
MEDIA RELEASE

16 December 2016

New ticket office hours at Albury Railway Station

NSW TrainLink today announced new weekday ticket office hours for customers buying regional train and coach tickets at Albury Railway Station.

"While a growing number of NSW TrainLink customers are now buying tickets via phone or online, tickets will continue to be available at Albury Station," NSW TrainLink Chief Executive Rob Mason said.

From Monday 19 December 2016, tickets will be available at the station on weekdays from 9.00am to 11.00am and 12.30pm to 2.45pm.

"Ticket sales hours at Albury Station have recently been temporarily reduced to allow new staff to be recruited and trained," Mr Mason said.

"NSW TrainLink apologises for any delays customers may have experienced at Albury Station when attempting to purchase tickets during the temporary change.

"Customers can be reassured there have been no changes to train and coach timetables," he said.

Mr Mason said many customers are taking advantage of other convenient options to buy tickets for NSW TrainLink regional services.

"Customers can obtain information and purchase their tickets from the comfort of their home via our website 24/7 or by phoning our customer contact centre.

"There are also options to pay for tickets with cash at local post offices or on board.

"Customers are encouraged to book 24 hours in advance to guarantee their seat on a service and to avoid queuing in busy times.

"By booking in advance there is no need for a printed ticket and customers can simply show their ID or the electronic copy of the ticket sent to their phone.

"We will continue our efforts to help our customers understand the options they have available to help them avoid the need for a trip to the station before they travel," Mr Mason said.

Customers can buy tickets and get information by visiting the NSW TrainLink website at www.nswtrainlink.info or by phoning 13 22 32 for the cost of a local call.

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