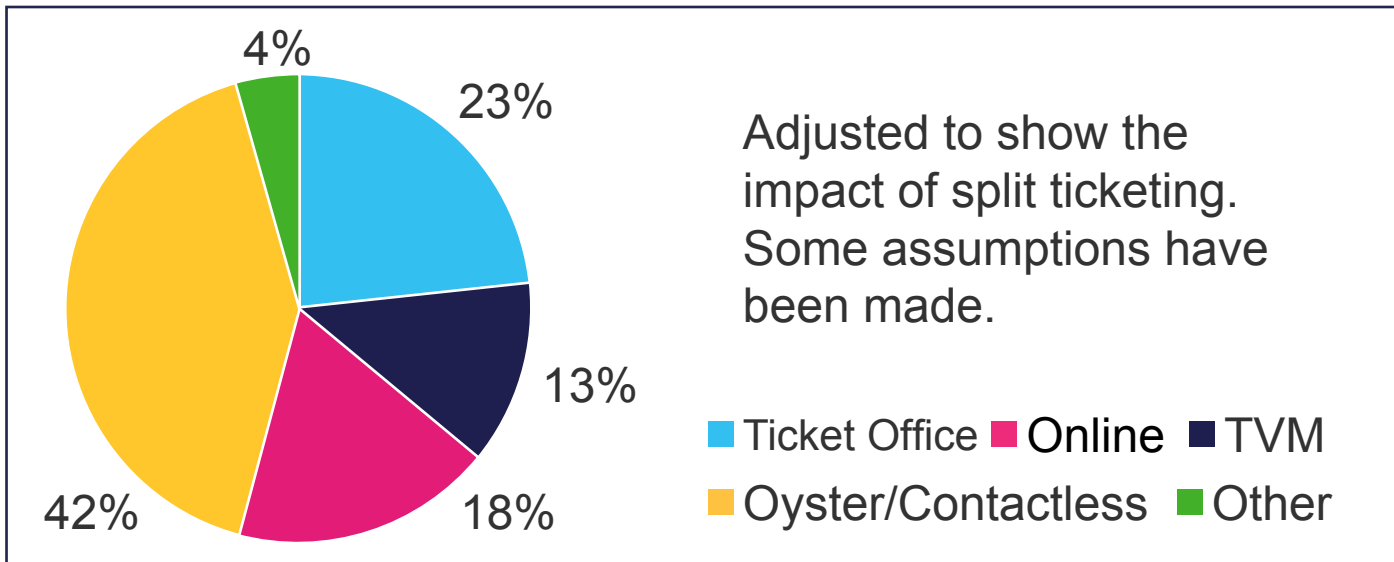
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Knockholt Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Knockholt will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 10:30	06:00 - 10:30
Saturday	n/a	n/a
Sunday	n/a	n/a

Retail facilities at Knockholt:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Sevenoaks**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (8 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

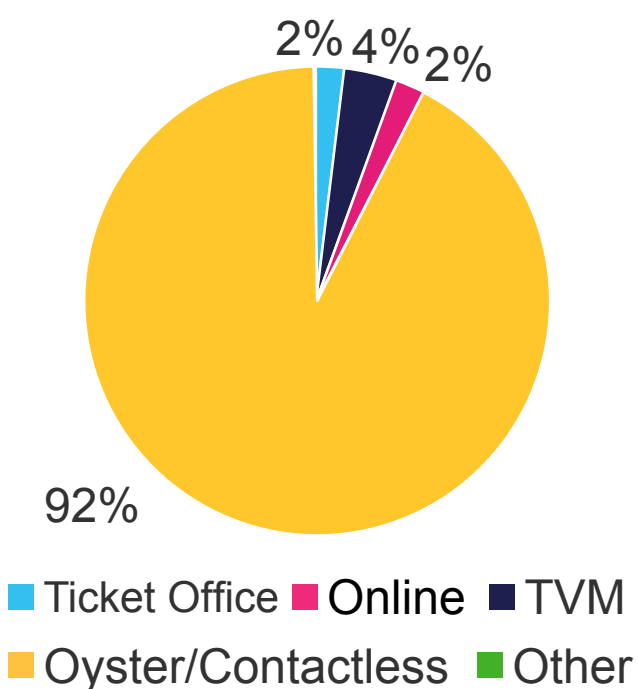
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Ladywell Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Ladywell will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 20:00
Saturday	07:10 - 14:22	07:10 - 14:10
Sunday	n/a	n/a

Retail facilities at Ladywell:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (8 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

