

Public Transport Safety – who to contact

Immediate emergencies – dial 999

There is also an emergency button on the help point at the station

When planning your journey by train please follow this guidance



Buy your ticket online and get it on your mobile or smartcard if available



Check before you travel



Travel at quieter times



Allow extra time to make your journey by train



You must wear a face covering



Carry hand sanitiser and wash your hands before and after travelling



Don't travel if unwell or have any symptoms



If available, make a reservation in advance

Trains (buses are on the next page)

British Transport Police (public issues on railway land or trains)

0800 40 50 40 (or 999 in an emergency or text 61016)

Network Rail (urgent safety issues)

03457 11 41 41

Great Western Railway (train issues)

03457 000 125

A note on vulnerable people. If you see someone who may be in trouble at the station, a friendly word can often work wonders. Do not put yourself at risk.

Railway staff wear **orange HiVis clothing** and if you need help at the station, please approach any of them if they are in a public area. Safety briefed volunteers with the Melksham Rail User Group or other community rail groups wear **pink HiVis tabards**. Please also ask them if you need help.

Railway Station Address (emergency services may ask if you call them):

Melksham Station, Station Approach, Melksham, Wiltshire, SN12 8BN

Latitude 51.38004, Longitude -2.14455

OS Grid: ST 90036 64564 / What Three Words: [sensibly.mend.adjust](https://www.what3words.com/sensibly.mend.adjust)

Buses

Wiltshire Police
101
(or 999 in an emergency)
Faresaver
01249 444444
Frome Bus
01373 471474
Swindon's Bus Company
01793 428428

HM Government NHS

Help keep our buses safe

You must wear a face covering on public transport

Take a window seat, avoid standing and leave space in front and behind you.

Please be patient and wait for passengers to get off before you board a bus

Do not stand or queue in the aisle or next to the bus driver

STAY ALERT • CONTROL THE VIRUS • SAVE LIVES!

For both trains and buses

Transport Focus
(where the above do not resolve)

0300 123 2350

Document prepared by Melksham Rail User Group

- <http://mrug.org.uk>

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- info@mrug.org.uk

238 639 06870

- 48, Spa Road, Melksham, SN12 7NY

- 0797 4 925 928

Updated 9th August 2020 to include current passenger guidance during the pandemic.

Melksham
rail user group