

Train times

9 December 2012 – 18 May 2013

Sheffield to Lincoln

Parking available
 Staff in attendance
 Bicycle store facility
 Supertram Interchange stations
 Disabled assistance available
 Saturday services to Cleethorpes



Customer helpline

For comments, enquiries and complaints
 telephone **0845 00 00 125**
 email **customer.relations@northernrail.org**



Access, disabled information or cycle assistance

freephone **08081 56 16 06**
 email **assistance@northernrail.org**
 textphone **08456 045 608**



Lost property

telephone **0845 00 00 125**
 email **lost.property@northernrail.org**



Fares and service information

National Rail Enquiries
 telephone **08457 48 49 50**
 textphone **0845 60 50 600**
 website **nationalrail.co.uk**



CRIMESTOPPERS 0800 555 111

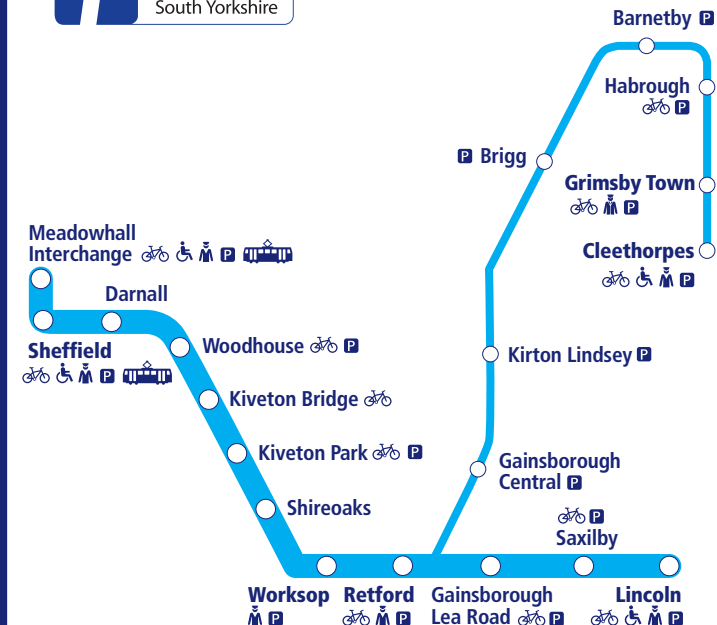
Call anonymously with information about crime
 Northern working in partnership with the charity Crimestoppers



British Transport Police telephone 0800 40 50 40

Correspondence

Customer Relations Department
 Northern Rail
 Freepost (RLSL-ABEC-BGUU)
 Leeds LS1 4DY



Northern Rail Limited: a joint venture of Serco and Abello
 Registered No: 04619954
 Registered Office: Serco House, 16 Bartley Wood Business Park,
 Bartley Way, Hook, Hampshire RG27 9UY, UK

This timetable shows the complete service between Sheffield and Lincoln.

Through trains and connections

At the side of the station name **a** means arrival time and **d** means departure time. If the train times are in **bold type** you won't have to change trains.

If your arrival time is shown in light type, change at the previous station whose time is printed in bold type unless a footnote gives other instructions.

If your departure time is shown in light type, change at the next station whose time is printed in bold type unless a footnote gives other instructions.



No smoking

Smoking is not permitted on stations or on trains.



Buying your ticket

It's a legal requirement to have a valid ticket or pass before you start your journey and you risk prosecution if you travel without one.

You must buy your ticket from the ticket office or ticket vending machine **before** getting on the train. If the ticket office is closed or you board at an unstaffed station you can buy your ticket from the conductor on the train. If you avoid using the ticket office or vending machine when they're available, the conductor will charge you the full Anytime Single/Return fare. Alternatively buy your ticket online at northernrail.org.

Group travel

We may give discounts for groups of ten or more. For details please call **0845 1243345** 0900 to 1700 Monday to Friday.



Engineering work

Engineering work sometimes affects services, particularly at weekends and bank holidays. Please check with National Rail Enquiries before travelling by phoning **08457 48 49 50** or visiting our website.



You can follow planned engineering updates to this timetable: [@NR_SHF_LCN_27](https://twitter.com/NR_SHF_LCN_27)



National Rail Enquiries

Phone **08457 48 49 50** for full details of all trains times and fares or visit nationalrail.co.uk.

Train running

The latest information on train running is available by phoning TrainTracker™ from National Rail Enquiries on **0871 200 49 15** or by texting TrainTracker™.

Text your station name to **84950**.

Local transport enquiries

For all your local public transport enquiries phone **0871 200 22 33** 0800 to 2000 daily.



Customers with disabilities

Northern aims to make its services available to all, including people with disabilities or restricted mobility.

We have a Disabled People's Protection Policy (DPPP) that sets out the services available to disabled customers. You can view it on our website or request a copy from our Customer Relations Team.

To book assistance:

Freephone: **08081 56 16 06**

0800 to 2000 Monday to Saturday
0900 to 1700 Sunday

Textphone: **08456 045 608**

Email: assistance@northernrail.org

Mobility scooters

We cannot accept any type of mobility scooter for travel on our trains, unless it can be folded and carried on board (similar to a piece of luggage), due to their restricted manoeuvrability and stability.



Bicycles

Most of our trains can take up to two bikes, subject to space being available, particularly during peak times. Folded bikes can be taken on trains as luggage without restrictions. For further details call our Customer Relations Team on **0845 00 00 125** or see our Passenger's Charter.

Passenger's Charter

We aim to deliver services that meet the needs and expectations of our customers.

We set out our promises and standards in a Passenger's Charter. You can view it on our website, ask for a copy at any staffed station or request a copy by post from our Customer Relations Team. We welcome your feedback and suggestions about any aspect of our services.



Customer Relations

If you have comments or complaints about any of our services please contact us.

Telephone: **0845 00 00 125**

0800 to 2000 Monday to Saturday
0900 to 1700 Sunday

Email: customer.relations@northernrail.org

Address: Customer Relations Department
Northern Rail Ltd
Freepost (RLSL-ABEC-BGUU)
Leeds LS1 4DY

Should we fail to resolve any complaint to your satisfaction you can contact:

Passenger Focus

Telephone: **0300 123 2350**

Address: Passenger Focus
Freepost (RRRE-ETTC-LEET)
PO Box 4257 Manchester M60 3AR

Website: passengerfocus.org.uk

Christmas 2012 and New Year 2013

Trains will stop running around 2000 on Christmas Eve and New Year's Eve, and start later than normal on 27 December and New Year's Day. Contact our helpline or check our website for details. Trains don't run on Christmas Day or Boxing Day.

