



AccesRail Product: Avanti West Coast

ABOUT:	1
9B AND AVANTI WEST COAST:	1
MAP OF 9B AVANTI SERVICES:	2
DESTINATIONS BY HUB:	3
MINIMUM CONNECTION TIME:	4
ELIGIBILITY:	4
SERVICES:	4
PETS:	5
AVANTI WEST COAST TRAINS:	6
CHECK-IN PROCESS:	7
HOW TO GET TO THE TRAIN:	8
LUGGAGE:	9
ON-BOARD MEALS:	10
MOBILITY ASSISTANCE:	10
DELAYS:	10
SSR MESSAGE:	10
FAQ:	10

About:

Avanti West Coast is a train operating company in Great Britain since 2019. Avanti provides long distance service on the West Coast Main Line in Great Britain to great cities like Manchester, Liverpool, and Glasgow. AccesRail offers Avanti services from Birmingham Airport, as well as London Heathrow Airport and London City Airport.

9B and Avanti West Coast:

Train Range: 9B 6800–7299

Service is available as Rail-Air and Air-Rail.





Map of 9B Avanti Services:





Destinations by Hub:

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
London Heathrow	LHR*	Manchester	QQM	3hrs 40min
London Heathrow	LHR*	Birmingham	QQN	3hrs
London Heathrow	LHR*	Liverpool	LXL	4hrs
London Heathrow	LHR*	Glasgow	ZGG	6hrs
London Heathrow	LHR*	Preston	XPT	5hrs
London Heathrow	LHR*	Lancaster	XQL	4hrs
London Heathrow	LHR*	Crewe	XVC	3hrs 10min
London Heathrow	LHR*	Oxenholme	KXN	8hrs
London Heathrow	LHR*	Carlisle	CAX	4hrs 50min

*LHR connects to QQU via the London Underground (Tube) from the airport (Ticket provided)

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
London City Airport	LCY**	Manchester	QQM	3hrs 20min
London City Airport	LCY**	Birmingham	QQN	2hrs 40min
London City Airport	LCY**	Liverpool	LXL	3hrs 50min
London City Airport	LCY**	Glasgow	ZGG	5hrs 45min
London City Airport	LCY**	Preston	XPT	4hrs 40min
London City Airport	LCY**	Lancaster	XQL	3hrs 40min
London City Airport	LCY**	Crewe	XVC	2hrs 50min
London City Airport	LCY**	Oxenholme	KXN	7hrs 30min
London City Airport	LCY**	Carlisle	CAX	4hrs 30min

**LCY connects to QQU via the DLR and the London Underground (Tube) from the airport (Ticket provided)

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Birmingham International	BHX***	Carlisle	CAX	3hrs 15min
Birmingham International	BHX***	Crewe	XVC	1hr 30min
Birmingham International	BHX***	Edinburgh	ZXE	4hrs 40min
Birmingham International	BHX***	Glasgow	ZGG	4hrs 30min
Birmingham International	BHX***	Lancaster	XQL	2hrs 30min



Birmingham International	BHX***	London Euston	QQU	1hr 30min
Birmingham International	BHX***	Milton Keynes	KYN	40min
Birmingham International	BHX***	Oxenholme	KXN	2hrs 45min
Birmingham International	BHX***	Preston	XPT	3hrs 30min

***Passengers arriving or departing from BHX will take the Train-Link Monorail between the airport and the train station for free.

Minimum Connection Time:

MCT is as per airline rules. Please allow enough time for passengers to go between the airplane and the train station. Connection time is included from airport to train station in GDS.

Eligibility:

Infants 2 years of age and under ride free without a ticket if no seat is required. The infant must be accompanied on all services in the same compartment by an adult.

Child fare is not available.

Passengers 3 years of age or older use Adult Fare.

No group bookings allowed.

No applicable discounts for airline staff.

No unaccompanied minors permitted.

Refunds are according to Airline Tariff Rules.

Services:

Passengers can travel in First or Standard class.

