

# Advice for passengers ahead of planned strike



**Here to help:** Travel ambassadors will be on hand to offer advice to customers

Now you can get instant answers to your Tube, bus, London Overground, DLR, TfL Rail and tram travel questions.

So there's no need to hang around.

Just ask @TfLTravelBot on Facebook Messenger



## CUSTOMERS ARE ADVISED TO CHECK BEFORE THEY TRAVEL

PLANNED strike action by the RMT and Aslef unions could affect the Central, Piccadilly and Waterloo & City lines tomorrow.

If the strike goes ahead, there will be no service on the Central and Waterloo & City lines all day. Passengers on the Piccadilly line should complete their journeys by 1.30pm.

There will also be no service on the Piccadilly line on Thursday morning and early afternoon, with trains resuming at about 3pm.

Anybody who is travelling to Heathrow Airport can use TfL Rail and Heathrow Express services from Paddington.

All other TfL services will run as normal but some stations may be busier than usual, especially King's Cross St Pancras, Liverpool Street, Green Park, Bond Street, Oxford Circus, Piccadilly Circus and Tottenham Court Road.

Hubs outside central London will also be affected, including Stratford, Finsbury Park, Leytonstone and Ealing Broadway.

Additional buses will run and TfL travel ambassadors will be at key locations to help customers with their journeys.

### KEEPING LONDON MOVING

The Hopper fare is available all day and night – enabling Londoners to take unlimited bus and tram journeys across the capital within an hour for just £1.50.

Buses, DLR, some National Rail routes, London Overground and TfL Rail services will accept Tube tickets and National Rail cross-London tickets for reasonable alternative routes.

London Underground's managing director, Nigel Holness, said: 'The strike action called by both RMT and Aslef on 7 November is totally unjustifiable. We will keep customers up-to-date with the latest travel advice to help them re-plan their journeys, and will continue to talk to the union leadership in order to try and resolve these disputes.'

'I urge the unions to call off this entirely unnecessary action, which will only cause disruption to our customers, while those discussions are ongoing.'

### TRAVEL INFORMATION

Up-to-date service information will be available on the TfL website at [tfl.gov.uk/tube-strike](http://tfl.gov.uk/tube-strike)

Customers can also get all the latest updates on Twitter by following @TfLTravelAlerts and @Centralline

## Chat with Travelbot

DON'T forget, you can also have a chat with TfL's TravelBot on Facebook Messenger.

The social media tool, which is powered by artificial intelligence, can 'chat' with customers using Messenger and, on request, can instantly provide:

- Updates for the Tube, TfL Rail, London Overground, DLR and London Trams
- Live bus arrival information and bus route status
- Tube, Night Tube and rail maps

TravelBot can also link directly to a customer service agent.

Search for 'TfL TravelBot' on Facebook for more details.

## Lift work at Green Park

FOLLOWING the successful completion of the Jubilee line lift refurbishment at Green Park, TfL is starting work on the second of the five lifts to be refurbished.

Customers are advised that until Friday November 16 there will be no step-free access to or from the Piccadilly line at the station.

The next set of works to take place will be from Monday January 4 2019 to Friday January 11. During this time there will be no lift between street level and ticket hall.

For details of alternative routes and further information, visit [tfl.gov.uk/green-park-lifts](http://tfl.gov.uk/green-park-lifts)



**Out of action:** There is no step-free access to or from the Piccadilly line

**For more articles and to keep up to date with TfL announcements, visit [tfl.gov.uk/news](http://tfl.gov.uk/news)**

## London travel advice: plan your journey now



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**London Travelwatch**  
London's transport watchdog  
call 020 3176 2999, or visit  
[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

\*Service and network charges apply.  
See [tfl.gov.uk/terms](http://tfl.gov.uk/terms) for details.



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Take your newspaper with you or put it in a recycling bin.