



Leatherhead ruined recycling road repair

A crumbling, pothole-ridden road that has been the source of countless insurance claims could be given a new lease of life. The North Leatherhead Access Road leading into the Surrey County Council recycling centre off Randalls Road has been slowly destroyed by years of heavy goods vehicles entering and leaving the site. Now, Mole Valley District Council has agreed to spend £60,000 to begin the process of repairing the heavily rutted road. The task is made more complicated as the road is co-owned by Surrey County Council and Thames Water, and it is hoped the initial work, from an overall £300,000 budget, will determine not just what needs to be done, but who pays for it.

Presenting the item to the November meeting of Mole Valley District's cabinet was **Councillor Keira Vyvyan-Robinson**. She said: "Anybody who uses the recycling centre on a regular basis will be very familiar with the problems that road has. Obviously, it is heavily used by very heavy vehicles and over a period of time that heavy use has resulted in a lot of problems with the carriageway, with rutting in the verges and the channel blocks. That has resulted in increased insurance claims and also increased complaints. In February 2024, it was agreed that we would allocate just over £300,000 in order to improve that road. It is a complicated project because Mole Valley District Council owns about half of the road, the majority of the balance of it is the responsibility of Surrey County Council and Thames Water, so it's necessary to liaise with them and reach agreements with them over the work that needs to be carried out. This budget is to start the full design and to get the proper costing, because at the moment it's a provisional figure of about 300,000. The drawdown will enable us to finalise that, submit the planning application and reach the legal agreement with Thames Water and Surrey County Council over how much they will contribute towards the costs. For anybody who uses it, it's quite plain that we can't do nothing, as it's such a detrimental situation at the moment and it will only get worse if we don't."

Cllr Gerry Sevenoaks, Independent member for Ashted Park and chair of the council's scrutiny committee, said: "As a user of that road I know it very well. It's dangerous, especially if you are going down there and two refuse carts are coming the other way. I say 'let's get on with it'."

Cllr Caroline Joseph (Liberal Democrat, Fetcham) added: "There is a huge strength of feeling locally. It's such a small thing but it makes such a huge difference to people. If we can get this moving it will be a very positive thing to Leatherhead, Fetcham, Bookham, Ashted, everyone locally."

Chris Caulfield LDRS

Image: North Leatherhead Access Road (image Google)

Epsom Station joins app helping visually impaired bus users

Epsom Station has become one of eight new locations added to a Surrey County Council (SCC) scheme that uses an innovative app to help blind and partially sighted people travel more independently by bus and rail.

Seeing the way through technology

The **Aira Explorer** app connects users by video call to a trained visual interpreter who, using the smartphone's camera, can describe surroundings, read timetables, or guide the traveller safely between a bus stop and nearby rail station. The service is free to use at designated Surrey locations thanks to SCC's allocation from the Government's Bus Service Improvement Fund.

Initially launched in June 2025 at Guildford, Redhill, Staines and Woking bus stations, the trial has now expanded to cover bus stops and interchanges serving Caterham, Dorking, Oxted, Leatherhead, Reigate, Horley, and **Epsom Station and Clocktower**.

Support for independent travel

Matt Furniss, Cabinet Member for Highways, Transport and Economic Growth at Surrey County Council, said: "We're keen to make bus travel accessible for everyone and hope this expansion will support people to travel confidently and independently. We've expanded this trial to cover more bus stops and rail interchanges to create better and joined-up journeys for people who



are visually impaired.”

He added that the initiative forms part of a wider programme of investment in the county’s bus services, including £6.3 million for ultra-low and zero-emission community transport minibuses, £9 million in bus priority measures to keep services punctual, and £1.4 million to improve passenger information at bus stops.

Backing from rail and disability organisations

Carl Martin, Accessibility Lead at Govia Thameslink Railway, welcomed the expansion:

“We’re really pleased to see the expansion of Aira to further bus stops, as it’s a vital step in making multimodal journeys more seamless for blind and visually impaired customers.”

Clare Burgess, Chief Executive of Sensory Services by Sight for Surrey, called the scheme “great news” for people living with sight or combined sight and hearing loss:

“Travelling alone when you have a sensory impairment can be a daunting prospect, but having the Aira Explorer App at your fingertips makes independent travel so much easier and less stressful.”