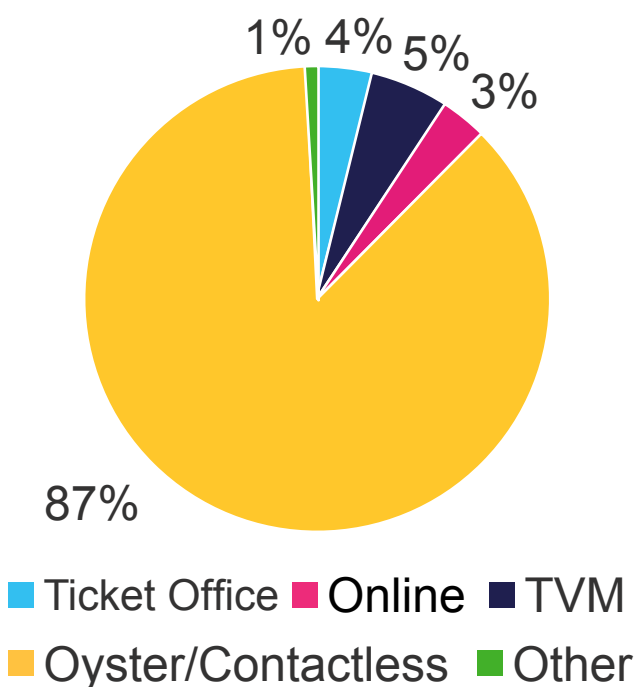
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Lee Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Lee will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

■ Ticket Office ■ Online ■ TVM
■ Oyster/Contactless ■ Other

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 22:00
Saturday	07:30 - 14:42	09:00 - 16:00
Sunday	08:00 - 16:00	09:00 - 16:00

Retail facilities at Lee:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (12 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

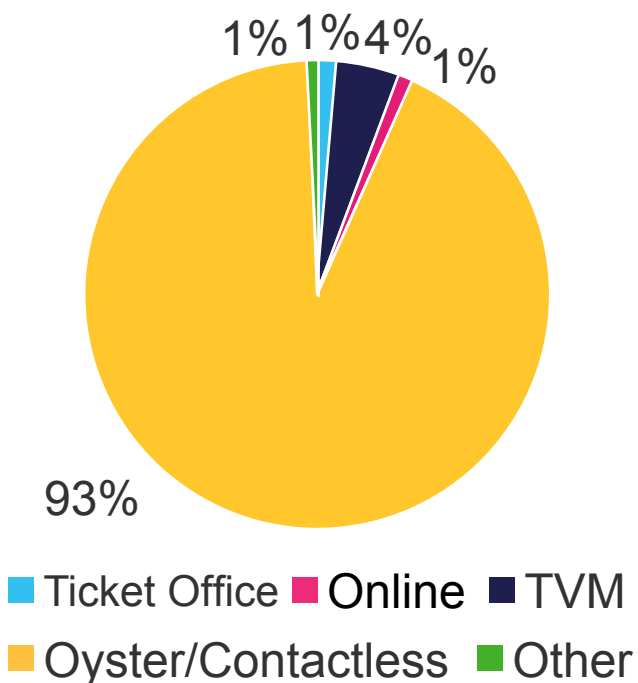
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Lower Sydenham Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern’s network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Lower Sydenham will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:10 - 13:22	06:10 - 13:10
Saturday	07:10 - 14:22	07:10 - 14:10
Sunday	n/a	n/a

Retail facilities at Lower Sydenham:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (33 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

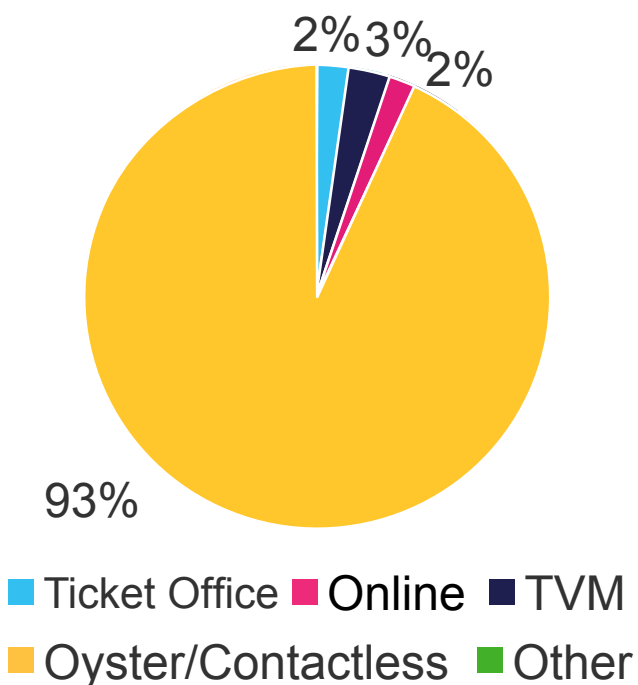
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Maze Hill Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Maze Hill will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 20:00
Saturday	06:00 - 19:50	06:00 - 20:00
Sunday	n/a	n/a

