

Dear Event Organiser,

## Working together to reschedule public events

We know the Coronavirus pandemic has hit the events industry hard and many of you have had to cancel previously planned events throughout the summer. We also know that many of you will be looking to re-arrange events to later this year or hold a larger event in 2021.

As an operator serving a large region such as the South West, we know also appreciate many of your events rely on our rail services to carry customers to and from events.

With this in mind, we wanted to let you know that there is a significant amount of disruptive engineering work taking place on our network later in 2020 and throughout 2021. As these works are planned months and years in advance, unfortunately it will not be possible to re-arrange them at such short notice. This means, whilst we will always endeavour to, SWR may not be able to provide the normal level of enhanced service to support events that are rescheduled at short notice. As you know, in a normal year we work closely with Network Rail to carefully plan engineering work around known events, but when these events are rescheduled later in the year, this becomes more difficult.

We want to support you in planning your rescheduled events, and therefore we strongly advise that if you are planning a revised date for a public event in 2020, or a new or larger event in 2021 to contact South Western Railway in advance so we can provide guidance regarding the rail network's ability to support the event.

Please contact:

Wyatt Gates  
Events Strategy Manager  
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Thank you for your cooperation and please get in touch if you have any queries or would like any advice.

Yours Sincerely



Alan Penlington  
Customer Experience Director  
South Western Railway