

I thought it would be helpful to update you on the improvement work taking place across Great Western this Christmas.

We have set up a dedicated web page [www.GWR.com/Christmas](http://www.GWR.com/Christmas) which sets out the affected areas and the changes this will mean to journeys.

This year there will be work at Southall, Westbury, Guildford, and Severn Tunnel Junction.

The range of work means that services on the North Downs, West of England, South Wales and Bristol lines are affected, some with diversions and others with replacement buses.

We are recommending that customers make their Christmas getaway by Saturday 22<sup>nd</sup> as work will start from Sunday 23<sup>rd</sup> December and on many routes will continue through to the New Year.

As in previous years there will be no trains on Christmas Day or Boxing Day.

Best wishes

GWR