

Birchgrove

Address

Birchgrove station
Caerphilly Road
Birchgrove
CF14 4SY

Station details

Alerts

New local lockdown restrictions: Cardiff County Council area. The Welsh Government has tightened coronavirus laws across the Cardiff County Council area to prevent the virus spreading. More information can be found [here](#)

General information

Station Operator:	AW
Station Code:	BCG
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

Passenger services

Lost Property Contact Available:	Yes
Phone number:	03333 211 202
Website:	Go to website
Ticket Gate:	No
Customer Services:	Contact our Customer Relations team directly via the customer webform at www.tfwrail.wales
Customer Help Points:	No

Station facilities

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

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: Wait at the bus stops on A469 Caerphilly Road
Taxi Rank: No
Bus Service: Yes
Bus Service Note: Available from Caerphilly Road (main road next to station)

Accessibility

Accessible Booking Office Counter: No
Accessible Public Telephones: No
National Key Toilets: No
Induction Loop: Yes
Wheelchairs Available: No
Ramp For Train Access: Yes
Step Free Access: Yes
Step Free Access Note: The platform is accessible to wheelchair users from Waun-y-Groes Avenue. Please note there is no dedicated set down point at the station.
Accessible Taxis: No
Accessible Ticket Machines: Yes
Accessible Ticket Machines Note: The ticket machine takes debit and credit cards only.
Impaired Mobility Set Down: No
Helpline Contact: Yes
Helpline Contact (Phone number): 03333 211202
Helpline Opening Hours: Monday to Sunday 8:00 AM to 8:00 PM

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