



[REDACTED]



[REDACTED]

[REDACTED]



[REDACTED]

From [REDACTED]
Sent: 18 March 2022 09:06
To: [REDACTED] <@swrailway.com> [REDACTED] <@gresteranglia.co.uk> [REDACTED] <@raildeliverygroup.com> [REDACTED]
Cc: Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: RE: Two-Hours - Proposed Messaging

[REDACTED]

The information should be unambiguous if we are to achieve inclusion (learning disabilities etc).

Regards

[REDACTED]



[REDACTED] Manager
[Avonmouth 50 Waterloo St Glasgow G2 6HQ](#)

Classified as INTERNAL

From [REDACTED] <@swrailway.com>
Sent: 18 March 2022 08:50
To: [REDACTED] <@gresteranglia.co.uk> [REDACTED] <@raildeliverygroup.com> [REDACTED] <@raildeliverygroup.com> [REDACTED]
Cc: Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: RE: Two-Hours - Proposed Messaging

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[REDACTED]

Morning All

[REDACTED]

I will come back on the wording email as I have some feedback [REDACTED]

Thanks,

[REDACTED]
[REDACTED] Manager
South Western Railway

A: South Western Railway, 4th Floor, South Bank Central, 30 Stamford Street, London SE1 9LQ
[@swrailway.com](#)
[www.southwesternrailway.com](#)



From [REDACTED] <@gresteranglia.co.uk>
Sent: 17 March 2022 18:13
To: [REDACTED] <@raildeliverygroup.com> [REDACTED] <@raildeliverygroup.com> [REDACTED] <@raildeliverygroup.com>
Cc: Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: FW: Two-Hours - Proposed Messaging

There is an Option 3. I conduct the entire bulk update process twice - the first time the wording contains something like *"until 31st March it is six hours but from 1st April it will be 2 hours"*; the second time will be to remove this sentence and replace with "you can book 2 hours..." etc. This carries with it a risk because the XML will be changed twice, minimum 48 hours apart and each time 24-36 hours after NRE. Depending on timing and how frequently a TOC utilizes our daily feed there could be inconsistent information on your websites for days/weeks. This third option could draw potentially unwanted attention to the fact that it was previously 6 hours which you might otherwise be wanting to play down. It will also mean that TOCs will be unable to update anything in this particular station page section for a longer period, or risk losing their own updated data - and this might conflict with your timescales to review/update in

Hope that all makes sense. To be discussed on Friday and I can take any questions then so that hopefully consensus can be reached.

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In the run-up to the two-hour booking horizon coming into effect from 1 April 2022, we would like to share the below-suggested messaging for Members to use on their respective websites should they wish to do so.

Please note that while Members are expected to update relevant messaging on their respective websites to take into consideration the upcoming move to two-hours in time for the launch on 1 April 2022, TOCs are not required to use the text below. This is simply a proposed text Members may want to use should they find it useful.

request assistance via Passenger Assist please visit the [National Rail Enquiries](#) website.

You can view an example of a current TOC station page [here](#); click on "Accessibility and mobility access".

Passenger Assist please visit the [National Rail Enquiries](#) website.

Launch date *Friday 1st April 2022*

NRE Station pages will be updated from 21.00 onwards on **Wednesday 30th March 2022** through to early **Thursday 31st March 2022**

Therefore the new content will be uploaded into NRE Knowledgebase before 21 00 on *Wednesday 30th March 2022*.

We hope you find this useful, but should you have any queries or comments on this, then please do not hesitate to contact me directly [REDACTED] and I will also be joining the Two Hour Booking Horizon Working Group next Friday, and will be seeking Members' approval on the above-suggested proposal then.

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