



# Consultation

## Ticket office closure

### Proposed change to Barking ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:15 - 23:00	24 hour staff presence
Saturday	05:15 - 22:45	24 hour staff presence
Sunday	06:15 - 23:00	24 hour staff presence

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station to all destinations across c2c's network.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

**Further information about the proposed changes can be found at:**  
[www.c2c-online.co.uk/consultation](http://www.c2c-online.co.uk/consultation)

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Freepost: RTEH-XAGE-BYKZ, London TravelWatch, PO Box 5594, Southend-on-Sea, SS1 9PZ.

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# Consultation

## Ticket office closure

### Proposed change to Basildon ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that the number of ticket office hours at this station will change with some staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

As part of these plans, staffing times will change as follows:

Days	Current ticket office hours	Proposed ticket office hours
Mon - Fri	05:15 - 21:00	06:00 - 20:00
Saturday	05:15 - 21:45	07:00 - 20:00
Sunday	06:15 - 20:45	07:00 - 19:00

Customers will still be able to access the same products and services as they do today through the ticket office.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Benfleet ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that the number of ticket office hours at this station will change with some staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

As part of these plans, staffing times will change as follows:

Days	Current ticket office hours	Proposed ticket office hours
Mon - Fri	05:15 - 21:30	05:00 - 20:00
Saturday	05:15 - 21:45	06:30 - 19:30
Sunday	06:15 - 21:15	06:30 - 19:30

Customers will still be able to access the same products and services as they do today through the ticket office.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Chafford Hundred ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	06:00 - 18:30	06:00 - 01:00
Saturday	08:45 - 18:30	04:00 - 01:00
Sunday	09:00 - 14:45	06:00 - 00:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station to all destinations across c2c's network.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Chalkwell ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

As part of these plans, station staffing times will change as follows:

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:15 - 19:45	05:00 - 01:45
Saturday	06:45 - 16:15	04:00 - 01:45
Sunday	07:45 - 15:30	05:30 - 01:15

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Dagenham Dock ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close. This station is monitored by c2c's CCTV Centre and a mobile team will cover this station.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	06:10 - 09:45	CLOSED
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station to all destinations across c2c's network.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to East Tilbury ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

As part of these plans, station staffing times will change as follows:

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	06:15 - 10:45	06:00 - 01:00
Saturday	07:30 - 13:15	06:00 - 23:00
Sunday	CLOSED	07:00 - 19:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to London Fenchurch St ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that the number of ticket office hours at this station will change with some staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

As part of these plans, staffing times will change as follows:

Days	Current ticket office hours	Proposed ticket office hours
Mon - Fri	06:15 - 20:30	06:00 - 22:30
Saturday	06:45 - 19:30	07:00 - 22:00
Sunday	08:30 - 17:00	09:00 - 16:00

Customers will still be able to access the same products and services as they do today through the ticket office.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Grays ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that the number of ticket office hours at this station will change with some staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

### As part of these plans, staffing times will change as follows:

Days	Current ticket office hours	Proposed ticket office hours
Mon - Fri	05:30 - 19:00	06:00 - 19:30
Saturday	07:00 - 19:00	08:30 - 15:30
Sunday	08:15 - 18:00	08:30 - 15:30

Customers will still be able to access the same products and services as they do today through the ticket office.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Laindon ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

### As part of these plans, station staffing times will change as follows:

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:15 - 20:30	04:30 - 01:30
Saturday	06:15 - 20:45	04:45 - 01:30
Sunday	07:15 - 21:00	05:00 - 01:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Leigh-on-Sea ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:15 - 20:00	05:00 - 20:00
Saturday	06:15 - 20:00	07:00 - 01:45
Sunday	07:15 - 19:30	07:00 - 00:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Limehouse ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	07:00 - 10:45 15:45 - 18:15	04:45 - 01:00
Saturday	08:45 - 12:45	04:00 - 01:00
Sunday	CLOSED	05:00 - 01:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station to all destinations across c2c's network.

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# Consultation

## Ticket office closure

### Proposed change to Ockendon ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	06:30 - 10:00	06:00 - 01:00
Saturday	09:00 - 13:30	06:00 - 00:00
Sunday	CLOSED	08:00 - 16:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station to all destinations across c2c's network.

