



Thameslink Railway + Great Northern Railway – what does it mean for me?

APTU (aptu.org.uk) is the User Group representing passengers on Thameslink North between Harlington and West Hampstead inclusive. We have prepared this document for all ex FCC passengers so you can understand what the change to Govia Thameslink Railway will mean in practice. If you are reading this offline, do check at aptu.org.uk/thechange.pdf for the latest situation. You can read about Govia’s plans for the Franchise at govia.info/gtr/.

Topic	Action												
Season and future dated tickets	Nothing to do – they remain valid.												
Unexpired car park tickets	Nothing to do – they remain valid.												
The times of my trains	No changes (until 14 December).												
Assisted travel arrangements	Remain unchanged; the phone numbers, including 0800 058 2844 did not change, for web based requests visit thameslinkrailway.com/contact-us/assisted-travel-service/ .												
Website: Main	Start using thameslinkrailway.com (greatnorthernrail.com just redirects to Thameslink Railway – over time, we expect this to have unique content). For now, Firstcapitalconnect.co.uk has a ‘holding page’ which provides links for passengers with historic Delay Repay queries to FirstGroup Customer Relations - and links to the new websites.												
Twitter	Follow @TLRailUK (Thameslink) and/or @GNRRailUK (Great Northern). For Franchise news (no travel updates), follow @GTRailUK Note: Twitter handle GoviaThameslink is not an official Govia account.												
Journey email and text alerts	<p>There have been substantial changes in this area:</p> <table border="1"> <thead> <tr> <th>Service</th> <th>FCC</th> <th>GTR</th> <th>GTR URLs, alternatives, comments etc</th> </tr> </thead> <tbody> <tr> <td>Main website updates & real time running</td> <td>✓</td> <td>✓</td> <td>thameslinkrailway.com/your-journey/live-running-thameslink thameslinkrailway.com/your-journey/live-running-great-northern</td> </tr> <tr> <td>Website email alerts</td> <td>✓</td> <td>✗</td> <td>Use Journey Check as an alternative (see below)</td> </tr> </tbody> </table>	Service	FCC	GTR	GTR URLs, alternatives, comments etc	Main website updates & real time running	✓	✓	thameslinkrailway.com/your-journey/live-running-thameslink thameslinkrailway.com/your-journey/live-running-great-northern	Website email alerts	✓	✗	Use Journey Check as an alternative (see below)
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Tablet & Smartphone Apps	The FCC App has ceased to work after the 13 th ; there is a new app from GTR available (contrary to expectations, a single app covers both routes). The app covers Android and Apple IOS – links at thameslinkrailway.com/your-journey/planning/app/ . There isn't an iPad version to take advantage of the larger screen (iPad users might like to try the National Rail iPad application). We have heard talk of Windows Phone and Blackberry users talking of switching to the First Great Western App.																
Emailing customer services	Switch to customerservices@thameslinkrailway.com / customerservices@greatnorthernrail.com . customer.relations.fcc@firstgroup.com will remain active for a short period, but only to deal with First Group's final commitments, such as in-progress Delay Repay.																
Phone	No change – main number continues as is: 0345 026 4700, Open 7 days, 07.00 - 22.00, except Christmas Day.																

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Post	Thameslink Railway (or Great Northern Railway) Customer Relations Department PO Box 443. Plymouth PL4 6WP (same address as for FCC)
Email offers, Delay Repay for travel on the 14 th or after, ticket purchases etc	Re-register on the Southern website at southernrailway.com/sn/en/account/register.aspx (note: includes option to restrict offers to only Thameslink and Great Northern).
Delay Repay for Journeys before 2am on the 14 th	Submit to FCC via the FCC website as shown above – or post on the address above.
Delay Repays, complaints etc in progress on the 14 th	These will be dealt with by FCC, contactable via the FCC website as shown above.
Refunds, re-prints on season tickets for one month or longer	Your details will be carried across and administration for both station and online purchases moves to Thameslink Railway / Great Northern Railway from the 14 th ; contact details as above.
Refunds on other tickets bought from the FCC website before the 14 th	These will be dealt with by FCC, contactable via the FCC website as shown above (this applies to single and return tickets)
Refunds on tickets bought from a station before the 14 th	Take them to a Thameslink or Great Northern Station.
Rail Vouchers not yet used	No change in arrangements.
Email a contact previously at FCC	Their new email address will be of the format forename.surname@gtrailway.com . Emails sent to ..@firstgroup.com will be returned with an out of office message for a short period.