

Norwich

Address

Norwich station
Station Approach
Norwich
NR1 1EF

Ticket office

Monday to Friday:	4:45 AM to 8:45 PM
Saturday:	4:45 AM to 8:45 PM
Sunday:	6:45 AM to 8:45 PM

General information

Station Operator:	LE
Station Code:	NRW
Staffing Level:	fullTime
CCTV:	Yes

Ticket buying & collection

Oyster Pre Pay:	No
Oyster Validator:	No
Smartcard Issued:	Yes
Smartcard Validaton:	Yes
Oyster Topup:	No
Prepurchase Collection:	Yes
Smartcard Topup:	Yes
Ticket Machine:	Yes

Passenger services

Lost Property Contact Available:	No
Website:	Go to website
Ticket Gate:	Yes
Customer Services:	Monday-Saturday 08:00-20:00 Sunday 10:00-20:00 Bank Holidays 09:00-18:00

The hours shown are for the Customer Relations team on 0345 600 7245 (option 8).

Closed on Christmas Day and Boxing Day.

Customer Help Points:	Yes
Customer Help Points Note:	on concourse

Station facilities

ATM Machine:	Yes
Baby Change:	Yes
Seated Area:	Yes
Shops:	Yes
Shops Note:	News agent Mini supermarket Passport Photo Booth
Station Buffet:	Yes
Station Buffet Note:	Coffee shop Cold drinks vending machine Food vending machine Food outlet (Seating available) Food outlet (Seating unavailable)
Telephones (Cards & Coins):	Yes
Toilets:	Yes
Toilets Note:	All toilets are located on the concourse including the accessible (radar key) toilet
Waiting Room:	No
Passenger Information Systems:	DepartureScreens, Announcements, ArrivalScreens

Car parking

Car parking:	Yes
Name:	Station Car Park
Operator:	National Car Parks Ltd
Spaces:	62
Annual Charge:	£2163.00
Daily Charge:	£13.00
Monthly Charge:	£216.00
Off Peak Charge:	£12.00
Three Monthly Charge:	£618.00
Weekly Charge:	£55.00
Car Parking Contact Available:	No
Website:	Go to website

Cycling

Cycle Storage Availability:	Yes
Sheltered:	yes
Spaces:	442
Type:	Stands
Location:	On forecourt and within station
Cycle Storage CCTV:	Yes

Other transport

Location for rail replacement services:	Replacement transport stop on station forecourt
Taxi Rank:	Yes
Taxi Rank Note:	Taxi rank at front of station
Bus Service:	Yes
Bus Service Note:	<p>'First' operate a network of daily, frequent bus routes around the city and also to nearby towns and villages. For route maps and timetables: www.firstgroup.com/ukbus</p> <p>'First' routes 25 & 35 link the rail station forecourt with the city centre and Norwich University.</p> <p>Buy a Norwich PLUSBUS ticket with your train ticket, for discount price unlimited bus travel around the city. For details: www.plusbus.info</p>

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
Step Free Access Note:	Step free access to all platforms
Accessible Taxis:	No
Accessible Taxis Note:	Details of nearest taxis are shown on station information poster
Accessible Ticket Machines:	Yes
Accessible Ticket Machines Note:	Ticket machines are located in the ticket hall and on the station concourse.
Impaired Mobility Set Down:	Yes
Impaired Mobility Set Down Note:	At the main station entrance
Helpline Contact:	Yes
Helpline Contact (Phone number):	0800 028 28 78
Helpline Contact Note:	08:00 - 20:00
Helpline Opening Hours:	Monday to Sunday 8:00 AM to 8:00 PM

The information in this document was generated 12/08/2020 15:22:34