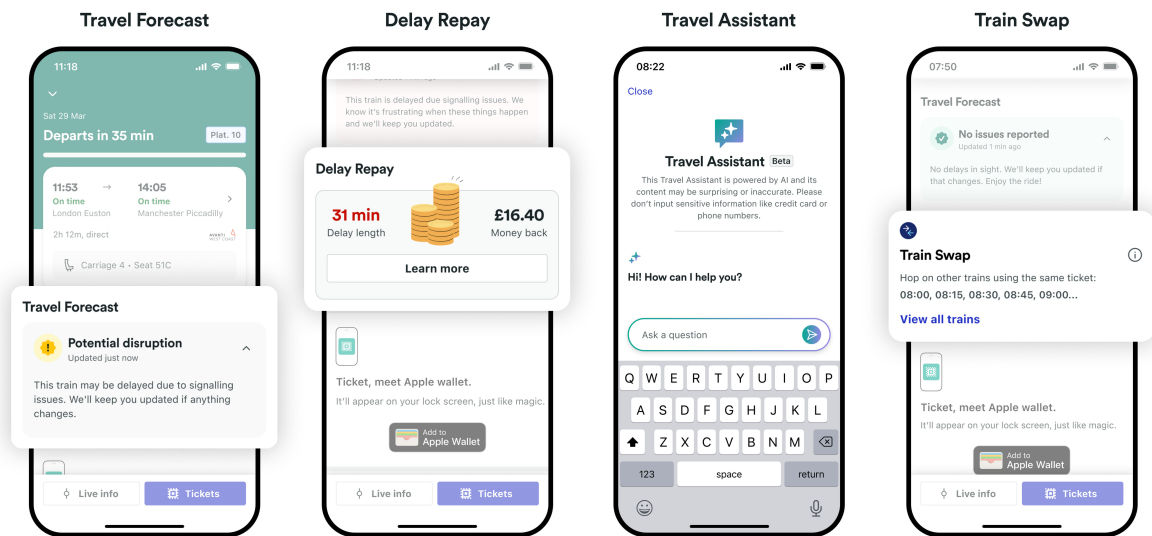


## Trainline keeps train travellers on track through seasonal disruption with new features



- Trainline’s latest product updates include Travel Forecast, Delay Repay notifications, Travel Assistant and Train Swap
- Features focus on supporting customers through rail disruption, leveraging the power of AI and data tools
  - Innovations roll out as we head into peak period of seasonal rail disruption

**London, 8<sup>th</sup> December 2025:** Trainline announces a suite of new features designed to keep train travellers on track, improving the experience for passengers as they face disruption on UK railways. They arrive in time for an anticipated peak in rail disruption, as records typically show an increase in Delay Repay claims at end of the year.<sup>1</sup>

The latest features in the app account for Trainline’s biggest ever product release to date:

- **Travel Forecast** provides personalised notifications to customers in advance if their train is likely to be delayed or cancelled. Customers will be able to see the location of their train in real time with a map interface powered by [Signalbox](#) technology. Its forecasting capabilities will continuously improve, leveraging real-world data sources, including Trainline’s base of 18 million customers travelling on the rail network.
- **Delay repay notifications** alert customers when they may be entitled to compensation, providing customers with estimates of what they’re potentially owed in real-time – an industry-first. It then redirects users out to the relevant operator while surfacing all information required to complete their claim. Delay repay beta tests over the summer enabled the processing of around £1 million in compensation claims.
- **Travel Assistant** offers customers a live native chat experience, powered by AI, with real-time travel information, personalised to their specific journey. Since its beta launch earlier this year, it's had over a million conversations with customers and almost a third

<sup>1</sup> Data from Office of Rail and Road report: <https://dataportal.orr.gov.uk/statistics/passenger-experience/delay-compensation-claims/>

are now repeat users. Now in its first version, although continuing to learn, it's answering the majority of queries, with less than 10% picked up by customer service representatives.

- **Train Swap** supports customers to change their travel plans, enabling them to switch onto a new train within two taps. It means they continue to receive live journey information via push notifications on their new chosen journey and secure a new seat reservation, if they're swapping an Advance ticket.

***Nina de Souza, Chief Product Officer at Trainline, said: "This is simply the next step in how we continue to solve customer needs and add more value to the rail journey. We're moving beyond selling rail tickets to supporting customers throughout their whole journey end-to-end, marking a new way to train. Ultimately, it's about giving our customers confidence to travel by train, safe in the knowledge they have Trainline in their pocket, on hand to support with any unexpected changes and by their side every step of the journey."***

The latest features come in line with the launch of [\*The way to train\*](#), Trainline's new brand and product vision which signifies Trainline's commitment to building the world's number 1 rail platform, empowering passengers to get the best value and confidence on every journey.

**\*ENDS\***

## **About Trainline**

Trainline is the leading independent rail and coach travel platform selling rail and coach tickets to millions of travellers worldwide. Via our highly rated website and mobile app, people can seamlessly search, book and manage their journeys all in one place. We bring together millions of routes, fares and journey times from 270 rail and coach carriers across 45 countries. We help our customers find the best value fares for their journey and smart, real time travel information on the go. Our aim is to make rail and coach travel easier and more accessible, encouraging people to make more environmentally sustainable travel choices.