Retail facilities at Maze Hill:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	No
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

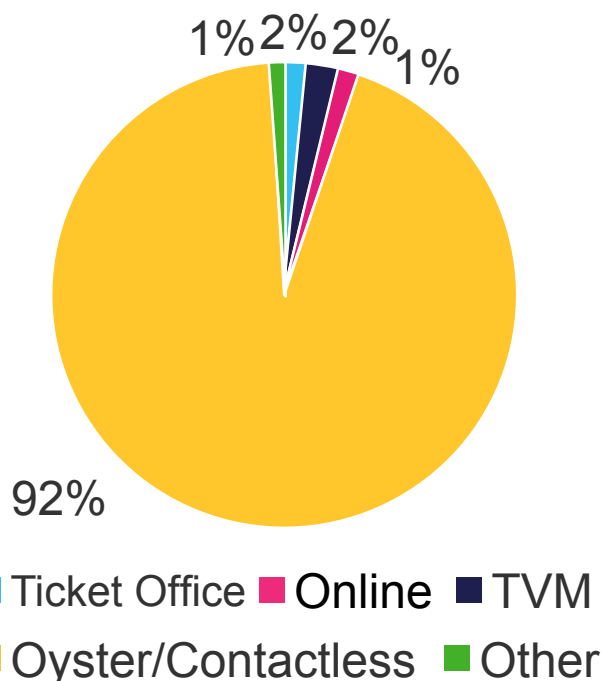
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to New Beckenham Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern’s network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at New Beckenham will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:10 - 13:22	06:10 - 13:10
Saturday	07:10 - 14:22	07:10 - 14:10
Sunday	n/a	n/a

Retail facilities at New Beckenham:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (26 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

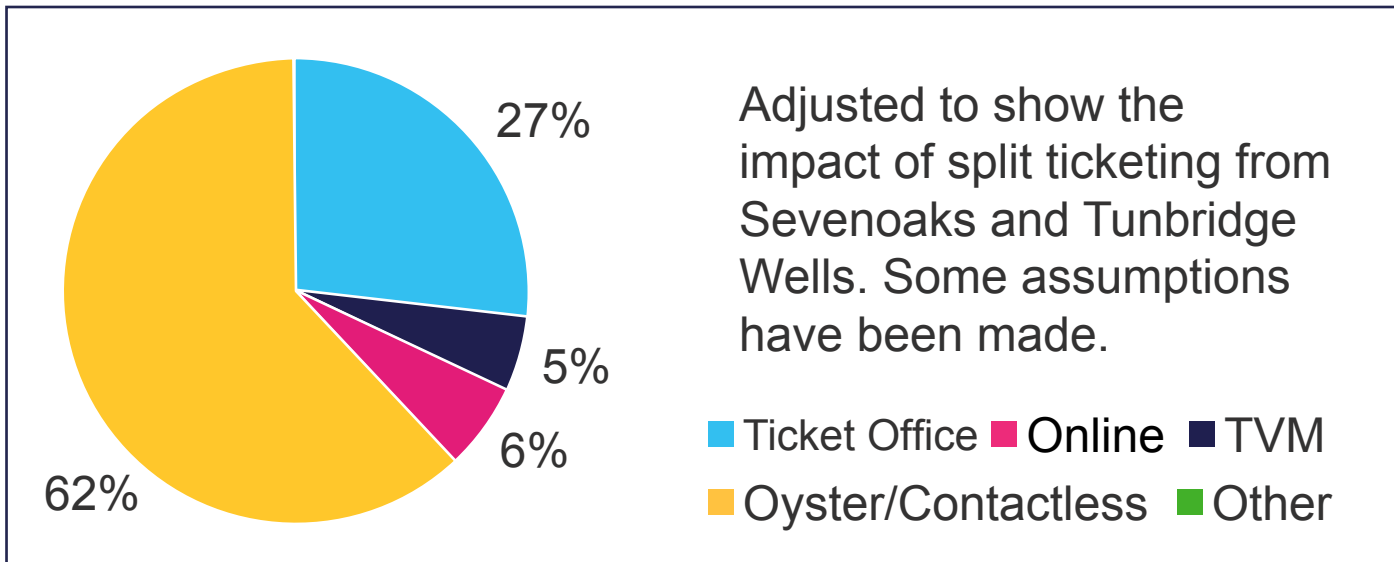
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to New Cross Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern’s network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at New Cross will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 00:00	05:40 - 00:20
Saturday	06:00 - 00:00	05:40 - 00:20
Sunday	06:30 - 23:30	06:30 - 23:30

