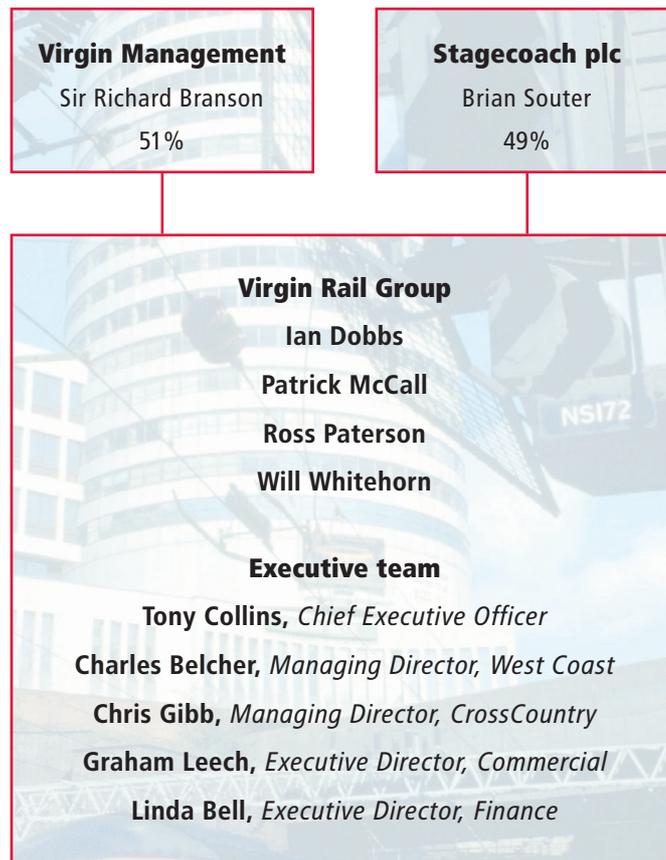


Ownership and structure

Virgin Trains is jointly owned by Virgin Management (51%) and Stagecoach plc (49%). The two shareholders manage Virgin Trains through a joint board which is called Virgin Rail Group.

Virgin Rail Group currently holds two train franchises: West Coast Trains Ltd and CrossCountry Trains Ltd. These are run as a single entity by an executive team under the brand name of Virgin Rail Group.



Contact Virgin Trains at:
North Wing Offices, Euston Station,
London NW1 2HS

Facts and figures

Virgin Trains operates two rail franchises. CrossCountry Trains awarded January 1997 for a 15 year period and West Coast Trains awarded March 1997 for a 15 year period.

Both franchises are currently operated under Management Agreements with the Strategic Rail Authority. Notice was given in September 2004 that the CrossCountry franchise would be subject to early refranchising.

Trains operated daily	West Coast	214
	CrossCountry	184
	Total	398
Train miles per annum	West Coast	15.4m
	CrossCountry	16.2m
	Total	31.6m
Passengers daily	West Coast	41,047
	CrossCountry	52,893
	Total	93,940
Passengers per annum	West Coast	14.9m
	CrossCountry	19.2m
	Total	34.1m
Passenger miles travelled per annum	West Coast	1,715.6m
	CrossCountry	1,666.4m
	Total	3,382m
Stations served	113	
Stations directly operated	17 Rugby, Coventry, Birmingham International, Wolverhampton, Stafford, Crewe, Stoke-on-Trent, Macclesfield, Stockport, Runcorn, Wigan North Western, Warrington, Preston, Oxenholme, Lancaster, Penrith, Carlisle.	
Investment in trains	West Coast	£1.2bn
	CrossCountry	£1.06bn
	Total	£2.26bn
Train fleet	West Coast	53 trains (477 coaches)
	CrossCountry	78 trains (352 coaches)
Parliamentary constituencies served	West Coast	192
	CrossCountry	235
Staff	West Coast	CrossCountry
Drivers	503	569
Onboard	1075	805
Stations	829	77
Other	42	195

Virgin Pendolino – West Coast

Between London Euston and the West Midlands, Manchester, Liverpool, Preston, Carlisle Glasgow, Edinburgh and North Wales.

The majority of services are provided by 125 mph Pendolino tilting electric trains, which are air-conditioned throughout. Located between First and Standard accommodation is the onboard shop, which sells a wide range of goods for the journey. Passengers can buy a selection of hot and cold drinks, cakes, chocolate and toiletries.

An audio entertainment system is located throughout the train from which passengers can help pass the time by tuning in to one of the many channels for either a live news update or pre-recorded music. There's even a special channel just for our younger passengers. Hotline magazine shows a full listing of what's currently available, and can be found on every train.