Nikki Roberts, Chief Executive of the Surrey Coalition of Disabled People, said:

“It’s fantastic news that the Aira app coverage has now been extended to twelve locations in Surrey. The app will provide our visually impaired members the support they need to feel much more confident when travelling independently.”

A national first for Surrey

When the project began in summer 2025, Surrey County Council became the first local authority in the UK to introduce the app for bus users. It followed the success of a similar partnership between Aira.io and Govia Thameslink Railway to help visually impaired rail passengers navigate station environments.

The trial was originally launched to coincide with Better Transport Week, celebrating initiatives that help connect communities and improve access to public transport.

Ben Curtis from Campaign for Better Transport said at the time:

“Good public transport networks help connect us to the people we love, the things we need and the places that matter. The new Aira app will help ensure that everyone can access and use the county’s buses, building a fairer future for everyone.”

Making travel more inclusive

The Aira Explorer scheme represents one part of Surrey County Council’s wider drive to make sustainable travel options more inclusive and reliable. For residents in Epsom and across the county, it means greater independence, safer journeys, and a more connected community.

More information about the service is available on Surrey County Council’s website.

Sam Jones – Reporter



Related reports:

Bus station app for visually impaired first in Surrey



Heathrow expansion - what it may mean for Epsom

The Government has launched a review of the Airports National Policy Statement (ANPS), which sets out the policy framework for major airport expansion. The key points:

- Aiming for faster progress than the previous ANPS, the Government intends a draft for consultation by summer 2026 and to reach a final planning decision on a third runway within the current Parliament.
- Expansion of Heathrow is being promoted as a boost to UK economic growth, international connectivity and competitiveness — specifically positioning Heathrow as Britain's only global hub airport.
- The review will test any proposed scheme against four criteria: climate change, noise, air quality and contribution to economic growth.
- The Government says it will ask for formal advice from the Climate Change Committee (CCC) to ensure alignment with the UK's net-zero commitments.
- Financing must be purely private, with no taxpayer cost, and transport access improvements must be covered by the promoters.
- Two promoters remain under consideration: Heathrow Airport Limited and the Arora Group; one will be selected by end November to proceed.
- The Government also flagged wider infrastructure and planning reforms (via the upcoming Planning & Infrastructure Bill) and the establishment of a new UK Airspace Design Service to modernise airspace in the London region.

Transport Secretary Heidi Alexander said the Government is “backing the builders, not blockers”, and Chancellor Rachel Reeves added that after decades of false starts, “we are backing the builders to get Heathrow's third runway built, creating thousands of jobs, boosting growth ...”

Why this matters for Epsom & Ewell

Our borough is already directly affected by aircraft using the London hub airports, and the proposed expansion of Heathrow would likely increase the scale and intensity of that impact.

Flight paths and heights: The borough is within one of the “design envelopes” identified by Heathrow Airport Limited in its previous airspace consultation, meaning more frequent overflights at lower altitudes. Currently some aircraft arrive or depart over the borough at heights of 7,000 to 22,000 ft, averaging around 12,000 ft. Under the proposed expansion there could be flights as low as 3,000 ft and up to 47 arrivals per hour over the area.

Noise and air-quality concerns: The borough's geography — dense housing, many schools, and a declared Air Quality Management Area — means that increased aircraft at lower altitudes could raise noise, traffic and pollution burdens. The council previously warned of a possible four- to five-fold increase in noise levels in some scenarios.

Community and amenity risk: Residential areas, schools such as North East Surrey College of Technology, and leisure or nature sites like Epsom Common and Horton Country Park could experience greater disturbance.

Airspace redesign: The Government's plan to modernise UK airspace may change how routes are drawn. This could either reduce or shift impacts on particular communities, but consultation with affected areas such as Epsom & Ewell will be essential.

The opposing case

Environmental and local campaigners have long voiced opposition to expansion.

Climate and emissions: Groups such as Friends of the Earth argue that expanding a major hub airport is incompatible with the UK's net-zero goals, warning it would lock-in high carbon infrastructure and increase air and noise pollution.

Noise and community disruption: CPRE Surrey has said that the borough could experience up to 47 additional flights per hour at just 3,000 ft, and that such a change would be “unacceptable”.

