**£300k Investment just the ticket for Wolverhampton Station**

**Station ticket office re-opens early ahead of the Christmas getaway**

* *New open plan ticket hall a big hit with customers*
* *Extra ticket vending machines to meet growing demand*
* *Increased customer engagement*

Customers at Wolverhampton station were given an early Christmas present this weekend with the re-opening of the ticket office and retail area several days ahead of schedule.

The new open plan design, part of Virgin Trains’ £20m station investment programme, is set to deliver real benefits for the customer with the doubling of ticket vending machines from three to six, improved access and egress to the platform and greater customer assistance.

“The area has been transformed and the reaction from our customers over the weekend has been really positive,” commented Virgin Trains Station Manager, Dave Whitehouse.

“The new open plan design has been driven by our customers. More and more are now booking their tickets online for collection at the station. So the extra ticket machines are a big boost and will keep queues to a minimum.

“At the same time our customers want more face to face engagement with our team. So we are getting them out from behind the glass to ensure our customers have all the information and help they need.”

In excess of 2,500 transactions took place over the first weekend, the £300k spend finished early in time for the Festive period, traditionally one of the busiest times of the year for the railway.

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**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.