

Holyhead

Address

Holyhead station
Station Approach
London Road
LL65 2BT

Ticket office

Monday to Friday:	6:10 AM to 7:10 PM
Saturday:	6:10 AM to 7:10 PM
Sunday:	10:30 AM to 5:00 PM

General information

Station Operator:	AW
Station Code:	HHD
Staffing Level:	fullTime
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

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:	Yes
Customer Help Points Note:	Ticket office for advice only

Station facilities

ATM Machine:	Yes
ATM Machine Note:	Located on concourse
Baby Change:	Yes
Seated Area:	No
Shops:	Yes
Shops Note:	Passport Photo Booth
Station Buffet:	Yes
Telephones (Cards & Coins):	Yes
Toilets:	Yes
Toilets Note:	The toilets are located within the Ferry Terminal. The National key toilets are located within the Ferry Terminal; these toilets are operated by a radar key.
Waiting Room:	No
Passenger Information Systems:	DepartureScreens, Announcements, ArrivalScreens

Car parking

Car parking:	Yes
Name:	Black Bridge
Operator:	Stena Line
Spaces:	0

Car Parking Contact Available:	No
Phone number:	08705755755
Website:	Go to website

Cycling

Cycle Storage Availability:	Yes
Sheltered:	no
Spaces:	10
Type:	Stands
Location:	on Platform 2 by the gate (in ferry port area).
Cycle Storage CCTV:	Yes

Other transport

Location for rail replacement services:	Wait at bus stops outside the station
Taxi Rank:	Yes
Taxi Rank Note:	From the front of the station
Bus Service:	Yes
Bus Service Note:	For the nearest bus stop, walk across the footbridge and turn right onto the main road.

Accessibility

Accessible Booking Office Counter:	Yes
Accessible Public Telephones:	No
National Key Toilets:	Yes
Induction Loop:	Yes
Wheelchairs Available:	Yes
Ramp For Train Access:	Yes
Step Free Access:	Yes
Accessible Taxis:	No
Accessible Ticket Machines:	Yes
Accessible Ticket Machines Note:	This machine does not accept cash. Payment is by major debit and credit cards only.
Impaired Mobility Set Down:	Yes
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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