

No
Booking
Fees

when you book direct

Save
up to
80% on
advance
tickets*

Travel
Direct

from your local station



USEFUL INFORMATION



Buying your ticket

Buy your train tickets with no booking fees at [grandcentralrail.com](https://www.grandcentralrail.com), download our app or call 0345 603 4852 (Option 3).



E-tickets

You can display tickets on your mobile device using our app. More information: [grandcentralrail.com/e-ticket](https://www.grandcentralrail.com/e-ticket)



Travelling in a group?

Discounted fares are available for groups, simply visit [grandcentralrail.com/groups](https://www.grandcentralrail.com/groups) for more information.



Assisted Travel

Book assisted travel by calling 0345 603 4852 (Option 1) or by using the Text Relay service: 18001 0344 811 0072. Please try to provide at least 2 hours notice if assistance is required. Seating plans for our trains can be found at: [grandcentralrail.com/help/travel-assistance](https://www.grandcentralrail.com/help/travel-assistance)



Cycle Storage*

You can now reserve a space for your bike before you travel by calling 0345 603 4852 (Option 4 then option 1). More information <https://www.grandcentralrail.com/travelling-with-gc/on-board/cyclists-luggage>



Multi-buy discount tickets

Frequent travellers could save money by using multi-buy discount tickets for journeys to/from London. See [grandcentralrail.com/tickets/multi-buy-tickets](https://www.grandcentralrail.com/tickets/multi-buy-tickets) for details

The information contained in this leaflet is correct at date of publication but changes may occur.
* Subject to availability.

ON BOARD



Luggage and large items

Luggage space is available between the seat backs, on overhead racks and at the end of the carriage. For large items of luggage, storage is available at both ends of the train. More information: <https://www.grandcentralrail.com/travelling-with-gc/on-board/cyclists-luggage>.



Free Wi-Fi*

For passengers in both Standard and First Class. If you are having trouble connecting please call the Wi-Fi support line on 0208 028 0371.



Power on the move*

Power sockets are available in most carriages for charging laptops and mobile phones.



No smoking

Smoking is not permitted on our trains (including electronic cigarettes) or at stations.



Lost property

Please refer to [grandcentralrail.com/lost-property](https://www.grandcentralrail.com/lost-property) for more information regarding lost property.



Refreshments*

Order refreshments from your seat and our on board crew will deliver it to your seat.



Journey Central

Access our on board portal and keep up to date with your trains latest information and updates on your journey.



Contact us

We want every journey you take with Grand Central to be enjoyable and memorable. If you have any problems during your journey with us please make our on-board team aware. They are trained to help you and will try to resolve any issue straight away.

If you are delayed while travelling on a Grand Central train, you may be entitled to compensation. For more information please visit [grandcentralrail.com/compensation](https://www.grandcentralrail.com/compensation), where you will find our compensation form. If you decide not to use your ticket to make all or part of your intended journey, you may be eligible for a refund. Please visit [grandcentralrail.com/refund](https://www.grandcentralrail.com/refund) for more information.

We love to talk! Our friendly, Wakefield-based Customer Relations team are on hand to help with any queries.

Call us on **0345 603 4852** (Monday-Friday 09:00-17:00).
Post: **Customer Relations Manager, Grand Central Rail, Ground Floor, Wakefield kirkgate Station, Monk Street, Wakefield, WF1 4EL.**

Email: customer.services@grandcentralrail.com

Twitter: [@GC_Rail](https://twitter.com/GC_Rail)



Ombudsman

The Rail Ombudsman offers an independent, free and expert service to investigate unresolved complaints about train companies. We will always try our best to put things right, but if you are unhappy with the way your comments have been addressed, you may contact the Rail Ombudsman by:

Website: www.railombudsman.org

Telephone: **0330 094 0362**

Textphone: **0330 094 0363**

Email: info@railombudsman.org

Twitter: [@RailOmbudsman](https://twitter.com/RailOmbudsman)

Post: **FREEPOST – RAIL OMBUDSMAN**

Ref: GCT0520



[grandcentralrail.com](https://www.grandcentralrail.com)

Train times and services are subject to change.
Please check before you travel

Please check before you travel. Visit [grandcentralrail.com/travelling-with-gc](https://www.grandcentralrail.com/travelling-with-gc) or download our app to find live travel updates.