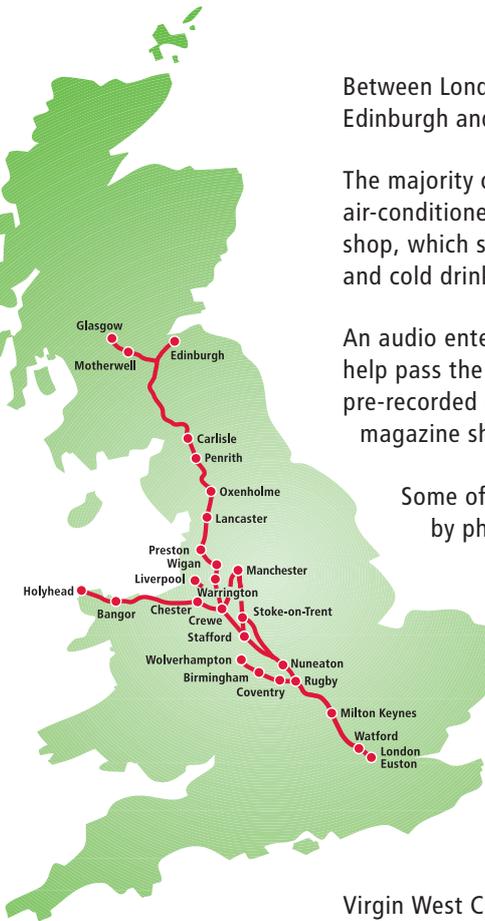
Some of our passengers have told us they like to work while on the train or keep in touch by phone, which sometimes need to be recharged. Our at-seat power points allow passengers to do just that. For those passengers preferring to relax, there is a quiet coach on each train.

In addition to all of these enhanced onboard features, there are designated wheelchair spaces and priority seating areas for mobility impaired customers including audio systems, panic alarms and specially adapted toilets.

A complimentary weekday at-seat catering service to First Class ticket holders, completes the picture. Some trains between London and North Wales are operated by Voyager trains.

Virgin West Coast provides its customers with really fast food – at speeds up to 125mph! Hi-tech kitchens onboard the Pendolino trains allow highly-qualified chefs to cook a traditional hot breakfast for First Class customers each morning, and prepare the complimentary First Class food later in the day.

The weekly shopping list comprises some 13,000 sausages; 16,000 rashers of bacon; 48,000 free range eggs and enough loaves to make 23,000 slices of toast. These are used for the popular Great British Breakfast. A total of 65 chefs prepare the breakfasts which are then served free to customers travelling First Class. Later in the day, First Class passengers can enjoy complimentary sandwiches served at-seat, and munch their way through 16,500 packs a week.



Virgin Voyager – CrossCountry

CrossCountry operates services from the South West, South Coast, North West, North East, to the North West, North East and Scotland – all via Birmingham New Street.

Since the frequency was enhanced in 2002 business journeys have increased by 54%. We now operate half-hourly over core route sections: Bristol – Birmingham – Newcastle and Reading – Birmingham – Manchester, offering maximum flexibility for business travellers. Within this area complimentary refreshments are served at-seat in First Class on Mondays to Fridays from 07:30 to 18:30. In other areas, and at weekends, they can be collected from the onboard shop. Power sockets at all seats maximise the potential of productive time on the journey.

Long distance services from Plymouth, Bournemouth, Preston, Leeds and Newcastle are timed to arrive in Birmingham before 10:00, with trains from Exeter, Southampton, Preston and York arriving prior to 09:00. All trains serve Birmingham New Street, convenient for the International Convention Centre. Many trains from North West England, Reading and Bournemouth also stop at Birmingham International, adjacent to the National Exhibition Centre.

Services are provided by 125mph Voyager diesel trains, some of which tilt – Super Voyagers. The trains are air-conditioned throughout and offer First and Standard Class accommodation. An audio entertainment system is located at every seat throughout the train offering a number of pre-recorded music and live news updates – there’s even a channel totally dedicated to our younger passengers. Hotline magazine shows a full listing of what’s currently available.

While some of our passengers enjoy whiling away the time looking out of the window, some prefer to work or call their colleagues and family members.

The at-seat power points allow them to plug in their laptops to save the battery or charge their mobile phones. For passengers preferring to relax, there is a quiet coach on each train. There are designated wheelchair and priority seating areas for mobility impaired customers and specially designed toilets.