Consultation concerns: Epsom & Ewell Borough Council has criticised the information provided by Heathrow Airport Limited for lacking clarity around flight numbers, heights, and environmental impacts.

Financial and strategic risks: Critics also question whether the economic case for expansion remains strong in a changed post-



pandemic aviation environment, and whether cost burdens such as community compensation and infrastructure upgrades have been fully addressed.

Current status

The Government review of the ANPS is underway, with a public consultation on the draft expected in summer 2026. One of the two promoter schemes will be selected by end November.

For Epsom & Ewell, the exact flight-paths and altitude projections are not yet finalised, and detailed new routes are unlikely to be confirmed until around 2027. Airspace modernisation may alter or mitigate local impacts.

What to watch

Residents and councillors should track:

- Future flight path proposals and altitude models over the borough.
- Noise, air-quality and health impact data once new routes are known.
- Community consultation opportunities.
- Any noise-respite or mitigation measures offered.
- The outcome of financial and planning reviews.

In conclusion

The DfT's announcement marks a major step toward the possibility of a third runway at Heathrow. For Epsom & Ewell it raises serious local questions — more frequent aircraft, lower flights, and possible increases in noise and pollution balanced against potential economic benefits.

Sam Jones - Reporter



Related reports:

[Heathrow expansion reaction](#)

[Surrey village to suffer a lot more Heathrow flights](#)

[Chance for Epsom and Ewell's say on Heathrow flights](#)

[Heathrow shown with a third runway over the M25 \(image Heathrow\)](#)

Pavement Parking: Epsom & Ewell MP Speaks Out

3rd September Helen Maguire, Liberal Democrat MP for Epsom & Ewell, spotlighted in a Parliament debate a pressing local frustration: pavement parking.

A Daily Struggle on Our Footpaths

Maguire painted a vivid picture of everyday life here in Epsom & Ewell—where pavements are meant to be safe, shared spaces, but too often become obstacles.

According to Guide Dogs UK, four out of five blind or partially sighted people report difficulty walking on pavements at least once a week, and 95% have been forced onto the road because vehicles encroach even slightly. For wheelchair and mobility scooter users, this alarming figure leaps to 99%. Even parents aren't spared: 87% say they've had to step into the road, and 80% would walk their children to school more often if pavements weren't blocked.

Maguire also revealed a telling local anecdote: on one evening alone, a constituent counted 23 mopeds and motorbikes cluttering a pavement, forcing people into traffic and weaving in and out unpredictably. It's these small moments that undermine our sense of safety—and, by extension, our freedom.



The Patchwork of Laws

Here's the head-scratcher: pavement parking is banned in London (for fifty years) and across Scotland unless your council specifically says otherwise. But elsewhere in England, the rule is reversed: it's allowed unless a Traffic Regulation Order (TRO) is put in place—a long, expensive local process.

Driving onto pavements is already illegal under Section 72 of the Highways Act 1835—but, as Helen pointed out, few people even know the finer points of the law. One survey found just 5% of drivers understand all aspects.

A Consultation Left Hanging—and Growing Frustration

It's now nearly five years since the government ran a consultation titled *Pavement parking: options for change*, which closed in November 2020. It proposed everything from simplifying the TRO process to introducing a national default ban—but still, there's been no government response or action. Helen called on ministers to act before the consultation's fifth anniversary rolls around this autumn.

Lessons from Closer to Home—and Farther Afield

London and Scotland show what's possible: clearer rules, better enforcement, safer walking spaces. In Scotland, since the Transport Act 2019 came into force, councils have issued thousands of fines—raising almost £1 million in the process, with Edinburgh alone accounting for around £441,000, and showing that civil enforcement works.

Meanwhile, in England, research from Guide Dogs underscores the human cost—injuries, forced urban detours, isolation—and Living Streets found that 65% of drivers admitted to pavement parking, while 43% had done so in the past six months.

What It Means for Epsom & Ewell

For our residents—those with visual impairments, mobility challenges, parents with prams—the pavement should be a path to independence, not a blockade.

Maguire's plea is clear: she wants a national default ban on pavement parking—one that gives the police and councils clarity, hones enforcement, and safeguards community spaces.

