

From: [REDACTED]
Sent: 15 May 2020 12:20
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT Web site messaging

[REDACTED]

Noted. We'll come back to you.

[REDACTED]



[REDACTED]
LNER East Coast House, 25 Skeldergate, York, YO1 6DH
[REDACTED]

From: [REDACTED]
Sent: 15 May 2020 12:15
To: [REDACTED]
Cc: [REDACTED]
Subject: URGENT Web site messaging
Importance: High

[REDACTED]

A seat reservation message has been upload to the LNER website. Can the wording be urgently reviewed and changed as:

- . You must have a reservation from 11 am Monday 18 May – but LNER will not tell you how to make a reservation until after 11 am on Monday 18 May (the last line), and
- . How will this affect commuters who don't have a season ticket of a flexible ticket,
- . We need to ensure people who need to travel can.

<https://www.lner.co.uk/travel-information/coronavirus-travel-information/#Seatreservations>

[REDACTED]
[REDACTED]

Please let me know if you need additional information, and when this has been done.

Regards,

SEAT RESERVATIONS

To help keep you safe when you travel with us and to support social distancing, we are working to ensure a safe number of customers can travel on each of our train services.

To manage this, we are introducing reservation only travel from 11am on Monday 18 May 2020, until further notice. **This means that anyone who needs to travel with LNER will require a seat reservation.**

You will need to make a seat reservation before you travel onboard our trains if:

- You have a flexible ticket that doesn't have a seat reservation for one or both of your journeys
- Or you're a season ticket holder

You can make a reservation even if you haven't bought your ticket directly from LNER.

Reservation only travel will be in place until further notice. **During this time existing seat reservations remain valid but will no longer be linked to a specific seat number. We're asking you to choose your own seat onboard** from 11am Monday 18 May. We are working to provide you with an improved solution that will give you a designated seat number, in the coming weeks.

Check back after 11am on Monday 18 May for how to make a reservation if your ticket doesn't come with one.



Due to the COVID-19 outbreak we have taken the difficult decision to close our telephone lines to ensure our colleagues are kept safe and well.

You can still contact us through our:

- Social channels - [Facebook](#), [Twitter](#) and [Instagram](#)
- Live Chat between the hours of 09:00-17:00 - on our [Help and support](#) pages
- Email us at customers@lner.co.uk

Our team are working hard in the background to ensure we answer your query as quickly as we can. Please be aware that our response time could be longer than usual.

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