First class has complimentary food and drink, extra space for comfort, and a dedicated host. As well, passengers have access to the First-Class lounges while waiting for their train. First Class lounges offer a comfortable and relaxing environment with complimentary food and drink, and free Wi-Fi with dedicated charging points.





Standard class has free Wi-Fi, comfortable seats and tables on Pendolino trains, as well as access to snacks from the onboard shop. Power sockets are available at selected table and window seats.

9B RBD	Avanti Classes
J	First
Y	Standard
C*	First
M*	Standard

*These sections correspond to incentive fares that are only available to book at least 4 weeks in advance of departure.

Pets:

Up to two pets are allowed to be brought onto the train. If travelling with a pet, please call +0345 528 0253 for further information.





Avanti West Coast Trains:



Figure 1: Avanti Pendolino Train Exterior



Figure 2: First Class Seating, Avanti



Figure 3: Standard Class Seating, Avanti



Figure 4: Avanti Train Exterior



Check-in Process:

Check-in is essential to ensure a smooth travel experience.

Passengers must check-in to retrieve their actual travel documents (Figure 5). Check-in can be done beginning 72-hours prior to departure. Check-in is done on <https://check-in.accesrail.com/#/step1> (Figure 6) using the passenger’s name as it appears in the booking and either the booking reference or 13-digit ticket number.

At check-in passengers will receive their train ticket and a Second Page with information on how to transfer from Heathrow Airport or London City Airport to London Euston station or from Birmingham Airport to Birmingham International Train Station.

Passengers arriving/departing from London will receive a reference number to collect their London Underground (Tube) ticket or Docklands Light Railway (DLR) ticket to travel between the airport and Euston train station.

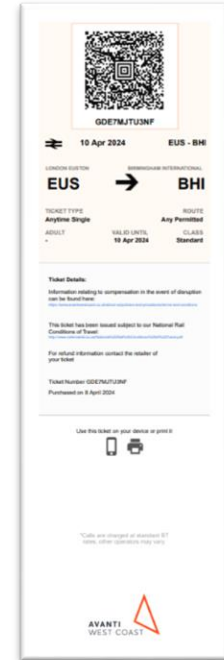


Figure 5: Avanti Train Ticket Example

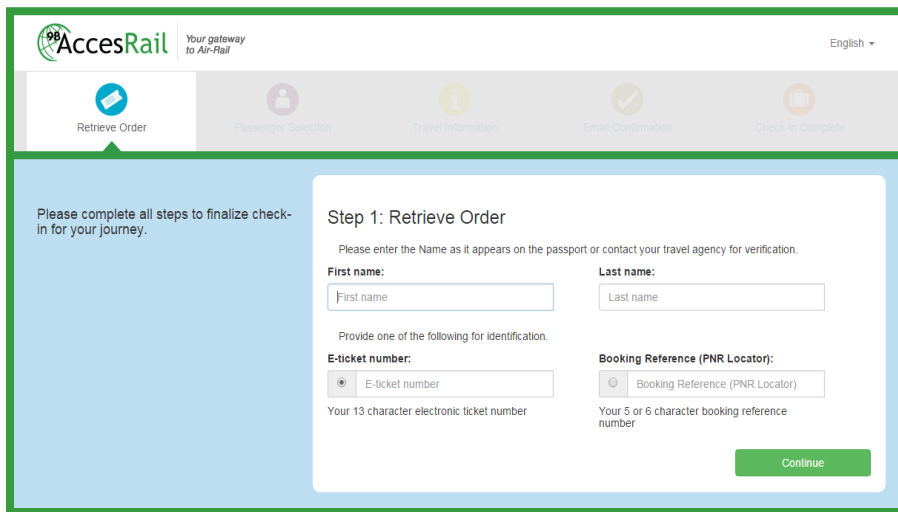


Figure 6: Check-in Page

Seat reservations are not included with the booking.



How to Get to the Train:

London:

Passengers who arrive at/depart from Heathrow Airport can take the London Underground (Tube) between the airport and Euston station. Please see [interactive map of Heathrow Airport](#) for directions. Passengers who arrive at/depart from London City Airport can take the DLR and the Tube between the airport and Euston Station.

