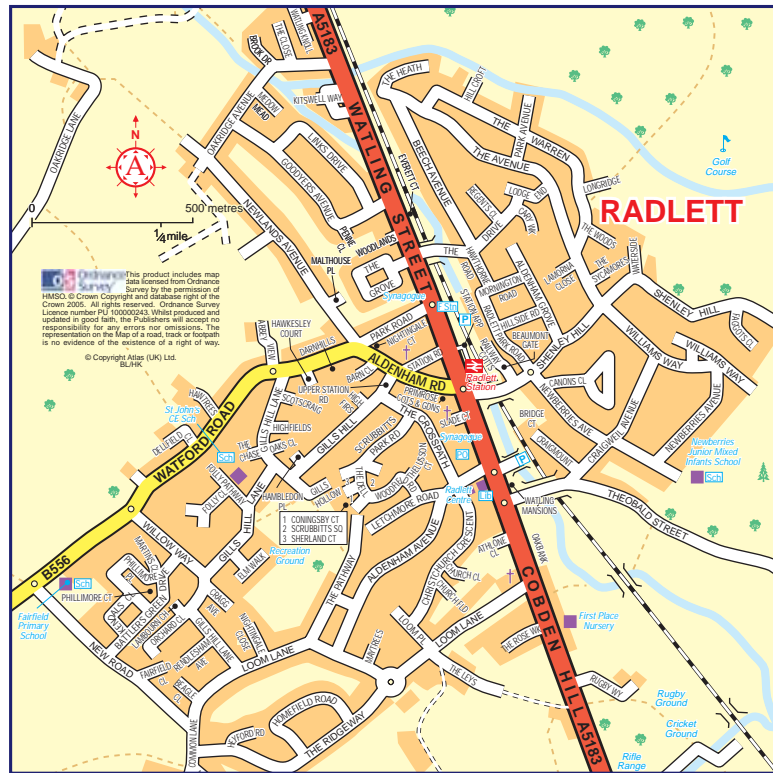


# Local information point



## Safety information

Help First Capital Connect and the British Transport Police to keep the railway running.

Keep your bags with you at all times.

If you leave something on a train or at a station or if you see anything suspicious, tell a member of staff quickly.

If you cannot find a member of staff, call the British Transport Police on 0800 40 50 40.



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## Transport contact details and websites

Visit [www.firstcapitalconnect.co.uk](http://www.firstcapitalconnect.co.uk) for timetable information, latest offers, information on engineering work, real time running information and to register for travel alerts by SMS and email.

**TV-based information on delays and cancellations:**  
Ceefax page 432

**Group travel**  
For groups of 10 or more  
0845 026 4700

**Customer Relations**  
Telephone: 0845 026 4700  
Textphone: 0845 975 1052  
Customer relations email:  
[customer.relations.fcc@firstgroup.com](mailto:customer.relations.fcc@firstgroup.com)  
Fax: 0845 676 9904  
(Open from 7am to 10pm every day except Christmas Day)

**Assisted travel**  
Telephone: 0800 058 2844  
Textphone: 0800 975 1052  
(Open from 7am to 10pm every day except Christmas Day)

**Lost property**  
0845 026 4700

**First Capital Connect Travelcheck**  
0845 330 3660  
For regularly updated recorded information on how First Capital Connect trains are running and details of planned engineering work.  
(Open 24 hours. Local rate)

**Transport for London**  
020 7222 1234  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

**Passenger Focus**  
08453 022 022

**National Rail Enquiries**  
Telephone: 08457 48 49 50  
Textphone: 0875 60 50 600  
For the latest travel information for the National Rail network.  
(Open 24 hours. Local rate. Calls may be recorded)

**London TravelWatch**  
020 7505 9000

**Traveline**  
0871 200 22 33  
[www.traveline.co.uk](http://www.traveline.co.uk)  
For all other public transport route and timetable information.

**Station Car Parks - NCP**  
0845 680 0023

**British Transport Police**  
0800 40 50 40  
[www.btp.police.uk](http://www.btp.police.uk)  
The British Transport Police is the national police service for the railways. We are working closely with the British Transport Police to maintain and improve the security of the network and to make sure you have a safe journey.

**www.transportdirect.info**  
Door-to-door journey plans for travel in Great Britain

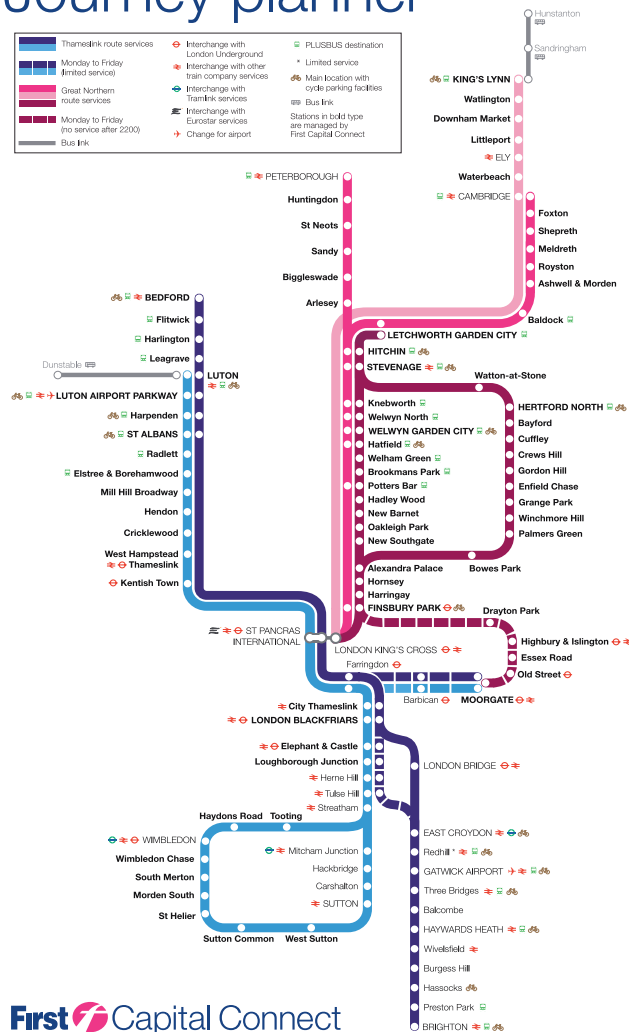
**www.interlink.org.uk**  
Public transport information for Hertfordshire

**www.plusbus.org.uk**  
Information on combined train and bus tickets

**www.traintaxi.co.uk**  
Information on taxis serving rail stations

**www.sustrans.org.uk**  
Information on the National Cycle Network

## Journey planner



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**Are you missing someone? Have you seen someone?**

Missing People is the UK's only charity that works with young runaways, missing and unidentified people, their families and others who care for them.

[www.missingpeople.org.uk](http://www.missingpeople.org.uk)

0500 700 700

[enquiries@missingpeople.org.uk](mailto:enquiries@missingpeople.org.uk)

**missing people**