

Byfleet & New Haw

Address

Byfleet & New Haw station
Byfleet Road
Byfleet
KT15 3LQ

Ticket office

Monday to Friday:	6:40 AM to 10:30 AM
Saturday:	9:00 AM to 1:00 PM
Sunday:	Unavailable

General information

Station Operator:	SW
Station Code:	BFN
Staffing Level:	partTime
CCTV:	Yes

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:	Inside the booking hall

Passenger services

Lost Property Contact Available:	Yes
Website:	Go to website
Ticket Gate:	No
Customer Services:	Please contact our Customer Service Centre on 0345 6000 650
Customer Help Points:	Yes
Customer Help Points Note:	Customer Help points are located on every platform

Station facilities

ATM Machine:	No
Baby Change:	No
Seated Area:	No
Shops:	No
Station Buffet:	Yes
Station Buffet Note:	Station Cafe on Platform 1
Telephones (Cards & Coins):	No
Toilets:	No
Waiting Room:	No

Car parking

Car parking:	No
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Cycling

Cycle Storage Availability:	Yes
Sheltered:	no
Spaces:	34
Type:	Wheel Racks
Cycle Storage CCTV:	Yes

Other transport

Location for rail replacement services:	Towards Woking from Weybridge: Byfleet Road (A318) Bus Stop B on New Haw side of Railway Bridge
	Towards Weybridge and Addlestone (and towards Woking from Addlestone): Byfleet Road (A318) Bus Stop A on New Haw side of Railway Bridge
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
National Key Toilets:	No
Induction Loop:	Yes
Wheelchairs Available:	No
Ramp For Train Access:	No
Step Free Access:	No
Step Free Access Note:	Step-free category C station - This station does not have step-free access
Accessible Taxis:	No
Accessible Ticket Machines:	Yes
Accessible Ticket Machines Note:	All South Western Railway ticket machines are able to sell tickets with Disabled Persons Railcard discounts. All machines are accessible, however the station may not be so please check the station access note for further details
Impaired Mobility Set Down:	No
Helpline Contact:	Yes
Helpline Contact (Phone number):	0800 5282100
Helpline Contact Note:	24 hours a day, except Christmas Day and Boxing Day
Helpline Opening Hours:	Monday to Friday 24 hours Saturday 24 hours Sunday 24 hours

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