Retail facilities at New Cross:	
Number of ticket vending machines	2 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (22 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	No
Interchange Station	Yes

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

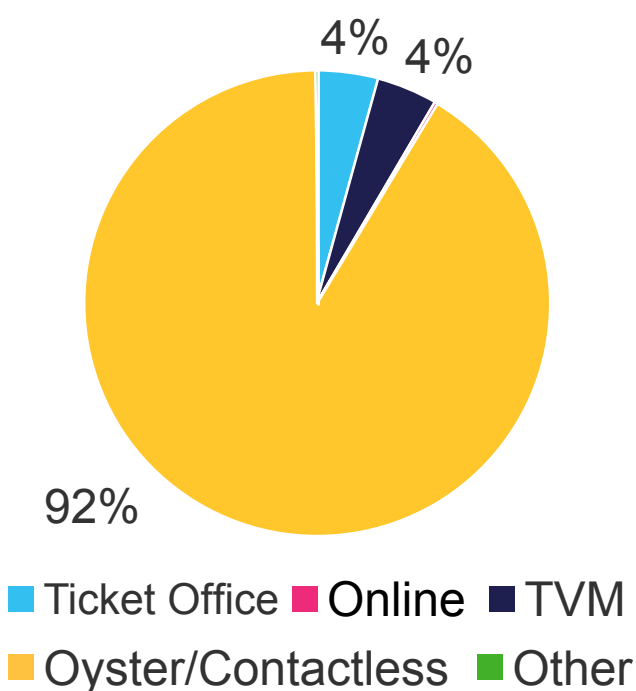
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Penge East Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Penge East will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 21:00	06:00 - 20:00
Saturday	06:30 - 21:00	06:00 - 20:00
Sunday	08:00 - 16:00	08:00 - 16:00

Retail facilities at Penge East:	
Number of ticket vending machines	2 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Bromley South**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (8 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

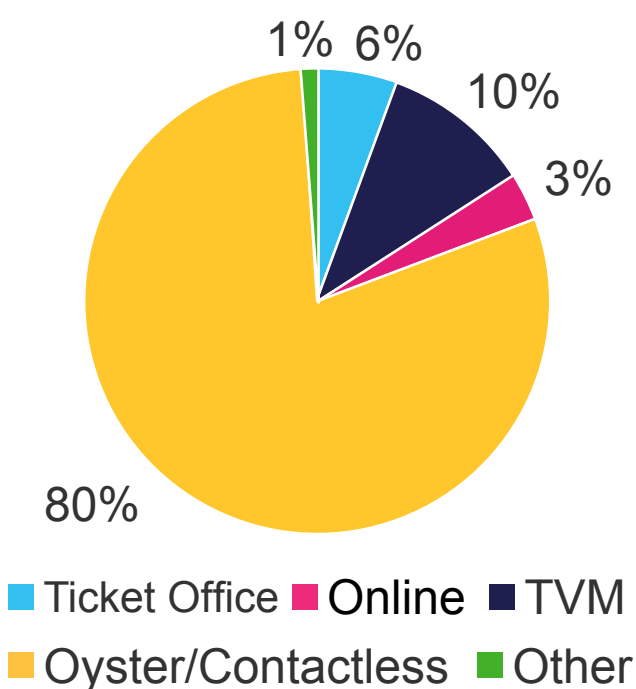
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Plumstead Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Plumstead will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	05:15 - 00:45	05:15 - 00:45
Saturday	05:15 - 00:45	05:15 - 00:45
Sunday	08:00 - 01:00	08:00 - 01:00

Retail facilities at Plumstead:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Dartford**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (19 spaces)
PAYG/Oyster	Yes
Coffee Shop	No
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

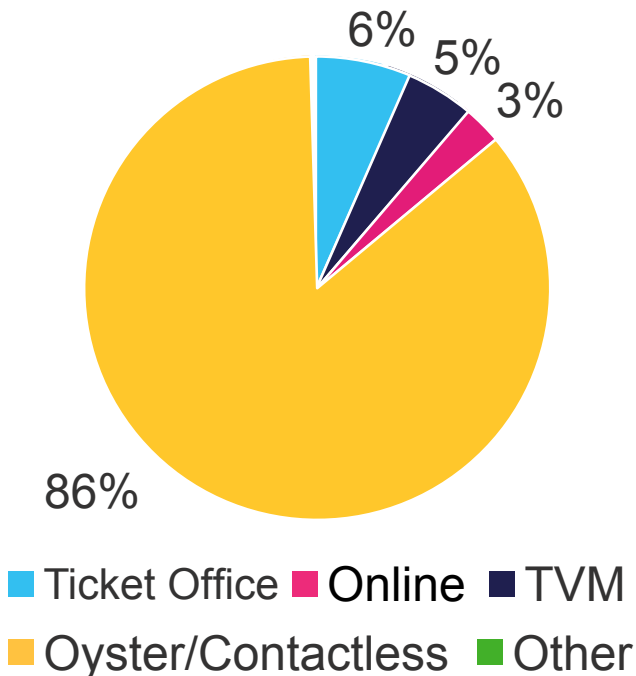
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Shortlands Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Shortlands will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 21:00	05:30 - 22:00
Saturday	06:00 - 21:00	05:30 - 22:00
Sunday	08:00 - 16:00	07:00 - 22:00