What Could Come Next?

- A national ban as the starting point, with councils able to allow exceptions where needed.
- Proper powers for civil enforcement—think PCNs—not just confusing laws in dusty books.
- A public campaign: educating drivers, building understanding, reducing dangerous impromptu parking.
- Local upgrades to pavements: smoother, wider, safer—so more of us feel confident walking around Epsom & Ewell.

Related report:

[Epsom High St in need of more love?](#)

[Deliveroo drivers outside McDonalds Epsom](#)

Mole Valley spending plans

How £11m for rail, transport, school, health and recreation upgrades will be spent in Mole Valley has been laid out. The district council has approved spending plans for community infrastructure money collected from developers since 2016 – with almost half expected to go on cycling and walking schemes. Community Infrastructure Levy (CIL) is paid as part of the planning process to help offset the impact of the growing number of homes in the borough. Councillor Bradley Nelson, cabinet member for planning, said: "The local plan was adopted in 2024 so the time has come to focus on the £11m of strategic CIL which could rise to £34m given the local plan growth." He said the projects should be ones "the council thinks are necessary and achievable to help support



development growth.”

“The programme commits investment for vital infrastructure such as health provision in Ashted, Bookham, and a health hub in Leatherhead. Early years provision in Ashted and Dorking would be targeted for funding as well as train station improvements in Dorking which we hope will lead to wider improvements and help the district as a whole, as well as investment in the district parks.” The council has been working with Surrey County Council over transport, education, early years provision and flood defence, Surrey Heartlands Integrated Care Partnership, Great Western Railway, Network Rail, the Football Foundation, and its own parks and open spaces team to get an up-to-date picture of the suitable projects.

It has earmarked two transport projects to upgrade rail infrastructure on the North Downs Line at the stations in Dorking. These projects, the Tuesday July 22 cabinet papers read, will complement planned improvements on the line, such as battery-electric trains, and increase the number of people using this sustainable transport mode. Deepdene Station will be upgraded as a priority and a lift installed, acting as a major contribution towards “realising the potential of the district’s east-west travel connections, supporting growth and promoting sustainable development”. School capacity issues requiring funding in Hookwood could also be addressed, as well as the expansion of the SEND school on Woodland in Leatherhead.

Surrey County Council’s early years team has identified two potential projects, one in Ashted and one in Dorking, while football pitches at Ashcombe Secondary School in Dorking and the other at the Brockham Big Field could be upgraded to modern standards. There would also be financial support for the resurfacing of the sand-dressed pitch at Therfield Secondary School in Leatherhead to allow the installation of a new 3G football pitch “without losing a vital resource for hockey.”

Cllr Keira Vyvyan-Robinson (Liberal Democrats: Leatherhead North) said: “We all know just how much residents are concerned about the amount of development that comes and their biggest concern is where does the infrastructure come. It often seems that it’s a bit of a chicken and egg because the CIL comes from development, and without development you don’t get CIL – and therefore you don’t get infrastructure. For a long time we’ve been in the position where we’ve been telling residents we have to build these homes and we have to build these sites – and there hasn’t been anything to show – so it is really welcome to say ‘this is how we meet the infrastructure demands’. She added: “We can provide the funding, but we are dependent on the railway companies, the GP surgeries, the schools, to make those bids and to ask for the funding. But the development will pay for it and hopefully they will all come together at the same time.”

Estimated CIL Contributions by Infrastructure Category

- **Transport - Active Travel** – £11,555,000
- **Transport - Passenger Transport** – £3,450,000
- **Well Being - Health - Primary Care** – £2,350,000
- **Well Being - Open Space and Public Realm** – £3,859,000
- **Well Being - Sports Facilities** – £771,000
- **Education - SEND** – £870,000
- **Education - Early Years** – £300,000
- **Flood Defence - Nature Flood Management** – £95,000

Smarter tickets would boost bus travel

Public transport in Southern England is struggling, not just because of cost or convenience, but because it has failed to keep up with the digital age, according to a new study from the University of Surrey.

In a study published in Public Transport, researchers simulated improvements in areas like payment convenience and real-time service updates. The study found that these tech-driven changes could boost bus ridership by over 30%.

