

New travel centre at York Station opens to customers

September 11, 2020



London North Eastern Railway (LNER) has officially opened a new Travel Centre at York Station.

Offering a much lighter and modern environment the Travel Centre has been relocated from its previous location at the front of the station to a more central position on the main concourse, making better use of the space within the Grade II listed building.

The project has been completed as part of a much wider transformation underway at the station, aimed at providing a more enjoyable experience for customers.

Toilet facilities are being improved and increased and work will soon begin on creating a new First Class lounge and two new retail outlets in the space where the old Travel Centre was situated.

Abu Siddeeq, Head of Customer Experience at LNER, said: "We're delighted to reach this significant milestone in our plans to transform York Station and it's wonderful to see customers and colleagues enjoying using the new Travel Centre.

“We will be working hard over the coming months to provide even greater enhancements to the station, such as the new First Class lounge, which once complete will give visitors a brilliant experience when travelling to and from this historic city.”

The final elements of the improvement programme will be completed in early 2021.

Photo credit: LNER

For today's rail news from railbusinessdaily.com [click here](#).