Retail facilities at Shortlands:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Bromley South**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (20 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

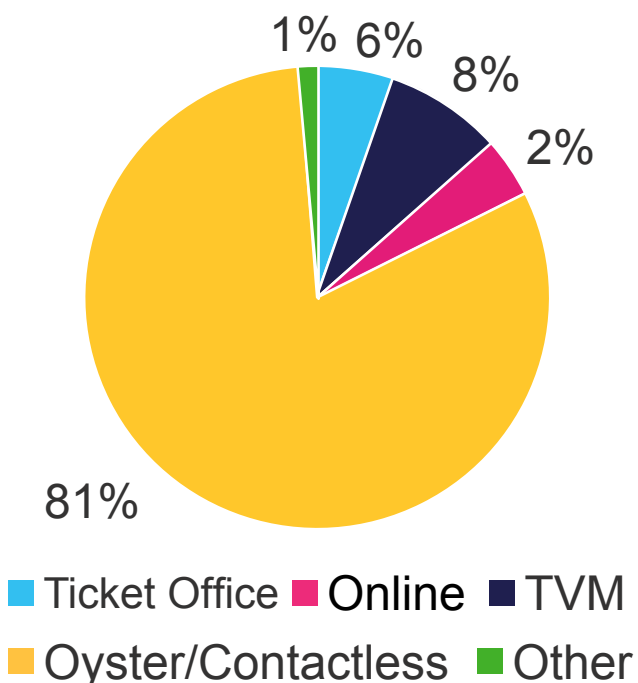
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Slade Green Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Slade Green will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket

offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 21:00	06:00 - 21:00
Saturday	07:00 - 14:12	07:00 - 14:00
Sunday	08:00 - 16:00	08:00 - 16:00

Retail facilities at Slade Green:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Dartford**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (10 spaces)
PAYG/Oyster	Yes
Coffee Shop	No
Male & Female Toilets	Yes
Accessible Toilets	No
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

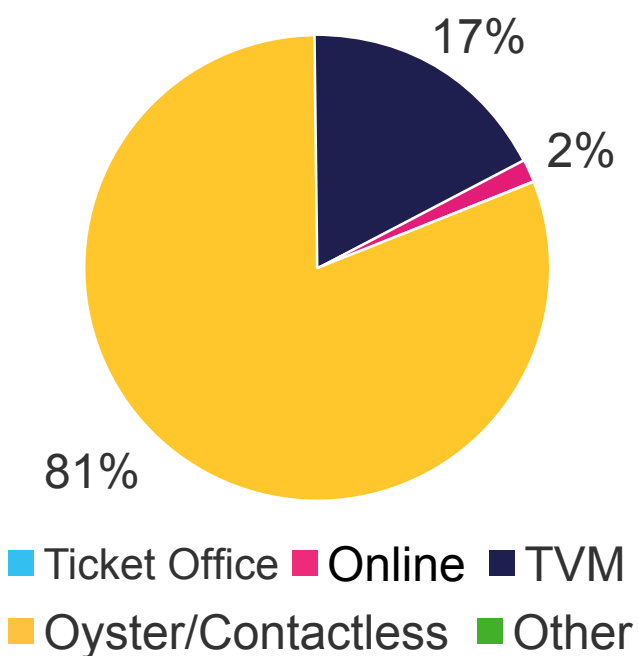
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to St Johns Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern’s network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at St Johns will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	07:00 - 14:12	07:00 - 14:00
Saturday	n/a	n/a
Sunday	n/a	n/a

Retail facilities at St Johns:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (8 spaces)
PAYG/Oyster	Yes
Coffee Shop	No
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

