

# Chester

## Address

Chester Station  
City Road  
Chester  
CH1 3NS

## Ticket office

<b>Monday:</b>	5:45 AM to 11:00 PM
<b>Tuesday:</b>	5:45 AM to 11:00 PM
<b>Wednesday:</b>	5:45 AM to 11:00 PM
<b>Thursday:</b>	5:45 AM to 11:00 PM
<b>Friday:</b>	5:45 AM to 11:00 PM
<b>Saturday:</b>	6:30 AM to 10:30 PM
<b>Sunday:</b>	7:30 AM to 10:00 PM

## Station details

### Alerts

The lift on Platform 3 is currently out of order at Chester station

### General information

<b>Station Operator:</b>	AW
<b>Station Code:</b>	CTR
<b>Staffing Level:</b>	fullTime
<b>CCTV:</b>	Yes

### Ticket buying & collection

<b>Oyster Pre Pay:</b>	No
<b>Oyster Validator:</b>	No
<b>Smartcard Issued:</b>	No
<b>Smartcard Validaton:</b>	No
<b>Oyster Topup:</b>	No
<b>Prepurchase Collection:</b>	Yes
<b>Smartcard Topup:</b>	No
<b>Ticket Machine:</b>	Yes
<b>Ticket Office Note:</b>	There are 3 machines next to the ticket barrier

### Passenger services

<b>Lost Property Contact Available:</b>	Yes
<b>Phone number:</b>	03333 211 202
<b>Website:</b>	<a href="#">Go to website</a>
<b>Ticket Gate:</b>	Yes
<b>Customer Services:</b>	Contact our Customer Relations team directly via the customer webform at <a href="http://www.tfwrail.wales">www.tfwrail.wales</a>
<b>Customer Help Points:</b>	No

### Station facilities

<b>ATM Machine:</b>	Yes
<b>ATM Machine Note:</b>	Located on concourse
<b>Baby Change:</b>	Yes
<b>Seated Area:</b>	Yes
<b>Shops:</b>	Yes
<b>Shops Note:</b>	News agent
<b>Station Buffet:</b>	Yes
<b>Station Buffet Note:</b>	Coffee shop Buffet Public House/Bar
<b>Telephones (Cards &amp; Coins):</b>	Yes
<b>Toilets:</b>	Yes

<b>Toilets Note:</b>	The toilets are located on Main Concourse and on Platform 7a. The National key toilets are located on the Main Concourse and on Platform 7a; these toilets are operated by a radar key.
<b>Waiting Room:</b>	No
<b>Passenger Information Systems:</b>	DepartureScreens, Announcements, ArrivalScreens

## Car parking

<b>Car parking:</b>	Yes
<b>Name:</b>	Chester East
<b>Operator:</b>	National Car Parks Ltd
<b>Spaces:</b>	113
<b>Car Parking Contact Available:</b>	No
<b>Phone number:</b>	0345 050 7080
<b>Website:</b>	<b>Go to website</b>
<b>Note:</b>	Visit <a href="http://www.ncp.co.uk">www.ncp.co.uk</a> for parking prices.

## Cycling

<b>Cycle Storage Availability:</b>	Yes
<b>Sheltered:</b>	yes
<b>Spaces:</b>	76
<b>Type:</b>	Stands
<b>Location:</b>	in the concourse
<b>Cycle Storage CCTV:</b>	Yes

## Other transport

<b>Location for rail replacement services:</b>	At the bus stop outside the station front
<b>Taxi Rank:</b>	Yes
<b>Taxi Rank Note:</b>	Outside the station front
<b>Bus Service:</b>	Yes
<b>Bus Service Note:</b>	<p>First and Arriva both operate a network of regular local bus routes around Chester and also to nearby towns and villages. For route maps and timetables: <a href="http://www.firstgroup.com/ukbus">www.firstgroup.com/ukbus</a> and <a href="http://www.arrivabus.co.uk">www.arrivabus.co.uk</a></p> <p>Buy a Chester <b>PlusBus</b> ticket with your train ticket for discount-priced unlimited bus travel around the town. For details visit <a href="http://www.PlusBus.info">www.PlusBus.info</a></p> <p>There is a "<b>RailLink</b>" bus service which runs from directly outside the station to Chester city centre. This service operates Mon to Sat from 07:00 to 19:00.</p>

## Accessibility

<b>Accessible Booking Office Counter:</b>	Yes
<b>Accessible Public Telephones:</b>	No
<b>National Key Toilets:</b>	Yes
<b>Induction Loop:</b>	Yes
<b>Wheelchairs Available:</b>	Yes
<b>Ramp For Train Access:</b>	Yes
<b>Step Free Access:</b>	Yes
<b>Step Free Access Note:</b>	Lifts are available to all platforms
<b>Accessible Taxis:</b>	No
<b>Accessible Ticket Machines:</b>	Yes
<b>Impaired Mobility Set Down:</b>	Yes
<b>Helpline Contact:</b>	Yes
<b>Helpline Contact (Phone number):</b>	03333 211202
<b>Helpline Opening Hours:</b>	Monday to Sunday 8:00 AM to 8:00 PM

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