

Why we're changing the timetable

Many things in our world have changed. Like the way we work, the way we meet and the way we travel. And it's time we changed too.

So, on December 11th we're introducing a brand-new timetable across our network.

The changes will mean:

- A more consistent timetable throughout the day
- More trains on time

Make the 11th December the date to remember.



View your timetable at
[southeasternrailway.co.uk/
allchange](https://southeasternrailway.co.uk/allchange)

Allth change

on the Medway Valley line

On December 11th we're introducing a brand-new timetable across our network to improve punctuality and reliability.

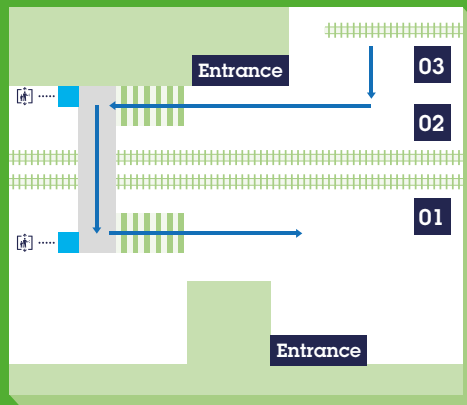
More trains will be on time, and to do that we're reducing the number of trains crossing one another at busy junctions. This means that our customers looking to travel between Strood and Tonbridge will now need to change at Paddock Wood instead of travelling directly, except at school times and at the beginning and end of the day.

We know that for some of our customers this will be less convenient, and we've ensured that trains have been timed to allow for transfers.

Changing at Paddock Wood station

Change at Paddock Wood station via the stairs or lift and head over the footbridge to platform 1 for services to Tonbridge.

It's just a short distance between trains which have been timed to allow for transfers and extra staff will be on hand to help.



On the return journey, head to platform 3 at Paddock Wood for Medway Valley line trains towards Strood.

Accessible Travel at Paddock Wood station

Paddock Wood has step-free access, all platforms can be accessed by lifts, train ramps are used, and extra staff will be on hand to help. Assistance navigating through the station and getting on and off trains (by ramp if required) is available during station staffing hours.

If you'd like to book assistance in advance simply contact our Passenger Assist team at least 2 hours before the start of your journey. They're available 24 hours a day, and every day except Christmas Day.

Call: 0800 783 4524

Text Relay: 18001 0800 783 4524

Online: southeasternrailway.co.uk/accessibletravel

Southeastern app: available to download from the App store or Google Play

We understand that planning in advance isn't always possible – you can turn up at any station that is accessible to you and request assistance from a member of our staff.

About Paddock Wood station

Customers can change trains all within a well-lit environment, with CCTV, customer help points, waiting room and staff on hand to help between 06.00 and 19.00 Monday to Friday and 08.10 to 14.30 on weekends.