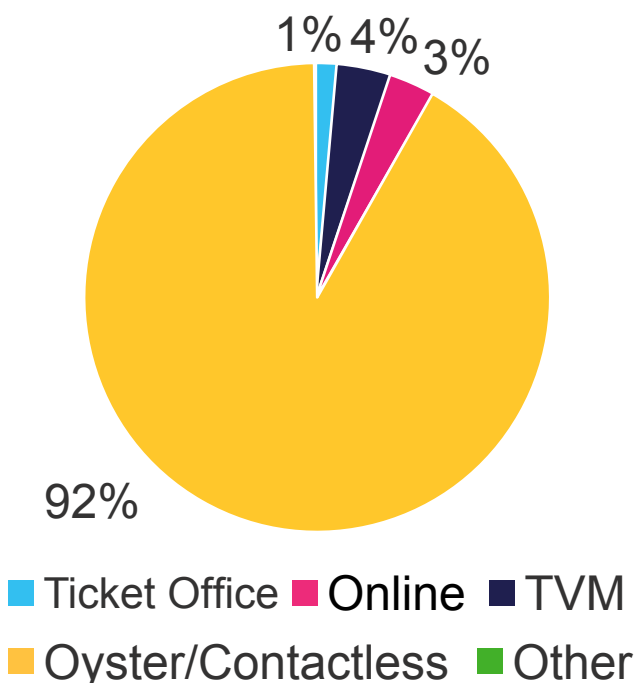
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Sundridge Park Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Sundridge Park will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	6:30 - 13:42	6:30 - 13:30
Saturday	n/a	n/a
Sunday	n/a	n/a

Retail facilities at Sundridge Park:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Bromley South**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	No
PAYG/Oyster	Yes
Coffee Shop	No
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

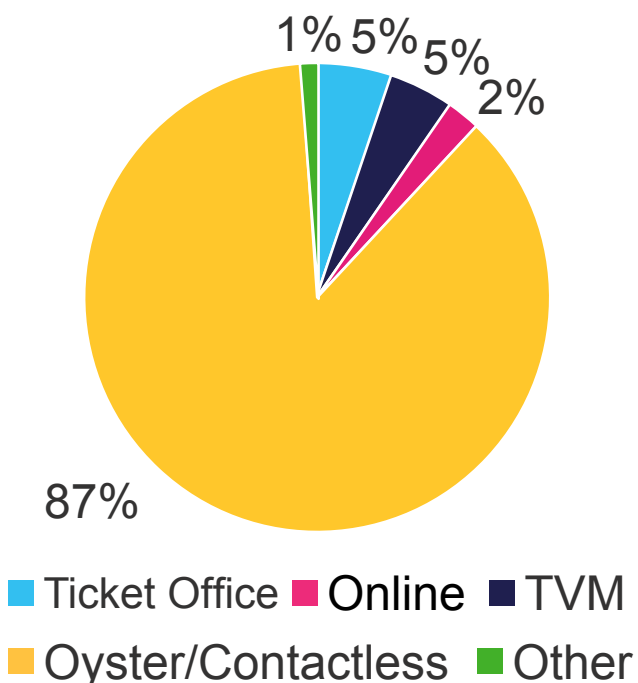
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Sydenham Hill Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Sydenham Hill will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:30 - 20:20	06:00 - 20:00
Saturday	08:50 - 16:02	09:00 - 16:00
Sunday	n/a	09:00 - 17:00

Retail facilities at Sydenham Hill:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Bromley South**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (5 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

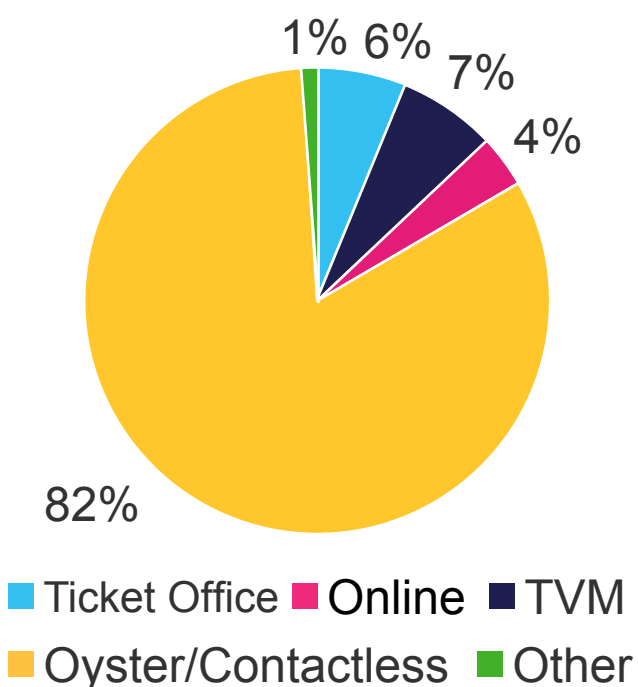
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Welling Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern’s network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Welling will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 20:12	06:00 - 20:35
Saturday	06:00 - 20:12	06:00 - 20:35
Sunday	08:00 - 17:00	08:00 - 17:00

