



AccesRail Product: Great Western Railway (GWR)

ABOUT:	1
9B AND GREAT WESTERN RAILWAY:	1
MAP OF 9B GWR SERVICES:	2
DESTINATIONS BY HUB:	2
MINIMUM CONNECTION TIME:	4
ELIGIBILITY:	4
SERVICES:	4
PETS:	5
GREAT WESTERN RAILWAY TRAINS:	6
CHECK-IN PROCESS:	7
HOW TO GET TO THE TRAIN:	8
LUGGAGE:	8
ON-BOARD MEALS:	9
MOBILITY ASSISTANCE:	9
DELAYS:	9
SSR MESSAGE:	9
FAQ:	9

About:

Great Western Railway is a train company operated in Great Britain that connects London with the southwest, west of England, and most of Wales. The rail company was founded in 1833 and the first train ride departed in 1838. Famed as the “Holiday Line” GWR services many cities carrying thousands of people a day to where they need to go. Compliment your flights in and out of London Airports. AccesRail offers GWR services from London to cities along the west coast.

9B and Great Western Railway:

Train Range: 9B 5000 – 6299

All services are available as Rail-Air and Air-Rail.

Map of 9B GWR Services:



Destinations by Hub:

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
London Heathrow	LHR*	Bath	QQX	2hrs
London Heathrow	LHR*	Bridgwater	UBW	3hrs 10min
London	LHR*	Bristol Temple Meads	TPB	2hrs 10min
London Heathrow	LHR*	Bristol Parkway	BPR	1hr 50min

London Heathrow	LHR*	Cardiff	CFW	2hrs 20min
London Heathrow	LHR*	Exeter	EXS	2hrs 40min
London Heathrow	LHR*	Gloucester	GLO	2hrs 20min
London Heathrow	LHR*	Hereford	HFH	3hrs 30min
London Heathrow	LHR*	Newport	XNE	2hrs 15min
London Heathrow	LHR*	Oxford	OXQ	1hr 30min
London Heathrow	LHR*	Par	PCW	4hrs 30min
London Heathrow	LHR*	Penzance	PZE	5hrs 40min
London Heathrow	LHR*	Plymouth	GWR	4hrs
London Heathrow	LHR*	St Austell	USX	4hrs 40min
London Heathrow	LHR*	Swansea	SWS	3hrs 15min
London Heathrow	LHR*	Swindon	XWS	1hr 25min
London Heathrow	LHR*	Taunton	TTY	2hrs 15min
London Heathrow	LHR*	Worcester	UWC	2hrs 50min

*LHR connects to QQP (London Paddington Station) via a connection on the Heathrow Express
(Ticket provided)

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
London Gatwick	LGW**	Bath	QQX	2hrs 50min
London Gatwick	LGW**	Bridgwater	UBW	4hrs 30min
London Gatwick	LGW**	Bristol Temple Meads	TPB	3hrs 10min
London Gatwick	LGW**	Bristol Parkway	BPR	3hrs
London Gatwick	LGW**	Cardiff	CFW	3hrs 35min
London Gatwick	LGW**	Exeter	EXS	3hrs 40min
London Gatwick	LGW**	Gloucester	GLO	3hrs 15min
London Gatwick	LGW**	Hereford	HFH	4hrs 45min
London Gatwick	LGW**	Newport	XNE	3hrs 20min
London Gatwick	LGW**	Oxford	OXQ	2hr 30min
London Gatwick	LGW**	Par	PCW	5hrs 30min
London Gatwick	LGW**	Penzance	PZE	6hrs 40min
London Gatwick	LGW**	Plymouth	GWR	4hrs 40min
London Gatwick	LGW**	St Austell	USX	5hrs 40min
London Gatwick	LGW**	Swansea	SWS	4hrs 30min



London Gatwick	LGW**	Swindon	XWS	2hr 25min
London Gatwick	LGW**	Taunton	TTY	3hrs 15min
London Gatwick	LGW**	Worcester	UWC	3hrs 50min

**LGW connects to XRE (Reading Train Station) via a connection on GWR

Minimum Connection Time:

MCT is as per airline rules. Please allow enough time for passengers to go between the airplane and the train station. Connection time is included from airport to train station in GDS.

Eligibility:

Infants 2 years of age and under ride free without a ticket if no seat is required. The infant must be accompanied on all services in the same compartment by an adult.

Child fare available for children under the age of 16 years.

No group bookings allowed.

No applicable discounts for airline staff.

No unaccompanied minors permitted.

Refunds are according to Airline Tariff Rules.

Services:

Travel on Great Western Railway in either First class or in Standard class.

First class has comfortable seats and tables with outlets and USB ports, free Wi-Fi, and complimentary refreshments, as well as, access up to two hours prior to departure to the First-class lounge at London Paddington station and Cardiff Central station.



9B RBD	GWR Classes
J	First Class
Y	Standard Class
C*	First Class
M*	Standard Class

*These sections correspond to incentive fares that are only available to book at least 4 weeks in advance of departure.

Pets:

Up to two pets, cats, dogs, or other small domestic animals, are allowed to be brought onto the train. Pets must be in a pet carrier. Dogs must be on a lead or in a rigid pet carrier. Pets are not allowed on the seats.

Great Western Railway Trains:



Figure 1: First Class Seating and Luggage Rack for GWR



Figure 2: Standard Class Seating and Luggage Rack for GWR

Check-in Process:

Check-in is essential to ensure a smooth travel experience.

Passengers must check-in to retrieve their actual travel documents. Check-in can be done beginning 72-hours prior to departure. Check-in is done on <https://check-in.accesrail.com/#/step1> (Figure 4) using the passenger's name as it appears in the booking and either the booking reference or 13-digit ticket number.