NORTH EAST - Sunderland to London Kings Cross																	
Southbound Departures	Monday to Friday						Saturday						Sunday				
Sunderland	06:46	08:53	10:17	12:30	15:30	17:30	06:45	08:29	09:55	12:19	15:31	17:30	09:24	10:28	12:13	14:14	18:14
Hartlepool	07:15	09:20	10:44	12:54	15:54	17:53	07:14	08:54	10:22	12:43	15:54	17:53	09:49	10:52	12:38	14:39	18:40
Eaglescliffe	07:35	09:40	11:04	13:15	16:15	18:20	07:34	09:14	10:46	13:02	16:21	18:14	10:08	11:13	12:57	14:58	19:01
Northallerton	07:55	09:59	11:23	13:40	16:33	18:42	07:54	09:32	11:05	13:20	16:40	18:32	10:26	11:33	13:15	15:16	19:21
Thirsk	08:05	10:08	11:32	13:49	16:43	18:54	08:04	09:47	11:23	13:29	16:51	18:43	10:36	11:43	13:25	15:25	19:30
York	08:22	10:26	11:54	14:08	17:10	19:12	08:22	10:10	11:50	13:51	17:11	19:02	10:55	12:01	13:46	15:48	19:49
Peterborough	–	–	13:04	–	–	–	–	–	13:01	–	–	–	–	–	–	–	–
London Kings Cross (Arrive)	10:14	12:31	13:53	16:07	19:07	21:06	10:14	12:14	13:50	15:44	19:07	20:58	12:41	13:49	15:41	17:42	21:41
Northbound Departures	Monday to Friday						Saturday						Sunday				
London Kings Cross	08:27	11:27	12:56	14:27	16:48	19:27	07:48	11:27	13:18	14:27	16:48	19:27	09:49	13:50	15:23	16:53	18:23
Peterborough	09:14	–	–	–	–	–	08:36	–	–	–	–	–	–	–	–	–	–
York	10:25	13:23	14:51	16:20	18:46	21:23	09:45	13:23	15:15	16:23	18:48	21:23	11:42	15:38	17:26	18:42	20:12
Thirsk	10:43	13:40	15:10	16:37	19:02	21:40	10:03	13:40	15:32	16:40	19:05	21:40	11:59	15:55	17:43	19:02	20:29
Northallerton	10:59	13:48	15:21	16:46	19:11	21:48	10:14	13:48	15:43	17:00	19:13	21:48	12:07	16:04	17:57	19:13	20:39
Eaglescliffe	11:17	14:04	15:45	17:03	19:29	22:04	10:30	14:05	16:03	17:17	19:30	22:05	12:25	16:21	18:14	19:30	20:56
Hartlepool	11:38	14:23	16:10	17:25	19:50	22:25	10:50	14:24	16:24	17:39	19:51	22:26	12:45	16:41	18:34	19:53	21:16
Sunderland (Arrive)	12:04	14:49	16:40	17:52	20:21	22:52	11:14	14:49	16:50	18:06	20:21	22:52	13:09	17:06	19:08	20:21	21:40
<div></div>	Peak service																
These times may vary to allow track improvements work to take place. Please check before travelling by visiting grandcentralrail.com or by downloading our app																	

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Ref: GCT0520

For Leeds and Aire Valley
(via Forster Square)

For Manchester, Rochdale
and Blackburn

Brighthouse
For Manchester, Dewsbury
and Huddersfield

For Manchester, Dewsbury,
Huddersfield and Leeds

P    

*Grand Central
First Class Lounge*

For Wakefield Westgate,
Leeds, Sheffield, Nottingham
and Barnsley

For Knottingley and Castleford

For Leeds, Hull, Sheffield,
Derby, Birmingham,
Lincoln, Scunthorpe,
Cleethorpes, South and
West England, Newcastle
and Scotland

For services from the North
to/from London Kings Cross
And connections to Liverpool,
Lincoln, Norwich and Horsham.

Sunderland
For Tyne and Wear Metro
services to Newcastle
Airport and South Hylton
for Heworth and Newcastle

Eaglescliffe
For Darlington, Middlesbrough,
Saltburn and Whitby

Thirsk
(Step free access to platforms and ticket office is only available via a foot crossing when the station is staffed)

For Scotland,
Scarborough, Harrogate,
Leeds, Hull, South and
West England, Sheffield
and Birmingham

We recommend the Large APCOA car park on the west side of York Station, just off Leeman Road. It's cheaper than the main car park.

Pay at the machine, use RingGo.co.uk
or call 03452 22 42 24

For seasonal tickets or other queries
Email contactus@apcoa.com














APCOA
PARKING

For services from the North
to/from London Kings Cross
And connections to Liverpool,
Lincoln, Norwich and Horsham.

London Kings Cross

For London Underground and Eurostar services to international destinations

-  Car parking
-  Step Free Access
-  Disabled assistance
-  Self-Service ticket machine
-  Ticket Office
-  Waiting Rooms
-  Refreshments
-  Bicycle storage
-  Toilets (open times vary)
-  ATM
-  Taxi rank
-  Left luggage
-  Staff for all or part of most days