Retail facilities at Welling:	
Number of ticket vending machines	2 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **Dartford**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (28 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

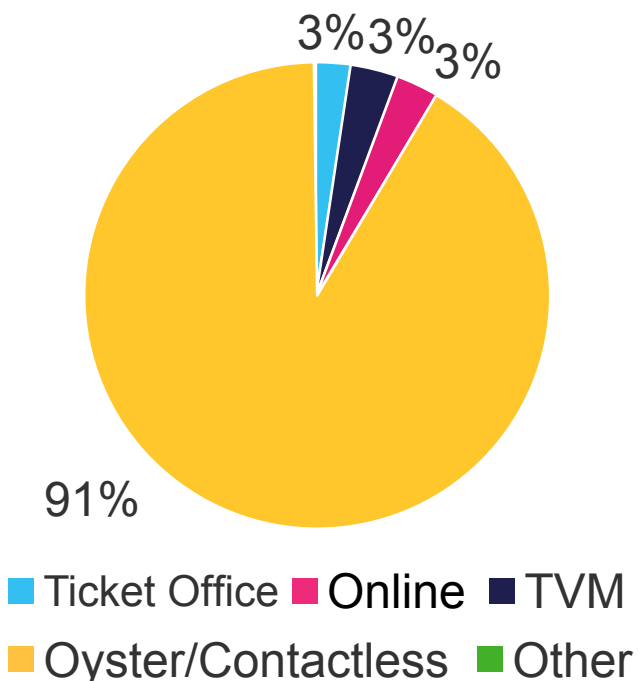
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to West Dulwich Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at West Dulwich will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:30 - 19:50	06:00 - 20:00
Saturday	07:10 - 14:22	09:00 - 16:00
Sunday	08:00 - 16:00	09:00 - 17:00

Retail facilities at West Dulwich:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Victoria**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (10 spaces)
PAYG/Oyster	Yes
Coffee Shop	No
Male & Female Toilets	No
Accessible Toilets	No
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

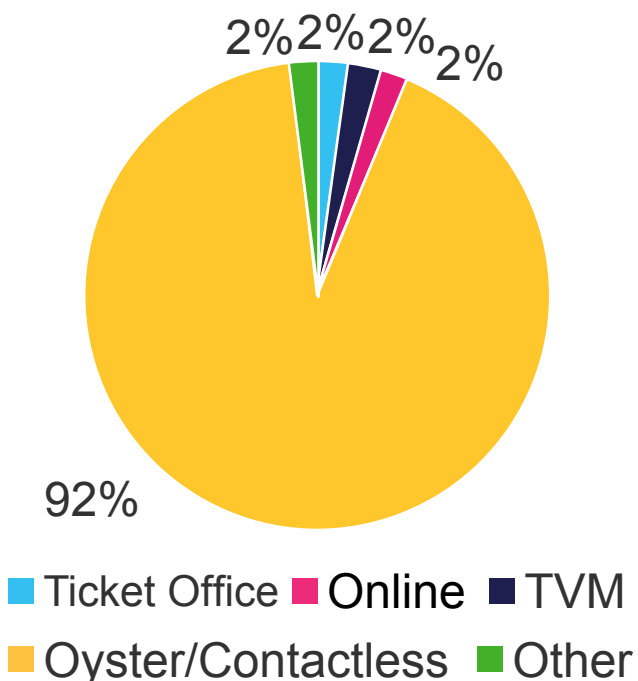
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to West Wickham Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at West Wickham will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 20:00
Saturday	07:10 - 14:22	07:10 - 14:10
Sunday	08:00 - 16:00	08:00 - 16:00

Retail facilities at West Wickham:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (46 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

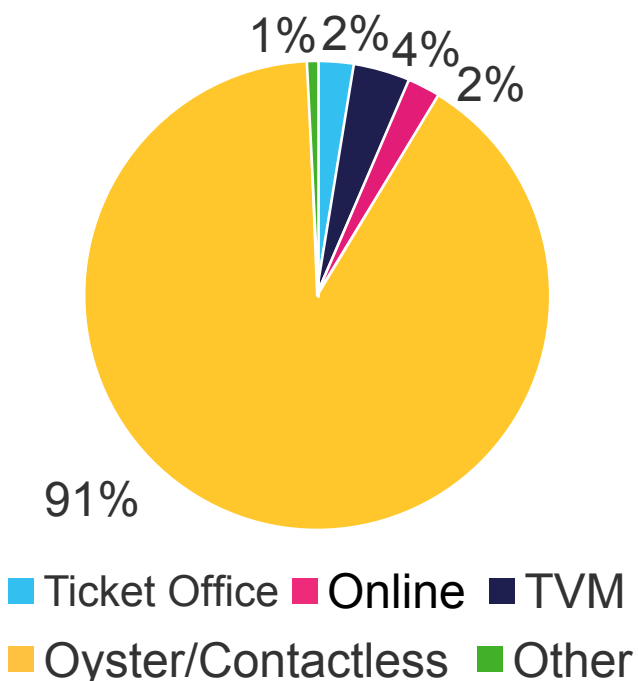
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Westcombe Park Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Westcombe Park will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:00 - 19:50	06:00 - 20:00
Saturday	08:00 - 15:12	09:00 - 16:00
Sunday	n/a	n/a

