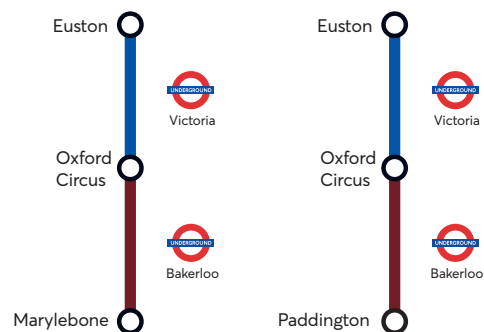
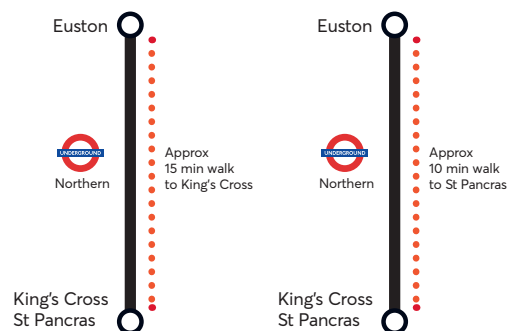


## Travelling to other London stations

If you need to get to King's Cross or St Pancras station, it's just a 10 -15 minute walk from Euston. The directions are signposted all around Euston station, or you can ask a member of staff for help. To get to Paddington or Marylebone, the London Underground is the quickest and easiest way.



## Train delayed 15 minutes or more?

You can claim money back on your train ticket through Delay Repay. The length of a delay is based on the time you arrive at your destination, not the delay when leaving. Take a look at how you could be reimbursed if you hold a Single or Return ticket.

### Delayed 15 – 29 minutes:

We'll reimburse 25% of your Single ticket and 12.5% of your Return ticket.

### Delayed 30 – 59 minutes:

We'll reimburse 50% of your Single ticket and 25% of your Return ticket.

### Delayed 60 – 119 minutes:

We'll reimburse 100% of your Single ticket and 50% of your Return ticket.

### Delayed 120 minutes or more:

We'll reimburse 100% of your Single ticket and 100% of your Return ticket.

## Hold a Season ticket?

Your refund is calculated on an estimated number of Single journeys. We'll reimburse you based on a proportionate cost of your Season ticket.

## Making a claim?

You'll need to make sure your claim is made within 28 days of the journey and we'll need to see proof of your ticket – so keep hold of it.

You could also be eligible to register for Automatic Delay Repay.

For more information and to make a claim, head over to [avantiwestcoast.co.uk/help/delay-repay](https://www.avantiwestcoast.co.uk/help/delay-repay)

# Alternative routes

For services disrupted from London Euston

AVANTI  
WEST COAST

AVANTI  
WEST COAST

**There are no trains running to or from London Euston at the moment. We know how frustrating disruptions can be, so here's a handy guide to get you on your way.**

Our map can help you find an alternative route for your journey. Be sure to talk to one of our staff to find out what route your ticket is valid on.

**Estimated journey times**

Don't forget that travelling on an alternative route will take longer than your normal journey, but all staff will be aware of your journey and help you wherever they can. If you're travelling in the evening or late at night, make sure you check with our teams that your journey can be completed.

- 1** to Manchester 3h 40m
- 1** to Liverpool 4h 30m
- 1** to Preston 4h 30m
- 1** to Glasgow 6hrs
- 2** to Stockport 3hrs
- 2** to Crewe 3hrs
- 3A** to Birmingham 1h 50m
- 3B** to Coventry 2h 10m
- 3B** to Wolverhampton 2h 40m
- 4** to Chester 5hrs
- 4** to Holyhead 7hrs