Researchers have found that simple innovations, such as easy payment systems, e-ticketing, and mobile applications, can transform public transport, boost ridership, and improve passenger satisfaction.

The study employed a novel analytical approach, Machine Learning Influence Flow Analysis (MIFA), to understand the attitudes



and behaviours of bus passengers in Southern England. The team also analysed detailed survey data, which helped them identify the key factors that influence whether people choose the bus over their private cars. These factors were: addressing issues around payment convenience and real-time information can make buses far more appealing.

Dr Wolfgang Garn, one of the authors of the study and Associate Professor in Analytics at the University of Surrey, said:

“We discovered that passengers want a seamless, hassle-free experience. If paying for a bus journey feels complicated or outdated, people are more likely to opt for driving instead. By introducing smart ticketing and contactless payments, alongside mobile apps that provide real-time updates, we can not only make bus travel easier but also more attractive. This isn’t just about technology, it’s about fundamentally changing how people view public transport.”

The study used advanced machine learning methods, including neural networks and random forests, to create predictive models from survey responses. These models enabled the researchers to identify the factors that most strongly influence bus usage decisions. By simulating improvements in passenger sentiment, such as increased satisfaction with payment methods, the MIFA framework can predict how these changes may alter people’s willingness to use buses. The results suggest that these technological enhancements could increase bus ridership by over 30%.

The findings also highlight several critical issues that undermine bus usage, including inconvenient payment processes, a lack of clear information about bus routes and fares, and concerns about reliability and security. The research recommends practical solutions such as integrated smartcard payment systems, real-time travel apps, and expanded bus lanes to reduce journey times. Together, these measures can create a public transport system that competes with the convenience of private cars.

Dr Garn continued:

“Integrated ticketing is an option that needs to be further explored. It allows passengers to travel across different public transport modes using a single ticket or system, typically a smart card, for their entire journey. This means a traveller can switch between buses, trains, trams, and other modes of transport without needing to purchase multiple tickets or navigate different payment systems – an issue that arises when governmental policies do not sufficiently guide multiple private bus transport companies. A related study I worked on demonstrated that increased frequency, low fares, and an improved bus network significantly boost bus ridership.

The future of bus travel in Southern England depends on embracing digital convenience and improving the passenger experience. With smart payments and better information at the heart of this transformation, buses can become the preferred mode of travel for many, not the last resort.”

Image credit: Geoff Charles, National Library of Wales. Public domain

On the Buses - Surrey going Green

Following a successful bid for funding to the Department for Transport, Surrey County Council has been awarded an additional £1.7m for 12 new zero emission buses. This follows a previous allocation in 2024, taking Surrey’s total provision to over £5 million and 31 new buses in total.

Along with the 34 hydrogen buses already operating across the county, and a further 23 coming into service this Summer, this will see 88 zero emission buses operating on Surrey’s roads.

The new fully accessible vehicles use green hydrogen and have a range of up to 600 miles. They offer a smooth, quiet ride with free Wi-Fi, charging points and social seating on board.

Matt Furniss, Cabinet Member for Transport, Infrastructure and Growth at Surrey County Council said, “I’m delighted that Surrey will benefit from this extra funding which will help us to build upon our own significant investment in providing cleaner buses.

“Introducing these buses to our fleet is expected to deliver an estimated carbon saving of c112,000 tonnes over the life of the buses, which is great news for Surrey residents and for everyone else travelling in and out of our county.

“We’ve also invested £6.3m in more ultra-low and zero emission community transport minibuses, £9m in bus priority measures to ensure Surrey buses turn up on time, and £1.4m in improving information for passengers at bus stops.

“Our Surrey LINK card gives young people half-price bus travel and we’ve expanded our on-demand Surrey Connect bus services to cover areas where there are limited fixed bus routes, giving more options to travel by bus for all residents right across Surrey,



particularly in our rural areas."

Richard Telling, Managing Director of Falcon Buses said, "Through the partnership working with Surrey County Council (SCC), who have been awarded Department for Transport (DfT) ZEBRA 2 funding, we are now enhancing our roll out of zero Emission buses, introducing 21 electric buses into our fleet.

