

LOOK OUT FOR THIS MACHINE, IT MIGHT BE OUTSIDE THE STATION OR ON THE PLATFORM.



## PERMIT TO TRAVEL

The smaller stations on the Medway Valley Line do not have ticket offices or even ticket machines. You will need to buy a **permit to travel**. Just put in a small coin, (20p maybe) and you will be issued a permit to travel.

Time	Destination	Expected
1st 0930	Maidstone West	0930 coming in
3rd 1000	TERMINATES HERE	1002
	06:38:03	

The Passenger Information Screens show where the next train is going to and what time it is due. Timetables for the **Medway Valley Line** or **Swalerail** are displayed at your local train station.

Larger stations have TV like screens showing information about the next few trains. These will tell you if your train is on time, delayed or cancelled and what platform you need.

Time	Destination	Platform	Expected
se 1102	Strood	2	On Time
se 1128	Tombridge	2	On Time
se 1132	Strood	1	On Time
se 1202	Strood	2	On Time

10:49

It is very important to be sensible when on the platform. Do not run and make sure you stand behind the yellow line.

## TRAINS

Some trains do not stop and travel through the station very fast and can be noisy. Always stay behind the yellow line where you will be safe.

Do not move forward until your train has stopped.

To open the door you will need to press the button when the lights start flashing and there will be a beeping noise, the door will then open. Get on the train quickly and safely.

When the conductor on the train asks to see your ticket, show the permit and explain what kind of ticket you want. The conductor will charge you the cost of your ticket less the amount you have already paid for the permit.



## AT THE STATION

Maidstone West	
southeastern.	
Tickets	🔍 ➔
Platform1	🚶 ⬆️
via footbridge trains to Strood	
Platform2	🚶 ⬆️
trains to Paddock Wood	
Information	📄
For train service information telephone 0845 7 48 49 50 www.southeasternrailway.co.uk	

Look at the signs to see which platform you need.

You can find information about the station from [www.southeasternrailway.co.uk/your-journey/station-information](http://www.southeasternrailway.co.uk/your-journey/station-information)

## TIPS FOR STAYING SAFE

Before you set out on your journey, make sure the adult who looks after you knows **when you are travelling, where you are travelling to and when you are expected to arrive.**

Carry a fully charged mobile phone or some money to use a pay phone just in case you need to contact someone.

- Pay attention to important messages.
- Try to be a good passenger yourself by not being too noisy and acting sensibly.
- If you listen to music, make sure it is not too loud, as other passengers can find it annoying.
- Keep your belongings with you at all times. Don't forget to take them with you when you leave the train!
- Make sure you don't leave any litter at the station or on the train.
- Wear the right kind of clothing so that you can be seen clearly on dark winter days.
- Always walk sensibly.

- Don't talk to strangers. If you have a problem, ask a member of staff for help. Look for the assistance points.
- When on the train, try to travel in a busy carriage. If someone becomes a nuisance, try not to argue with them, but move away.
- Trains and stations can be dangerous places, so take notice of signs and warnings.
- Always take extra care at level crossings, on the platform and when getting on and off the train.
- Use footbridges and subways to get to the platform. They are there to keep you away from the track which has a live electric rail at all times.
- Push your bike, don't ride it!
- If you drop something on the track, never try to get it back yourself. Ask a member of staff for help or use the assistance point.

Finally, remember that if you follow all of these tips, you will enjoy your train journeys and it will be a very safe, environmentally friendly form of travel!



## GETTING HELP

All stations have Assistance Points. Push one of the buttons to speak to someone who will help you. For train times press the **blue button**. If there is an emergency, press the **black button**.



Chairman **Mike FitzGerald**. Officers **Ian Paterson** and **Carol Sullivan**. The Partnership is hosted by the registered charity Action with Communities in Rural Kent (212796)

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- 🌐 **www.ruralkent.org.uk**

Action with Communities in Rural Kent

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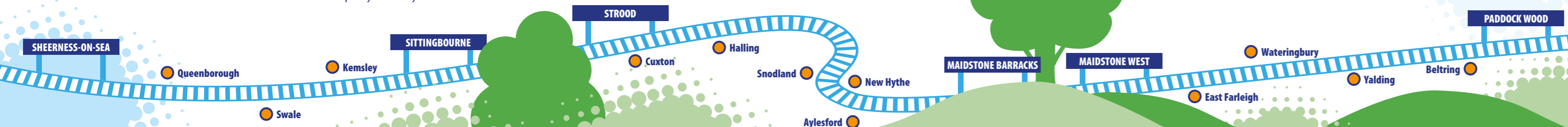
# I WANT TO TRAVEL BY TRAIN

HOW DO I BUY A TICKET AND HOW MUCH WILL IT COST?

