

CrossCountry resumes normal seat reservations

August 27, 2020



Long distance train operator CrossCountry has confirmed that, from Monday 7 September, it will resume reservations for specific seats on all its trains.

Relaxing the distance people are asked to stay apart is enabling more seating to be available on CrossCountry's trains. Listening to customer feedback, there is a strong desire to return to the usual system of being allocated a specific seat when booking a long distance journey. Many customers have expressed a preference to know which carriage and seat they have reserved as trains become busier, so they have the confidence of knowing their seat is available.

As well as seats being reservable when purchasing tickets, CrossCountry's innovative 'reservation on the day' service will also resume, allowing customers the freedom to reserve a seat up to 15 minutes before a train's departure, subject to availability.

Commenting on the changes, CrossCountry's Managing Director, Tom Joyner, said: "As more and more people resume traveling by train it's important we provide the services they are used to. Social distancing and facemasks are still necessary, but our customers tell us they want a dedicated seat when they travel.

We're happy to make this change, to show that Britain's railways are open for business and delivering the services our customers want."

Since June, all customers have been requested to reserve a place when travelling with CrossCountry, to help maintain social distancing on board trains. Recent research has shown 89% of CrossCountry customers would now like the assurance of a specific seat as some trains are becoming busier.

Photo credit: CrossCountry

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