National Passenger Survey: Customer Satisfaction Scores

	2001	2002	2003	2004
Overall opinion of journey	65	78	83	85
Punctuality	46	65	66	77
Frequency of trains	58	72	74	78
Comfort of seats	71	68	80	79
Cleanliness of trains	72	72	89	90
How staff handle requests	N/A	82	89	88



Contact details

TRAINLINE

Ticket sales and reservations

08457 222 333 or
www.virgin.com/trains

JOURNEYCARE

Travel arrangements/ assistance in advance
for those with special needs

08457 44 33 66

GROUP TRAVEL

Ticket sales/ reservations/ information

0870 010 4490

CUSTOMER RELATIONS/LOST PROPERTY

0870 789 1234

NATIONAL RAIL ENQUIRIES

National timetable information available 24 hours

08457 48 49 50

PRESS OFFICE

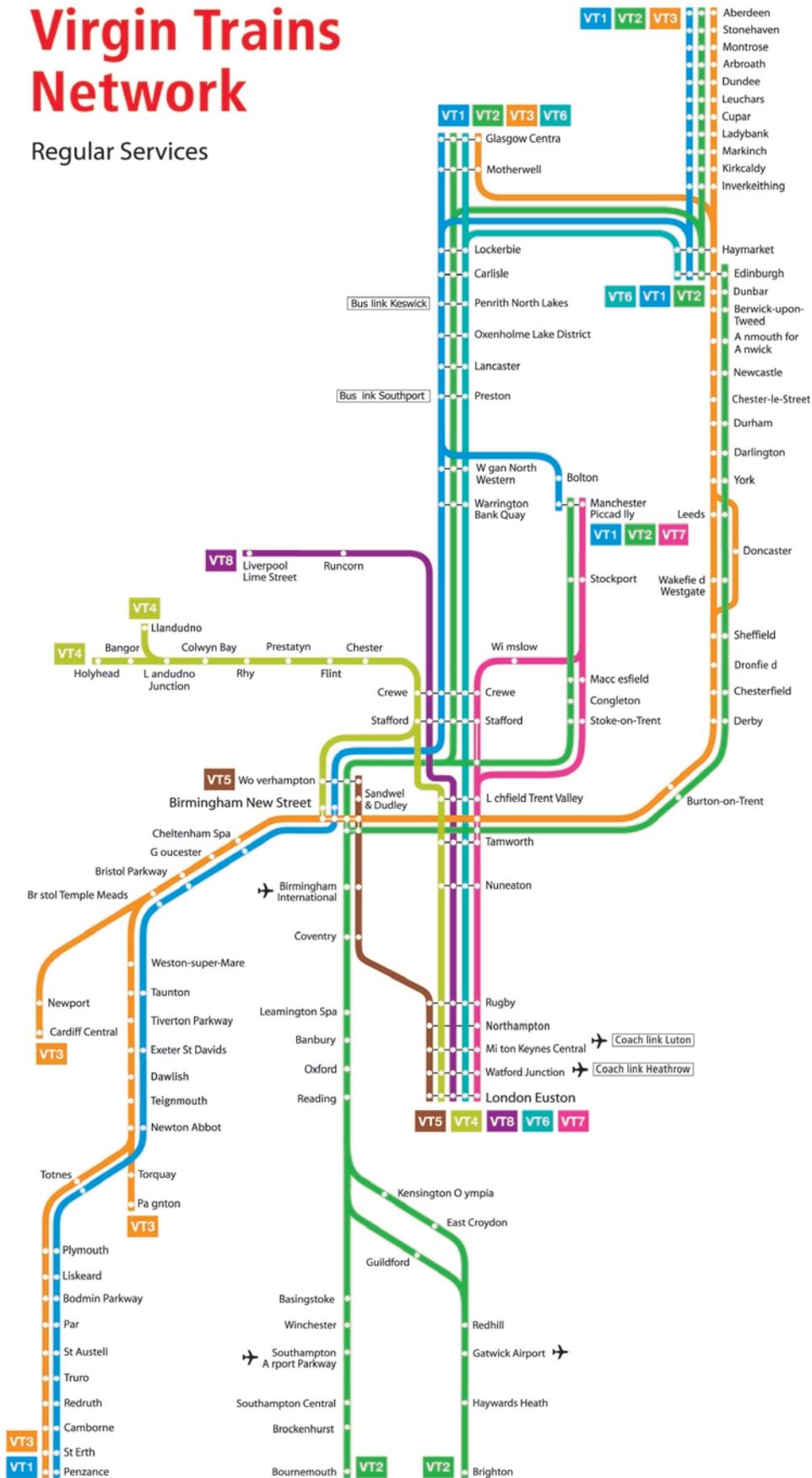
0870 789 1111

Images of Virgin Trains operations can be obtained registering with the online press office website at www.vtmediaroom.com



Virgin Trains Network

Regular Services



- VT1 VT2 VT3 - Voyager trains
- VT4 - Pendolino and Voyager trains
- VT5 VT6 VT7 VT8 - Pendolino trains

Note: Routes may vary at weekends.
Please check before you travel.
ref: S/05