WHERE IS THE TRAIN STATION AND HOW WILL I GET THERE?

HOW DO I FIND OUT THE TIMES OF THE TRAINS?

HOW DO I KNOW WHICH PLATFORM THE TRAIN IS LEAVING FROM?



In partnership with



## DO YOU REMEMBER HARRY POTTER'S HOGWARTS EXPRESS?

Things have changed since the days of steam engines, but travelling by train can still be exciting, and it is often quicker and certainly better than the car for the environment. You can enjoy the scenery, read a book or listen to music without worrying about getting stuck in traffic and being late for school and there's usually a toilet on the train as well!

If you haven't travelled by train very often you may have concerns about planning your journey and making sure you get to the right place at the right time.

### QUESTIONS YOU MIGHT ASK ARE:

- **Where is the train station and how will I get there?**
- **How do I find out the times of the trains?**
- **How do I buy a ticket and how much will it cost?**
- **How do I know which platform the train is leaving from?**
- **Is there anyone I can ask for help and how do I stay safe on my journey?**



Staying safe when travelling by rail is very important, so it's worth planning ahead to make sure you have everything you need before you start your journey.

IS THERE ANYONE I CAN ASK FOR HELP AND HOW DO I STAY SAFE ON MY JOURNEY?

## PLANNING YOUR JOURNEY

Look at the map to see if there is a station near to where you live.

The adults who look after you or teach you should be able to tell you the quickest and safest way of getting to the station and how long it will take you to get there.

Always allow enough time to catch your train. Make sure you don't need to rush, especially if you need to buy a ticket.

### INFORMATION TO HELP YOU PLAN YOUR JOURNEY

All of the information you need to catch a train, including the cost of your journey and the times of your train can be found at the following:

[www.traveline.info](http://www.traveline.info) or [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

Traveline **0871 200 2233**

[www.southeasternrailway.co.uk/your-journey/planning-your-journey/](http://www.southeasternrailway.co.uk/your-journey/planning-your-journey/)

Download an app for Android & iPhone, information direct on your smartphone at [www.nationalrail.co.uk](http://www.nationalrail.co.uk) >train times & tickets >travel tools >mobile apps.



## UNDERSTANDING A TIMETABLE

Timetables for the **Medway Valley Line** or **SwaleRail** are displayed at your local train station. Copies should also be available at your local post office, village shop or your local Gateway.

### SAMPLE OF A TIMETABLE

**A** The stations that the train will stop at are written down the side. If there is not a time next to the station it means that the train doesn't stop there.

**B** The train will depart (dep) **Strood Station** at 1535 (3.35pm)

**C** This train will arrive (arr) **Maidstone West Station** at 1557 (3.57pm)

This train journey will take 22 minutes and will stop at all of the stations between Strood and Maidstone West.

						<b>B</b>	
Strood	dep	...	...	...	1505	1535	1610
Cuxton	dep	...	...	...	1509	1539	1614
Halling	dep	...	...	...	1512	1542	1617
Snodland	dep	...	...	...	1515	1545	1620
<b>A</b> New Hythe	dep	...	...	...	1518	1548	1623
Aylesford	dep	...	...	...	1520	1550	1625
Maidstone Barracks	dep	...	...	...	1525	1555	1630
Maidstone West	arr	...	...	...	1527	1557	1632
						<b>C</b>	

The times for trains going in the opposite direction will be in another table.

HOW DO I FIND OUT THE TIMES OF THE TRAINS?

## PAYING FOR YOUR JOURNEY

The larger stations on the **Medway Valley Line** and **SwaleRail** have ticket offices which are open during the day. There is also a ticket machine where you can buy a ticket when the ticket office is closed. You will normally find this just outside of the office but sometimes it can be found near the car park.

You can buy a **single ticket** which will allow you to travel one way or a **return ticket** which will allow you to travel back to where you started your journey.

### HOW TO USE THE TICKET MACHINE

Use the touch screen to select the information about your ticket.

Follow the on-screen instructions and select where you want to travel to, when you wish to travel and which type of ticket you require (**single** or **return**).



Pay for your ticket by putting coins or notes into the machine. It will give you change if you don't have the correct money.

Your ticket will drop into the tray at the bottom of the machine. You will need to lift a flap to get it. If you are making a return journey you will get two tickets. Make sure you keep the return ticket somewhere safe.

HOW DO I BUY A TICKET AND HOW MUCH WILL IT COST?

