

# The wait is over as new waiting rooms open at Durham station

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London North Eastern Railway (LNER) is further improving its customer experience for people using Durham Railway Station with the opening of two new waiting rooms.

The work is the latest phase in LNER's £800,000 investment into station waiting rooms across its 11 managed stations. A modern glass waiting area is now located at the north end of each of the station's two platforms.

Claire Ansley, LNER's customer experience and people director, said: "At LNER we pride ourselves in providing our customers with the very best possible travel experience. These two new purpose-built waiting areas in Durham offer a bright and comfortable area for customers to relax and recharge, with USB and plug socket charging points for phones and laptops built into leather seating.

"These new facilities complement our two other recently refurbished waiting areas at the station, making the Durham station experience even better than it was before."

They will help people to be able to wait in the correct area to board the train, enhancing punctuality by

making boarding simpler and smoother for customers. The new areas are fully accessible and, together will provide seating for up to 40 people. They include a contemporary colour scheme of white and silver and the latest technology to provide customers with the most up to date travel information.

Durham's waiting areas are among more than 30 to have been transformed as part of the most comprehensive renovation of LNER's customer facilities in almost 20 years. The refurbishment includes a community art installation that celebrates the city's rich history and railway heritage. LNER worked in partnership with North-East based charity, The Key, which helps young people develop their skills and realise their potential through community projects that commission the work. Local young people from the Cheesy Waffles project created the vibrant mural for Durham station.

The major investment in waiting rooms across the route demonstrates LNER's commitment to its customers, making sure that the experience at every station is the same high standard that LNER is proud to offer the customers and communities it serves.