"Financial investment from Falcon Buses, together with SCC and DfT has enabled us to place orders with Alexander Dennis for the supply of their brand new Enviro 200 EV next generation bus and we will see electric buses operating on a number of our services from Spring 2026. Exciting times are ahead for Falcon operating new technology with electric buses, and we look forward to our customers coming on the journey with us."

Simon Rowland, CEO of White Bus said, "We are incredibly excited about our new electric vehicle fleet coming later this year. Not only is White Bus providing greener, cleaner vehicles, but also giving our passengers the additional comfort of quieter vehicles. Our 446 and 555 will be the first routes to use the new Yutong E10s, and they will be branded in the green Flightline livery as part of other service improvements in partnership with Surrey County Council and Heathrow. Our thanks to DfT and Surrey County Council for their support in helping White Bus make the transition to a greener future."

Related report:

£12 million bus boost for Surrey

Image: 465 Enviro Bus in Dorking High St: Arriva436 Creative Commons Attribution 3.0 Unported license

Guidance to consumers impacted by Heathrow Airport incident

Selina Chadha, Group Director for Consumers at the UK Civil Aviation Authority, said: "Passengers are advised not to travel to Heathrow at this time and should contact their airlines for the latest flight updates. We appreciate the difficulties that travel disruption causes, and we expect airlines to take all necessary steps to support and assist their passengers during this period of disruption. The Civil Aviation Authority remains in close contact with Heathrow Airport, airlines, and the Government during this time."

Heathrow Airport is closed today due to a fire at a nearby electrical substation, affecting the supply of power to its terminals. Unfortunately, this means that today's flights to and from the airport have been cancelled. The knock-on effect may also lead to delays and further cancellations over the weekend.

Flights that had already departed that were due to land at the airport had to be diverted to other airports.

Air passenger rights

When flights are delayed and cancelled, we expect airlines to minimise the overall impact on you by keeping you informed and looking after you.

In many cases you will be protected by rights which are set out in UK legislation. The table below provides guidance on whether your flight is covered by UK legislation:

Flight Itinerary	UK or EU Air Carrier	Non-UK / Non-EU Air Carrier
Departing from Heathrow	☐ Covered	☐ Covered
Arriving to Heathrow	☐ Covered	☐ Not Covered

Whether these rights apply or not, we encourage airlines to do all they can to minimise the overall impact to their passengers.



Flight Cancellations

If your flight from Heathrow Airport has been cancelled

Please do not go to the airport and contact your airline for further advice.

Your airline is required to offer you the choice of a refund or find you an alternative flight (referred to as “re-routing”). Re-routing should be at the earliest opportunity or at a later date at your convenience, subject to availability.

Unfortunately, it may be challenging for airlines to offer re-routing during periods of major disruption, especially when an airport is closed at short notice. This may mean that your airline may not be able to get you to your destination as quickly as any of us would like. Nevertheless, if you still wish to get to your destination, we expect your airline to do all it can to offer you an alternative flight and keep you updated.

If your airline is unable to proactively offer you care, or offer suitable replacement flights, we expect it to promptly reimburse you for the costs you incur making your own arrangements. Make sure you keep receipts and avoid incurring excessive costs.

If your flight to Heathrow has been cancelled

We realise that being unable to travel home as planned will be concerning for you. We expect your airline to update you and advise you of your rights.

If your flight is covered by UK passenger rights legislation, your airline will be required by law to get you home and look after you while you wait by providing meals, refreshments and hotel accommodation proportionate to the length of time you are delayed.

To get you home, your airline is required to find you an alternative flight (referred to as “re-routing”). Re-routing should be at the earliest opportunity or at a later date at your convenience, subject to availability.

Unfortunately, it may be challenging for airlines to offer re-routing during periods of major disruption, especially when an airport is closed at short notice. This may mean that your airline may not be able to get you home as quickly as any of us would like. Nevertheless, we expect your airline to do all it can to offer you an alternative flight and keep you updated.

If your airline is unable to proactively offer you care, or offer suitable replacement flights, we expect it to promptly reimburse you for the costs you incur making your own arrangements. Make sure you keep receipts and avoid incurring excessive costs.

Different rights apply if your airline is not a UK or EU carrier. Please speak to your airline or check its website for more information about your rights.