When checked-in, passengers will receive their travel document for the train (Figure 5), as well as, a ticket for the Tube and DLR (Figure 7). To retrieve the Tube and DLR ticket, passengers must enter the ticket collection reference number into any National Rail ticketing machine. Passengers will have to insert a credit card for the ticket to be retrieved, **NO** charge will be made on their card.

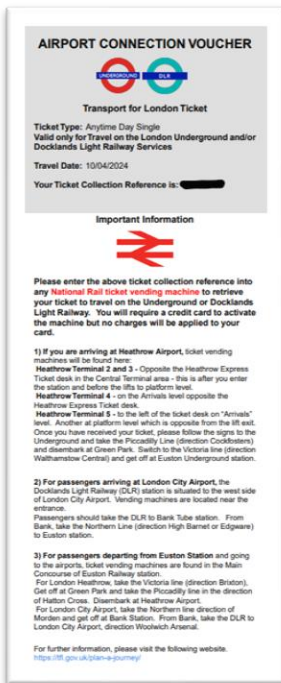


Figure 7: Tube or DLR Voucher

From Heathrow airport, passengers can retrieve their Underground tickets from ticketing machines in Terminal 2 & 3 opposite the Heathrow Express Ticket desk in the Central Terminal area; in Terminal 4 on the Arrivals level opposite the Heathrow Express Ticket desk; in Terminal 5 to the left of the ticket desk on the Arrivals level. Once passengers have received their ticket, they can follow the signs for the Underground and take the Piccadilly Line (direction Cockfosters) and disembark at Green Park. From there they will switch to the Victoria Line (direction Walthamstow Central) and get off at Euston Underground Station.

Passengers who arrive at London City airport can retrieve their tickets from the ticketing machine at the Docklands Light Railway (DLR) station which is situated on the west side of the London City Airport. The ticketing machines are located near the entrance. Passengers will take the DLR from the airport to Bank Tube station. From Bank Tube station they will take the Northern Line (direction High Barnet or Edgware) to Euston station.



Birmingham:

Passengers who arrive at Birmingham Airport can take the free Air-Rail Link monorail between Birmingham Airport and Birmingham International Train Station that takes a few minutes of travel time. The Air-Rail Link is located on the Ground Floor of the Airport.



Figure 8: Birmingham International Train Station



Figure 9: Birmingham Airport (BHX)

Luggage:

Avanti luggage rules apply. It is the passenger’s responsibility to collect their checked bags from the airport and carry them to their respective train and vice-versa. Customer is responsible for their own luggage during the train journey.



On-board Meals:

On some trains First Class passengers have access to a complimentary meal. Avanti offers a menu for their food options; options are subject to change based on season and availability.

Passengers in Standard Class have the option to purchase items from the onboard shop.

Mobility Assistance:

Mobility assistance must be booked in by calling +0345 528 0253 and selecting option 3. The mobility assistance center is open 24 hours a day, Monday to Sunday.

Delays:

In case of train delays, passengers must contact the issuing airline carrier for assistance.

In case of flight delays, passengers may take any train on the date indicated on the ticket.

SSR Message:

Please note that the SSR message will contain check-in information.

FAQ:

1. Is Avanti West Coast a TRN or BUS?
Avanti West Coast is a train (TRN) service.
2. Can the passenger upgrade their ticket?
Passengers can ask at the train station, if they would like to upgrade their train tickets. Note, not all journeys can be upgraded and are subject to availability. Passengers must use the booking reference on their actual travel documents.
3. How early should I arrive at the station?



There is no recommended time from Avanti for when to arrive at the train station.

Please arrive at the station with enough time to find the train platform and board the train.

4. Do I have to check-in?

Yes, passengers must check-in to retrieve their actual travel documents. If passengers do not check-in they may not be let onto the bus.

5. Are seat reservations included?

No, seat reservations are not included.