

Work to start to build new ticket office at Ipswich station

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Customers using Ipswich railway station are being advised of changes during the coming weeks, as Greater Anglia carries out improvements work to relocate the ticket office.

The current ticket office will close at midday on Saturday 16 October, with the new one opening at 05.00 on Monday 18 October.

While the ticket office is closed, customers will be able to buy tickets at the ticket machines at the station and extra staff will be on hand to help.

Customers can also purchase tickets before they travel either online or via the Greater Anglia app.

The new ticket office is part of a £3m package of improvements at the station which will see extra ticket machines installed and space created for a new shop.

As part of the work, the customer toilets on platform 2 will be refurbished and relocated.

At the same time, the station will be rewired to provide modern, sustainable lighting and power.

The work is the second and final phase of a project to improve the station for customers.

Three years ago, Greater Anglia invested £2 million in a host of improvements including a complete refurbishment of the existing foyer and ticket hall to create more space during busy periods, the creation of a large airport-style waiting room as well as more comfortable seats with plug points for charging electronic devices

Additional ticket machines were installed and more shops and retail outlets including Greggs opened at the station.

The station forecourt was revamped, in partnership with Suffolk County Council and Ipswich Borough Council with a much-improved layout, including better walking routes for pedestrians, improved bus interchange facilities and better segregation of access between taxis and drop off/meet and greet facilities

Simone Bailey, Greater Anglia's Asset Management Director, said: "We're pleased to be starting the continuing this phase of work at Ipswich station.

"There will be minimal impact to customers while the work takes place.

"Around 3.5 million people usually use the station every year, so we're pleased to improve facilities for customers who are currently travelling and those who will travel again in the future."

Photo credit: Greater Anglia