

## Andrew Roberts

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**From:** SWR Customer Relations <customerrelations@swrailway.com>  
**Sent:** 07 August 2020 10:59  
**To:** Andrew Roberts  
**Subject:** Case Reference: SWR-200805-ACN

Dear Mr Roberts,

Thank you for contacting us about the parking situation at Hampton Court station. With reduced car numbers due to COVID this Summer, we wouldn't expect capacity to be hit until Summer 2021. In this time, we'll have collected plenty of data to identify if there is a problem.

To clarify further, we have had many car parks that are over capacity and we ensure regular commuters get spaces in these car parks by offering reserved bays. These bays are checked by patrol officers to ensure incorrect vehicles aren't parked in them. As we advised previously, we don't ban people from using our car parks but do have the ability to offer discounted prices to rail users and higher prices to non-rail users to ensure rail users are getting the best possible service.

If necessary, over the course of the next year, we'll be able to create a bespoke solution for Hampton Court based on the data analysed and feedback from the station team.

Thank you for contacting South Western Railway.

Kind regards,

Rebecca Tolfree  
Executive Contact Team  
South Western Railway

**Address:** Freepost: SWR CUSTOMER RELATIONS  
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In order to help us improve the customer experience we'd like you to provide some feedback on the service we delivered by completing a short survey. If you can participate, please click on the link below, we'd be really grateful. It only takes 2 minutes and the responses you give will be invaluable in helping us make improvements for all customers. Thank you!  
[www.klick2contact.com/v03/providers/First\\_Group/surveyLink.php](http://www.klick2contact.com/v03/providers/First_Group/surveyLink.php)

South Western Railway and the Office and of Rail and Road (the industry regulator) are currently conducting joint research into passenger satisfaction with complaint handling. This involves a short online survey about how your complaint was handled which would be sent to you by the independent research agency Critical Research.

Please follow the link below if you don't wish to be contacted for this research:  
[www.criticalsurveys.co.uk/?7193u](http://www.criticalsurveys.co.uk/?7193u)

## Andrew Roberts

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**From:** Begum Najea <Najea.Begum@networkrail.co.uk> on behalf of FOI <FOI@networkrail.co.uk>  
**Sent:** 09 September 2019 10:38  
**To:** andrew.roberts9919@gmail.com  
**Subject:** RE: FOI2019/00895 - Response

Good morning Mr Roberts

Thank you for your email.

In response, I can confirm that in the event there is excess demand, it is still not realistic for us prohibit non-rail users from using the car park. As mentioned in my response letter, there are various factors that are taken into consideration for the provision of car parking facilities which include but are not limited to; safety, demand for parking, seasonal activities, stations footfall statistics etc, all of which may vary. Therefore, there are no such examples of Network Rail owned car parks where non-rail users are prohibited from using the car park and it is not realistic for us to implement this.

Kind regards

**Najea Begum | Information Officer**  
Freedom of Information | Legal & Corporate Services

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Diversity and Inclusion Champion

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**From:** Andrew Roberts [REDACTED]  
**Sent:** 06 September 2019 16:36  
**To:** Begum Najea <Najea.Begum@networkrail.co.uk>  
**Subject:** FW: FOI2019/00895 - Response

Dear Najea

Many thanks for your reply which is very much appreciated. Could you please also clarify the following:

- 1) If a Network Rail owned car park is used by rail users and non-rail users and there was excess demand is there any possibility that non-rail users (local shoppers etc.), could be prohibited from using the car park.