

GWR

Great
Western
Railway

Cycling by train

Our cycle and
scooter policy

May 2023





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Before your journey

You should make a bike reservation, even for short journeys, if these are available.

You can only make a bike reservation if you have bought a ticket.

There is no charge for making a bike reservation. Reservations can be made **up to 1800 the day before travel**, online, by contacting us on Twitter or Facebook, by telephone or at a ticket office. Once the train sets off from its origin, we offer any unreserved bike spaces on a strictly first-come, first-served basis and at the discretion of on-board staff.

This does not apply to the Night Riviera 'sleeper' service on which bike reservations are mandatory at all times, for any journey.

When making a reservation, please be aware we can only guarantee your bike will fit if it **has a tyre width of 7cm or less and a rim diameter of 50cm or less.**

Folding bikes with a maximum 20-inch wheel can be taken on any train at any time. Please fold the bike before boarding.

e-Bikes are permitted on our services providing they comply with this guidance. They must **not be charged** at stations or on-board trains.

Tandems cannot be carried on any of our services.

Motorbikes, motor scooters, e-Scooters and powered vehicles cannot be carried.

Bike reservations

You are strongly advised to make a bike reservation where these are available.

They are compulsory on our 'Night Riviera' sleeper service.

There is no charge for making a bike reservation and you are advised to do so as early as possible. Reservations can be made until 1800 on the day before travel.

Ways to make a bike reservation

	At the time of ticket purchase	If you've already bought your ticket
Online at GWR.com in the 'My Account' section	✓	✓
By contacting us on Facebook or Twitter by direct message	✗	✓
On the GWR app	✓	✗
At a ticket office	✓	✓
By contacting our Customer Support Team on 03457 000 125 (0800 to 2000 daily)	✓	✓

Bike reservations made online will be downloaded with your ticket. You can also collect bike reservations from ticket offices. Bike reservations made by telephone will be posted to you.

Reservations made via social media will be sent to you as a direct message.

Under the National Rail Conditions of Travel, we will refuse to carry a bike if it is unsafe to do so or if space is not available where a reservation has not been made.

We will also refuse to accept prohibited bikes and scooters including tandems and e-Scooters.

Our commitment to you

If you have reserved a space for your bike and we don't honour that reservation, or find a suitable alternative for you and your bike, get in touch with our Customer Support Team who will be happy to arrange compensation for you.

In the event of train cancellation or a delay of one hour or longer, you may be entitled to travel on an alternative service if space is available. Please keep all reservation documents.

At the station

Cycling is not permitted anywhere at our stations. Walk with your bike at all times.

e-Scooters are not permitted anywhere on GWR stations or trains. **E-Bikes** are permitted but batteries **must not be charged at the station or on trains.**

Most of our stations have dedicated bike parking. More information can be found at **[nationalrail.co.uk](https://www.nationalrail.co.uk)**

Lock your bike and remove items such as lights and panniers. We cannot be held responsible for the theft of your bike or the loss of any items taken from it.

If you leave panniers on your bikes we may search them. We may also search bike lockers.

We make regular checks on bikes left at stations and remove any that appear to have been abandoned.



Catching your train

Tell station staff that you are taking your bike on the train and show your bike reservation.

Our staff will advise you of the best place to wait. Be in the correct position on the platform at least five minutes before your train is due to arrive.

Your reservation will show the carriage you need to join for boarding with your bike.

Some stations have short platforms

It may not be possible to access the bike storage area when the train arrives.

If you have a reservation, it will be for a carriage that is platformed at the station.

If you do not have a reservation, load your bike into the dedicated area as marked by the exterior bike symbol.



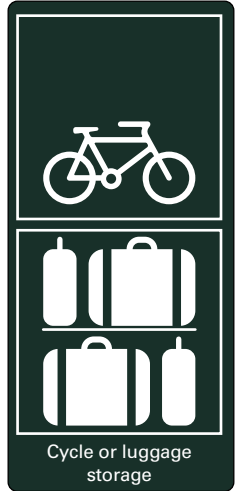
If this is not platformed, please move your bike to the correct location in the train.

You will need to move your bike when the train is at a station - **you must not try to take it through the carriages.**

On the train

Bikes should be stored in the dedicated area marked with a bike icon, like this one from our IET trains

Some of our trains do not have dedicated bike storage - in this case, bikes should be kept in the doorway away from the platform and you must attend to it at all times in case it needs to be moved.



Leaving the train

If you are leaving at a station with a short platform, tell on-board staff who will be able to help. Be prepared and ready when approaching your destination.



Restrictions

Due to the high level of demand on many of our services, it is necessary to apply some peak time restrictions in line with other train companies on the same route.

Travelling to London Paddington

Unless you have a reservation, you can't take your bike on any train which **arrives at London Paddington between 0730 and 0930** (Mondays to Fridays excluding Public Holidays).

Travelling from London Paddington

Unless you have a reservation, you can't take your bike on any train which **departs from London Paddington between 1600 and 1900** (Mondays to Fridays excluding Public Holidays).

The above also applies to Elizabeth line services to and from London Paddington.

Weekends and Public Holidays

Bikes can be taken on all train services at weekends and Public Holidays, subject to space being available.

Reservations should be made where possible.

Rail improvement work

If trains are replaced by buses, non-folding bikes cannot be carried. Folding bikes may be carried on rail replacement services.



More information



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GWR.com/contact



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* Standard network charges apply. Calls from mobiles may be higher.