

ScotRail issue travel advice ahead of lifting of restrictions

April 15, 2021



ScotRail has reassured passengers that measures introduced across the network – including enhanced cleaning of trains and stations, one metre physical distancing rules, and a legal requirement to wear face masks – should allow customers to travel with confidence if they do decide to take the train.

The comments come as the Scottish government announced that, from Friday, people will be permitted to travel across Scotland to meet in groups of up to six adults from six households in outdoor settings.

Travel on trains will no longer be restricted to essential journeys only.

Passengers are being asked to play their part by continuing to heed ScotRail's five rules for safer travel that are still required on trains and in stations:

1. Do not travel if you feel unwell or have a temperature.
2. Travel away from the main commuting times (0700 – 0900 and 1600 – 1830) wherever possible, as trains will be busiest around then. The earliest and latest trains serve key workers, like NHS and care home staff.
3. If you think it's not safe to board a train, don't do it and wait for another service.
4. Wear a face mask or covering and maintain one metre physical distancing.
5. Be patient. You might not be able to board your first choice of train, as physical distancing means some seats need to be left empty.

Under government regulations, Scotland's Railway operates a minimum of one metre physical distancing on trains and at stations.

Platform markings and guidance at ticket vending machines are supporting station announcements and messages on customer information screens, to help customers during their journey.

The number of ScotRail services is currently around 65 per cent of pre-pandemic levels, while delivering 72 per cent of seats. The train operator will be increasing the number of services from Sunday, 16 May. ScotRail is confident that the current service levels provide enough space to accommodate the easing of restrictions at this time, but is urging customers to plan ahead.

On potentially busy routes, particularly those serving coastal areas, the number of carriages will be increased on key services to provide as much space for physical distancing as possible.

ScotRail is warning customers to expect significant travel disruption on Sunday, 18 April, because of strike action by the RMT during the COVID-19 pandemic. Conductors will be taking part in the industrial action for six consecutive Sundays over a dispute of overtime payments. Customers should consider alternative travel options on Sunday.

[Get more information on Sunday strikes here.](#)

Customers are reminded to buy in advance of travel via the ScotRail app, website, or station facilities to ensure waiting times are reduced and physical distancing supported. All customers must hold a valid ticket before boarding a train.

Given the reduced timetable in operation, ScotRail is urging customers to check last train times to ensure everyone is able to get home safe.

David Simpson, ScotRail Operations Director, said: "Scotland's Railway has delivered for those who have needed it most throughout the pandemic and is committed to providing a safe, clean, and reliable service as restrictions begin to ease across the country.

"Those travelling from this Friday will experience a very different railway compared to the one they left more than a year ago. Timetables have changed because of the pandemic so we're encouraging customers to check their journey well in advance. Customers should plan ahead to stay safe.

“The safety of our staff and our customers is a priority and we need everyone to play their part, take personal responsibility, and follow our five rules for safer travel. By doing so, everyone can travel on Scotland’s Railway with confidence.”

Photo credit: ScotRail