

Toilet humour no fun for Virgin Trains' customers

January 11, 2019



Virgin Trains is urging customers to follow the 3Ps of flushing after a lady's bra was found to be the latest cause of a blocked toilet onboard one of its Pendolino trains.

The undergarment joins a list of strange items that include glasses, wedding rings, nappies and even a Manchester United scarf to have been flushed down the pan.

On a typical day around four toilets are taken out of service as a result of inappropriate use. This equates to over 18,000 lost toilet hours per year, and a repair bill in excess of £182,000.

By far the biggest culprit however is the 'wet wipe', accounting for over 90% of blockages. Even wipes labelled as 'flushable' can lead to problems, the woven material clogging the internal pipes leading to the onboard effluent tanks.

“It did make us smile when we found the bra as it’s not something you would expect to find,” explained Michael Jacks, Head of Fleet and Engineering at Virgin Trains. “

“But it does highlight a very serious issue, and one that greatly impacts on our customers. Bins are provided, and we would remind our customers to follow the 3Ps of flushing. Only pee, poo and paper should be flushed down any toilet.”

Toilet Facts

- Virgin Trains has 484 toilets in service on its trains each day.
- On average a toilet is flushed eight times per hour.
- Talking toilets, along with tongue in cheek signage, have been used onboard Virgin Trains to promote responsible toilet use.

Onboard Message

“Please don’t flush nappies, sanitary towels, paper towels, gum, old phones, unpaid bills, junk mail, your ex’s sweater, hopes, dreams or goldfish down this toilet.