Passengers who arrive/depart from Heathrow Airport will receive two documents when they check-in, the ticket for their journey on GWR (Figure 3) and the ticket for Heathrow Express for their journey to/from Heathrow Airport to London Paddington Station (Figure 5). The Heathrow Express departs every 15 minutes and has a travel time of 15 minutes making it an easy way for passengers to reach London Paddington Station.

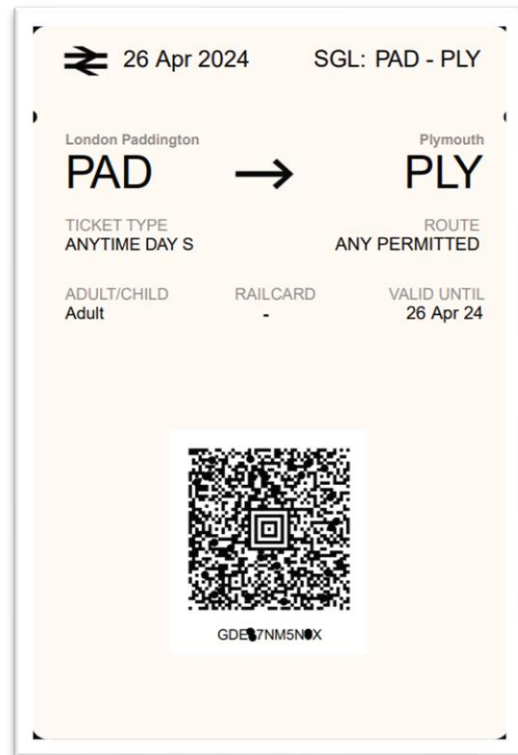


Figure 3: GWR Train Ticket Example

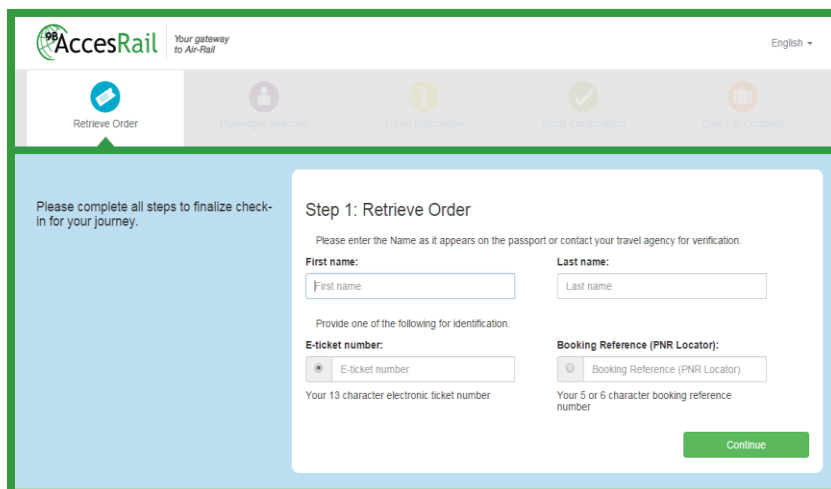


Figure 4: Check-in Page

If passengers arrive at London Gatwick Airport, they will take a GWR train from the airport with a connection via Reading Station.

Seat reservations are not included.



How to Get to the Train:

At **Heathrow Airport** in London, passengers will have to make their way to the Heathrow Express stop. Passengers can catch the Heathrow Express from Terminal 2&3, with a 15-minute journey to Paddington station, or from Terminal 5, with an extra 6 minutes added to the journey downtown.



Figure 5: Heathrow Express Ticket Example

Passengers who arrive at Terminal 4 can make their way to Terminal 2&3 via a free inter-terminal shuttle that takes approximately 4 minutes. Please see [interactive map for Heathrow Airport](#) for directions to the Heathrow Express station.

Once on the Heathrow Express, passengers will be brought to London Paddington Station where they can transfer to their long-haul train ride.

Passengers departing London Paddington Station can take the Heathrow Express which departs every 15 minutes to Heathrow Airport. Passengers can then depart the Heathrow Express at either Terminal 2&3 or Terminal 5. If passengers

need to reach Terminal 4, they can take the free inter-terminal airport transfer.

Passengers departing from **London Gatwick Airport** can reach the railway station that is located at the South Terminal. If passengers arrive at the North Terminal, they can take the free airport shuttle to the South Terminal that should only take a few minutes to reach.

Luggage:

GWR luggage rules apply. It is the passenger's responsibility to collect their checked bags from the airport and carry them to their respective train and vice-versa. Customer is responsible for their own baggage during the train journey.

On-board Meals:

Great Western Railways offers complimentary food and drinks at your seat for First class passengers on some trains. Passengers can select from tea and coffee, juices, sodas, and water, biscuits and cakes, and crisps. Please note that catering is not offered on the following routes: Penzance – Cardiff/Gloucester, Paddington – Newbury/Bedwyn, or Paddington – Oxford, Reading – Gatwick.

Mobility Assistance:

Mobility assistance must be requested from GWR at least 2 hours prior to the departure of the train. The Passenger Assistance Team is available 24 hours, 7 days a week (except for December 25 and December 26). Requests can be made through their [passengers assistance form](#), by calling +0800 197 1329, or texting +18001 0800 197 1329.

Delays:

In case of train delays, passengers must contact the issuing airline carrier for assistance.

In case of flight delays, passengers can travel on any departure on the date shown on the ticket.

SSR Message:

Please note that the SSR message will contain check-in information.

FAQ:

1. Is GWR a BUS or TRN?
GWR is a train (TRN) service.
2. Do I have to check-in?
Yes, passengers must check-in in order to receive their actual travel document which they will use to board the train.
3. Can I upgrade my ticket?
Unfortunately, passengers are unable to upgrade their tickets at the station or while on the train.