Diverted flights

If your flight was diverted because it could not land at Heathrow and your flight is covered by UK passenger rights legislation, your airline should provide onward transportation (this may be by other means) to get you to Heathrow. It should also look after you and provide you with meals, refreshments and hotel accommodation while you wait, proportionate to the length of your delay.

If your airline is unable to proactively offer you care, or offer onward transportation, we expect it to promptly reimburse you for the costs you incur making your own arrangements. Make sure you keep receipts and avoid incurring excessive costs.

Different rights apply if your airline is not a UK or EU carrier. Please speak to your airline or check its website for more information about your rights.

If you are travelling on a package holiday

If you booked a package holiday, you may also benefit from additional rights, particularly if this means that your original package cannot be provided.

If flight delays or cancellations lead to your holiday being cancelled, or new arrangements are made that result in a significant change to your holiday, then your travel company must offer an alternative holiday if they can, or a refund for the full price of your package holiday.



Flight Delays

If your flight from Heathrow Airport is delayed

Your airline should look after you and provide you with meals, refreshments and hotel accommodation proportionate to the length of your delay.

If your flight to Heathrow Airport is delayed

If your flight is covered by UK passenger rights legislation, your airline should look after you and provide you with meals, refreshments and hotel accommodation proportionate to the length of your delay.

Different rights apply if your airline is not a UK or EU carrier. Please speak to your airline or check its website for more information about your rights.

Fixed sum compensation

In addition to their obligations to look after passengers, as set out above, airlines are sometimes required to provide fixed sum compensation to passengers in certain circumstances.

Although we recognise the adverse impacts these delays and cancellations will have on passengers, the disruptions directly caused by the closure of Heathrow Airport are likely to be viewed as “extraordinary circumstances”. As a result, you are unlikely to be entitled to fixed sum compensation.

Extraordinary circumstances do not affect your other entitlements to replacement flights and care set out above — these are due regardless of the cause of your delay or cancellation.

Notes

The Civil Aviation Authority’s interpretation of extraordinary circumstances is illustrative and for guidance only, rather than determinative of our view in any specific case that may arise. Each case will be context and fact specific. This does not mean that a passenger or group of passengers cannot try and claim compensation, including through the courts, if they disagree with our interpretation.

The protections set out above are based on Assimilated Regulation 261/2004 which collectively apply to all flights departing from the UK, and flights arriving into the UK on UK and EU carriers. Different rights may apply to passengers arriving on flights to the UK operated by non-EU carriers such as flights from the USA on US carriers.

Civil Aviation Authority News

Heathrow Airport. Mike McBey **CC BY 2.0**

Expanding London airports “not an environmental trade off” - Minister claims

Expanding Heathrow and Gatwick is “crucial” for this government after years of people sticking “their heads in the sand” over plans for new runways at south east airports, the Secretary of State for Transport said.

Heidi Alexander made the remarks as she outlined its vision to “modernise” the aviation sector at the annual AirportsUK dinner at a time when passenger levels at the country’s airports had grown by 7 per cent – and signs indicating 2025 would be a record



breaking year.

She said: "It's clear this is a trend, not an unusual year. In fact, everything points to a record-breaking 2025 – and it's easy to see why.

"The world has never been more interconnected. The desire for travel never stronger. Global forecasts show a near doubling of passengers and cargo in the next 20 years. So the demand is there. It's growing. And if we don't seize it, we not only risk being outpaced by European competitors, but we will be on the wrong side of public aspirations."

The Government has already announced its support for a third runway at Heathrow Airport – which has put in £2.3billion to overhaul its infrastructure – and more recently said it was 'minded to approve' a second at Gatwick.

She added: "We see airports as a crucial pillar of our plan for change. And it's why we've acted, and acted quickly, across three areas – starting with expansion. It's no secret that long ignored capacity issues in the south-east, has meant some of our major airports are now bursting at the seams.

"And yet – when it came to expansion – too many people stuck their heads in the sand. It left the industry in a perpetual holding pattern, with decisions circling around Whitehall for years, waiting for a clear signal."

Expansion at Heathrow would be the first new full-length runway in the country for quarter of a century with the transport secretary saying her job was now to balance "economic benefits of expansion with social and environmental commitments."

She said this was reflected in her caveated support for Gatwick – with a "clear path for expansion" set out if certain conditions are met.