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# Consultation

## Ticket office closure

### Proposed change to Pitsea ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

As part of these plans, station staffing times will change as follows:

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:15 - 20:00	06:00 - 01:15
Saturday	06:15 - 20:00	04:00 - 01:30
Sunday	06:45 - 20:45	05:45 - 01:15

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# Consultation

## Ticket office closure

### Proposed change to Purfleet ticket office

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This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close. This station is monitored by c2c's CCTV Centre and a mobile team will cover this station.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	06:15- 09:45	CLOSED
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station to all destinations across c2c's network.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

**Further information about the proposed changes can be found at:**  
[www.c2c-online.co.uk/consultation](http://www.c2c-online.co.uk/consultation)

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Freepost: RTEH-XAGE-BYKZ, London TravelWatch, PO Box 5594, Southend-on-Sea, SS1 9PZ.

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# Consultation

## Ticket office closure

### Proposed change to Rainham ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close. This station is monitored by c2c's CCTV Centre and a mobile team will cover this station.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	06:15- 09:45	06:00-10:00
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station to all destinations across c2c's network.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Shoeburyness ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	06:15 - 12:30	04:00 - 02:00
Saturday	08:30 - 17:15	06:00 - 16:00 & 20:00 - 02:00
Sunday	08:45 - 14:30	06:00 - 15:00 & 20:00 - 02:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Southend Central ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that the number of ticket office hours at this station will change with some staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

As part of these plans, staffing times will change as follows:

Days	Current ticket office hours	Proposed ticket office hours
Mon - Fri	05:45 - 18:45	06:00 - 20:00
Saturday	06:30 - 21:00	07:00 - 21:00
Sunday	07:30 - 19:00	06:00 - 21:00

Customers will still be able to access the same products and services as they do today through the ticket office.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Southend East ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

As part of these plans, station staffing times will change as follows:

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:15 - 18:00	05:00 - 22:00
Saturday	06:30 - 15:30	04:15 - 00:00
Sunday	08:00 - 15:15	05:30 - 00:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Stanford-le-Hope ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:30 - 19:15	05:00 - 01:15
Saturday	06:30 - 19:15	06:00 - 00:00
Sunday	08:15 - 16:00	06:00 - 23:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Thorpe Bay ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

As part of these plans, station staffing times will change as follows:

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:30 - 17:15	06:00 - 01:30
Saturday	07:00 - 15:15	06:00 - 23:00
Sunday	08:00 - 15:45	06:00 - 22:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Tilbury Town ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:30 - 19:15	04:45 - 01:15
Saturday	06:15 - 19:30	04:45 - 00:00
Sunday	08:15 - 16:15	05:00 - 00:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Upminster ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:30 - 20:15	24 hour staff presence
Saturday	06:15 - 20:15	24 hour staff presence
Sunday	06:45 - 20:00	24 hour staff presence

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station to all destinations across c2c's network.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to West Horndon ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close. This station is monitored by c2c's CCTV Centre and a mobile team will cover this station.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	06:15 - 10:30	CLOSED
Saturday	08:30 - 14:45	CLOSED
Sunday	CLOSED	CLOSED

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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# Consultation

## Ticket office closure

### Proposed change to Westcliff ticket office

c2c is proposing changes to the way it sells tickets and provides customer service at its stations.

This proposal forms part of plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more convenient ways of buying tickets.

It is proposed that all ticket office windows at this station will close, with staff moving to other station areas, where they are better placed to help customers buy tickets, provide expert travel advice, information and assistance for customers.

**As part of these plans, station staffing times will change as follows:**

Days	Current ticket office hours	Proposed station staffing hours
Mon - Fri	05:45 - 16:45	05:00 - 01:30
Saturday	07:00 - 15:15	06:00 - 01:45
Sunday	07:30 - 15:00	06:00 - 00:00

Customers will still be able to access the same products and services as they do today through a combination of c2c's website, mobile app, or at the stations where ticket offices have been retained. c2c will also introduce contactless pay as you go at this station.

We will continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance. Full details on how we will provide this can be found by following the links below. Physical copies of this information can also be obtained on request by phoning 0345 744 4422. Lines are open 0800 - 2000 Monday to Friday and 0900 - 1600 on weekends and bank holidays.

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