Retail facilities at Westcombe Park:	
Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	No
Taxi Rank	No
Bus Service	Yes
Cycle Storage	Yes (46 spaces)
PAYG/Oyster	Yes
Coffee Shop	Yes
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	Yes
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

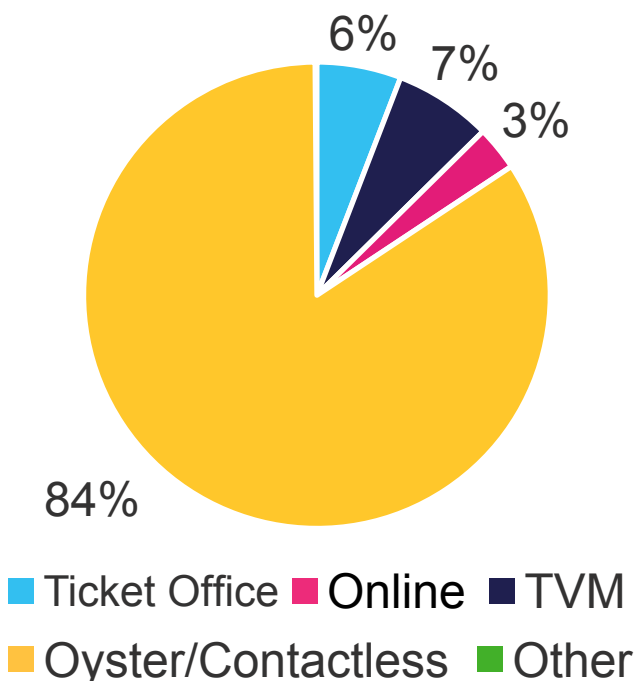
Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

Proposed changes to Woolwich Dockyard Ticket Office

The way people are buying goods and services, including train tickets, has changed. Increasingly many of our customers are choosing to search for best value tickets and buy them via our app or website. There are now 140,000 eTicket journeys a week on Southeastern's network and as we continue to roll out more eTicket routes, this number is expected to grow rapidly.

In response to changes in customer ticket buying habits, a consultation has been announced and is being conducted by London Travel Watch on the future of Ticket Offices across our network.

Ticket sales by channel at this station



As a result it is proposed that the Ticket Office at Woolwich Dockyard will close. This is part of a wider industry programme to enhance customer service and will be implemented across all Train Operators in England, ensuring customers receive a consistent approach wherever they travel.

To help customers who need help or advice, staff who previously worked in ticket offices will move onto stations where they can directly provide customer support, help keep everyone safe and assist customers with accessibility needs.

Staffing at this station

Days	Current staffing hours	Proposed future staffing hours
Mon – Fri	06:30 - 13:42	06:30 - 13:30
Saturday	n/a	n/a
Sunday	n/a	n/a

Retail facilities at Woolwich Dockyard:

Number of ticket vending machines	1 available 24/7
Can I pay by card?	Yes
Can I pay by cash?	Yes

If customers are unable to purchase tickets via the channels listed above or via our app or website, they can visit the nearest Southeastern Travel Centre at **London Bridge**.

Accessibility

Station staff will continue to carry out booked and short notice assistance for customers with accessibility requirements. This will be further supported by our roaming Mobile Assist Team when station staff aren't available. The Mobile Assist Team will be able to supply a variety of assistance, including but not limited to, helping passengers on and off the train, and aiding with onward travel.

Station facilities

Facilities at this station will not be affected by any proposed changes.

Public Telephone	Yes
Taxi Rank	No
Bus Service	Yes
Cycle Storage	No
PAYG/Oyster	Yes
Coffee Shop	No
Male & Female Toilets	Yes
Accessible Toilets	Yes
Help Points	Yes
Car Park	No
Interchange Station	No

Deadline extended. If you would like to comment on these proposals contact London Travel Watch - the independent transport watchdog for London, by **Friday 1 September 2023** using the details below:

Email: Southeastern.Consultation@Londontravelwatch.org.uk

Freepost: RTEH-XAGE-BYKZ, London TravelWatch,
PO Box 5594, Southend-on-Sea, SS1 9PZ.

