

Bilbrook

Address

Bilbrook station
Wolverhampton Road
Bilbrook
WV8 1LE

General information

Station Operator:	WM
Station Code:	BBK
Staffing Level:	unstaffed
CCTV:	No

Ticket buying & collection

Oyster Pre Pay:	No
Oyster Validator:	No
Smartcard Issued:	No
Smartcard Validaton:	No
Oyster Topup:	No
Prepurchase Collection:	Yes
Smartcard Topup:	No
Ticket Machine:	Yes
Ticket Office Note:	Please purchase a Permit to Travel from the machine before travelling. This is located at the top of the ramp to Platform 2.

Passenger services

Lost Property Contact Available:	No
Website:	Go to website
Ticket Gate:	No
Customer Services:	Please contact our Contact Centre team on: 0333 311 0039. Who are open during the following times: Monday to Friday, 07:00 - 19:00 Saturday and Sunday, 08:00 - 16:00 Bank Holidays: 08:00 - 16:00 except Christmas Day and Boxing Day.
Customer Help Points:	Yes
Customer Help Points Note:	On both platforms

Station facilities

ATM Machine:	No
Baby Change:	No
Seated Area:	Yes
Shops:	No
Station Buffet:	No
Telephones (Cards & Coins):	Yes
Toilets:	No
Waiting Room:	Yes
Passenger Information Systems:	DepartureScreens, Announcements

Car parking

Car parking:	No
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Cycling

Cycle Storage Availability:	No
Sheltered:	no
Spaces:	0
Cycle Storage CCTV:	No

Other transport

Location for rail replacement services:	In the event of engineering the bus/coach will collect from: Bus stop on Wolverhampton Road outside shops towards Shrewsbury, bus stop on opposite side of road adjacent to Duck Lane towards Wolverhampton
Taxi Rank:	No
Bus Service:	Yes
Bus Service Note:	Information to plan your onward journey is available in a printable format here

Accessibility

Accessible Booking Office Counter:	No
Accessible Public Telephones:	No
Accessible Public Telephones Note:	Public telephones are not accessible
National Key Toilets:	No
Induction Loop:	Yes
Wheelchairs Available:	No
Ramp For Train Access:	Yes
Step Free Access:	Yes
Step Free Access Note:	Step free access to both platforms via ramp. Birmingham bound platform is 30m long, Shrewsbury bound platform is 50m long. Step free route between platforms is 125m.
Accessible Taxis:	No
Accessible Taxis Note:	Accessible taxis are not available
Accessible Ticket Machines:	No
Impaired Mobility Set Down:	No
Helpline Contact:	Yes
Helpline Contact (Phone number):	0800 0248998- Open: 08:00 - 22:00 7 days a week (except Christmas Day and Boxing Day)
Helpline Contact Note:	Open: 08:00 - 22:00 7 days a week (except Christmas Day and Boxing Day)
Helpline Opening Hours:	Monday to Sunday 8:00 AM to 10:00 PM

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