

CrossCountry announces changes to seat reservations

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Long distance train operator CrossCountry has announced that its customers are now asked to book a place on a specific train for their journey.

Customers are already asked to stay safe and stay apart, and to follow its guidance including sitting at least one row away from other passengers. To ensure this can continue as numbers increase, customers are now asked to reserve a seat.

Seats can be reserved when purchasing a ticket in advance. For on the day travel or people with season tickets, bookings can be made through CrossCountry's Social Media or Customer Relations teams. Because only around one quarter of all seats can be used to maintain social distancing, specific seat numbers will not be provided and customers can use any available seat in Standard or First Class depending on their choice of ticket. However, when all places have been booked customers should look to use an alternative service as they will be unable to buy a ticket without a reservation.

Commenting on the changes, CrossCountry's Managing Director, Tom Joyner, said: "As more people resume travelling it's important we maintain a safe environment for their journeys. With fewer seats than

normally available, we are asking people to book a seat so we can manage the number of people on each train and help everyone keep a safe distance from others.”

Photo credit: CrossCountry