



Customer helpline

For comments and enquiries
telephone **0845 00 00 125** or **0113 881 4750**
email customer.relations@northernrail.org
[@northernrailorg](https://twitter.com/northernrailorg)



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



scan to download our mobile app

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

Train times

18 May – 5 October 2014

Manchester to Blackburn and Clitheroe

Parking available
Staff in attendance
Bicycle store facility
Bike & Go
Metrolink Interchange stations
Disabled assistance available



This timetable shows all train services between Clitheroe/Blackburn and Manchester. Other trains run between Bolton and Manchester (Timetable 11).

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.



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 #getaticket.

Group travel

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



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**.



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 northernrail.org/disruption.



You can follow planned engineering updates to this timetable on Twitter: **@NRtimetable12**



No smoking

Smoking is not permitted on stations or on trains. This includes electronic cigarettes.

Local transport enquiries

For all your local public transport enquiries phone **0871 200 22 33** from 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

Wheelchairs, pushchairs and bikes

To make it easier for you to board the train with a wheelchair, pushchair or bike, we are adding stickers to the outside of our trains, showing the best doors to use. Please look out for these stickers which are being added from March 2014.

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.



Bike & Go

Bike & Go is a nationwide bike hire scheme giving you the opportunity to continue your journey by bike from participating stations. The stations involved in the scheme are shown on the front of this timetable. For further information please visit: bikeandgo.co.uk.



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.

Passenger Focus

Telephone: **0300 123 2350**

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

Website: passengerfocus.org.uk



Customer Relations

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

Telephone: **0845 00 00 125** or **0113 881 4750**
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



@northernrailorg

Rail Users' Groups

Ribble Valley Rail Users' Group

(Clitheroe – Blackburn) For information contact: Bill Briggs, Membership Secretary, 55 Bank Head Lane, Hoghton, Preston PR5 0AB or email bill.rvrnews@virgin.net ribblevalleyrail.co.uk.



Bus pick-up points

Blackburn – at bus stands P or Q opposite the station.

Bolton – at stand B in the interchange bus station next to the railway station.

Bromley Cross – the bus stops outside the Railway Pub for Blackburn, and opposite for Bolton.

Clitheroe – at the bus stop outside the Gallery.

Darwen – on Railway Road outside the station entrance.

Entwistle – Replacement buses cannot access Entwistle, please call **0845 00 00 125**

Hall I' Th' Wood – at the bus stops on Crompton Way, under the railway bridge.

Langho – at the bus stops on Whalley New Road – outside Springmill for Blackburn, and the opposite side of the road for Clitheroe.

Manchester Victoria – at the bus stops at the station front.

Ramsgreave and Wilpshire – the bus stops on Whalley New Road – outside the newsagents for Clitheroe, outside Coulthurst & Grimshaws for Blackburn.

Salford Central – outside the station on New Bailey Street.

Salford Crescent – outside the station next to the roundabout.

Whalley – in the station car park on The Sidings.

We're sorry but we can't carry dogs or non-folding prams, pushchairs, bikes and wheelchairs on the replacement buses.



Bus Links from Clitheroe Interchange

Clitheroe Bus and Rail Interchange

Regular bus services extend the rail journey to most parts of the Ribble Valley from Clitheroe Bus and Rail Interchange. Our Customer Service Office is next to Platform 1 and can provide details of all local bus services and attractions. We can also sell the full range of National Rail tickets including tickets for DalesRail services over the Settle-Carlisle line..

The office is open:

Monday to Friday **0645 – 1715**
Saturday **0800 – 1530**
Sunday **closed**

You can also call the Interchange on **01200 429832**.

The Interchange provides secure cycle lockers in the station car park for refundable deposit of £5.00.

Starship service 10 – operates Monday to Friday from the Interchange and passes through Whitewell, Dunsop Bridge, Slaidburn and Waddington.

280 and X80 (Preston) Clitheroe to Skipton – operates hourly on Mondays to Saturdays (limited Sunday service) and provides access to many parts of the Ribble Valley including the Leeds to Liverpool Canal at East Marton.

7, 7A & 7B – Pendle Witch Hopper – operates Mondays to Saturdays from Clitheroe Interchange to Pendleside calling at Chatburn, Downham and Barley. Downham and Barley are the starting points for many walks in Pendleside including Pendle Hill.

Visit lancashire.gov.uk for more information about bus services in the Ribble Valley and Lancashire, or to download a timetable.

The Clitheroe Line Community Rail Partnership

The CLCRP was formed to bring together interested parties to promote the Manchester – Clitheroe rail service. The partnership has produced a historical line guide for the Bolton – Clitheroe and Preston – Colne lines also a leaflet detailing five walks from the lines. A guided walk programme, led by experienced members of the Lancashire Rail Ramblers, is also available. In addition, the partnership has created two award-winning educational DVDs and teacher's packs for local schools, and produces a quarterly magazine for stakeholders. The magazine can be viewed in the publicity section on communityraillancashire.co.uk and other leaflets are available to download from the site. Alternatively, you can contact the **CRP** on info@communityraillancashire.co.uk or ring **01254 386579**.



When two go together
one goes half price



Save with a
Duo ticket

Buy one return
ticket and get the
second half price,
when two adults
travel together.*

*Selected routes only, available off-peak (excluding weekends in December), returning the same day. See website for details.

Whilst every care has been taken to ensure the accuracy of the information contained in this timetable, we can accept no liability for any inaccuracies, and reserve the right to change information without further notice.



northernrail.org/duo