

Transport for London travel advice for West End retail, leisure and hospitality businesses

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Heart of
LONDON
Business Alliance





Help us get your staff to work

The West End is a global retail, culture, arts and entertainment destination supported by a large workforce commuting into the area every single day. As more and more businesses reopen there will be more demand to travel from staff and customers.

In line with Government advice, everyone who can work from home should continue to do so.

Where travelling is necessary, please promote walking and cycling and the routes available. This will free up the limited space available on public transport to those who have no other way to travel.

Even with the recent instruction to keep a social distance of one metre plus, the number of people that our network can carry safely will continue to be significantly constrained. Our advice remains to keep two metres apart from each other where possible.

Encouraging and supporting your staff to walk or cycle

15 per cent of journeys made on public transport by people arriving and leaving their place of work are under 3km. This is the same as a 35-minute walk or a 15-minute cycle ride. For many people, this is an easy change to make, but a significant one in reducing pressure on our public transport network.

Government guidance to set up a [Cycle to Work scheme](#) is available which will enable your employees to buy a bike as a salary sacrifice benefit.

Santander Cycles business accounts

The West End is well covered by our Santander Cycles bikes and docking stations. This can be a great way for you and your employees to get around. Your business can easily [create an account](#) so employees can use the hire scheme for business travel or commuting.



Where public transport is the only option for staff

Our network-wide busiest times are 05:45-08:15 and 16:00-17:30. Many businesses are already staggering their trading hours enabling their employees and customers to avoid our peak hours. Travelling in after 09:00 and heading home later in the evening helps us to reduce the pressure during the peak hours.

Stations within Zone 1, and especially the West End, are likely to become busier, may be closed or have access restricted at short notice to help maintain social distancing rules.

This is in addition to Briefing for Retail Businesses, and Briefing for Leisure and Hospitality businesses. Which can be found [here](#).

Bus routes into the West End are also likely to become busier and you may have to wait to board. If your employees are coming into central London by train, please encourage them to make their onward journeys by walking or cycling from Network Rail Stations if they can, or travel after 10:00 when buses are likely to be less busy.

Your staff can plan their journey and check the **busiest times and routes** on our website.