**Wednesday 17 February**

**Virgin Trains introduces free Wi-Fi at Wigan North Western**

Virgin Trains has made free Wi-Fi available to all Wigan North Western station users. The free high speed Wi-Fi service can be used with any Wi-Fi-enabled device, such as smartphones, tablets or laptops.

The move is part of a wider project by Virgin Trains to install free Wi-Fi at all of its managed stations on the West Coast Mainline. (See list of stations below).

At Wigan North Western, the Wi-Fi is available on the concourse and across all platforms. The smart system remembers users’ devices so you only need to register (with your email address) once and it will automatically connect whenever you visit the station.

Harry Dunning, Customer Experience Manager at Virgin Trains commented: “We’re proud of our record in customer service and are always looking for new ways to improve the experience at all stages of a customer’s journey. Now everybody visiting Wigan North Western can browse the internet for free from their device. This is just one of a range of technology solutions and innovations we have planned for the coming year, all of which are aimed squarely at the most important person – the customer.”

ENDS

**Editors’ Notes**

**Stations where Virgin Trains Wi-Fi will be introduced in March 2016**

On the concourse and platforms:
Carlisle, Coventry, Rugby, Stafford, Stockport, Wolverhampton

In the Virgin Trains ticket office and First Class lounge:

Glasgow Central and Liverpool Lime Street

**Stations where Virgin Trains Wi-Fi is available**

In Virgin Trains ticket office and First Class lounge:

Birmingham New Street\*\*, London Euston, Manchester Piccadilly

\*\*First Class lounge only

On the concourse and platforms:

Birmingham International, Crewe, Lancaster, Macclesfield, Oxenholme, Penrith, Preston, Runcorn, Stoke-on-Trent, Warrington Bank Quay and Wigan

**About Virgin Trains**

Virgin Trains is the brand name of Virgin Rail Group (VRG), which is owned by Virgin Group (51%) and Stagecoach (49%). Virgin Trains has operated the West Coast passenger train franchise since 1997, serving key UK cities including London, Birmingham, Manchester, Liverpool and Glasgow. In June 2014 the Department for Transport (DfT) awarded VRG a new franchise until at least April 2017.

Virgin Trains is committed to delivering a high speed, high frequency service, offering shorter journey times, more comfortable travel and excellent customer service. We provide the most frequent long-distance rail service in Europe (London - Manchester and London – Birmingham, both every 20 minutes).

Since 1997, Virgin Trains has introduced over 70 new trains at a cost of £1.5 billion. The service carries more than 34.5 million passengers a year and Virgin Trains employs approximately 3,290 staff.

Virgin Trains customers consistently rate the company as one of the top long-distance rail franchise operators in the National Passenger Survey (NPS) commissioned by industry watchdog “Passenger Focus”.

Visit the Virgin Trains Media Room - [www.virgintrains.co.uk/mediaroom](http://www.virgintrains.co.uk/mediaroom) - for the latest news, images and videos. Subscribe [here](http://www.mynewsdesk.com/follow/47939) for regular news from Virgin Trains.

Press Office: 0845 000 3333. Company website: [www.virgintrains.co.uk](http://www.virgintrains.co.uk).

**About Virgin Trains East Coast**

Virgin Trains East Coast is the brand name of InterCity Railways Ltd (ICR), which is owned by Stagecoach Group (90%) and Virgin Group (10%). Virgin Trains East Coast began operating services on the East Coast Main Line in March 2015, serving key UK cities including London, Peterborough, Doncaster, Leeds, York, Newcastle, Edinburgh, Aberdeen and Inverness. The franchise will last until at least 31 March 2023.

Visit the Virgin Trains East Coast Media Centre at: [www.virgintrainseastcoast.com/media-centre](http://www.virgintrainseastcoast.com/media-centre) for the latest news and images.