A final decision on whether to approve Gatwick's expansion is expected to be made on October 27.

The transport secretary finished: "I will never accept the false trade off that pits growing aviation against protecting our environment. I honestly believe we can, and must, do both. And how we do that is already being answered...

"Firstly, we cannot hope for quieter, cleaner and greener flights if our most critical piece of infrastructure is stuck in the past. We must ramp up work on reducing emissions. Green flight isn't only essential for the industry, it's existential."

Related reports:

"Blocks away" from airport expansions

Gatwick Airport Expansion

Report against airport expansion

Heathrow expansion reaction

Heathrow Airport. Credit Heathrow Airports Limited.

Epsom Ranks Among Surrey's Best for Train Punctuality

Epsom railway station has emerged as one of Surrey's most reliable stations for punctuality and service, faring significantly better than many other locations across the county. Despite serving three major London terminals—Victoria, Waterloo, and London Bridge—Epsom's train services remain relatively efficient, avoiding the severe delays and cancellations plaguing other areas.

Government Push for Greater Transparency

The government has announced plans to improve transparency in railway punctuality by introducing live data screens at major stations across the country, including in Surrey. These digital screens will display real-time statistics on train cancellations and punctuality, offering commuters a clearer picture of service reliability. Data will also be made available online.

The latest figures highlight significant differences in performance across Surrey's rail network. While some stations suffer from frequent delays and cancellations, Epsom continues to provide a more dependable service for its passengers.

Surrey's Worst-Offending Stations for Delays and Cancellations



Several stations in Surrey have been identified as the worst performers for punctuality and cancellations, frustrating thousands of daily commuters. At the bottom of the list is Woking, where only 72.2% of non-cancelled trains arrive 'on time'—defined as arriving within three minutes of schedule. Just above it, Guildford fares only slightly better at 74.2%.

Other stations in the lowest 10 for punctuality include:

- **Guildford** - 74.2%
- **Horley** - 74.8%
- **Gomshall** - 74.8%
- **Haslemere** - 75.2%
- **Reigate** - 75.6%
- **Dorking (Deepdene)** - 76.4%
- **Byfleet and New Haw** - 76.6%
- **Earlswood** - 76.7%
- **Redhill** - 77%

Some of these stations also struggle with cancellations, with Earlswood topping the list, where 11.7% of all scheduled trains simply do not arrive. This is followed by Salfords (11.7%) and Horley (8.4%). The full list of worst stations for cancellations is as follows:

- **Earlswood** - 11.7%
- **Salfords** - 11.7%
- **Horley** - 8.4%
- **Kempton Park Racecourse** - 7.4%
- **Sunbury** - 7.3%
- **Upper Halliford** - 7.3%
- **Chilworth** - 6.8%
- **Redhill** - 6.6%
- **Shepperton** - 6.6%
- **Gomshall** - 6.5%

Epsom's Strong Performance

If Epsom were included in these rankings, it would rank significantly higher in reliability. The latest figures show that **87.7%** of its non-cancelled trains arrive on time or within three minutes, a notably strong performance compared to its Surrey counterparts. Additionally, the station has a low cancellation rate of just **1.6%**, offering passengers greater confidence in their daily commutes.

Natasha Grice, Director at Transport Focus, welcomed the initiative to improve the transparency of service reliability, stating: "Passengers tell us they want a reliable, on-time train service and will welcome improvements to information about the punctuality of their service and cancellations being shared more transparently. It's important that the industry uses this information to drive up performance."

Meanwhile, Woking MP Will Forster has launched a new cross-party group aimed at holding South Western Railway accountable for poor performance. "I'm disappointed but sadly not surprised Woking suffers from more delays than any other station in Surrey," he said. "My constituents in Woking, and passengers right across the South Western Railway network, deserve a fair deal as they travel by train. We should expect cheaper and more reliable services."

A Positive Outlook for Epsom Commuters



While many Surrey stations struggle with delays and cancellations, Epsom's strong performance provides a welcome relief for local commuters. The government's move to display live data at stations will allow passengers to make more informed travel choices and hold operators accountable. As the debate around rail service reliability continues, Epsom's efficiency stands out as a positive example in an otherwise challenging landscape for rail users across Surrey.