

08th October 2019

Email: [REDACTED]

Re: Response - FOI request IE_FOI_291

Dear [REDACTED]

I refer to your request dated 28th August 2019 made under the Freedom of Information Act 2014, which was received by my office on that date for records held by Iarnród Éireann.

Request:

- Records of the number of complaints Irish Rail has received in relation to the Westport-Dublin line for the first six months of 2019. [424 complaints in relation to the Westport- Dublin line in the first six months of 2019](#)
- Please furnish me with a copy of 50 of those complaints. [See attached.](#)

Reponse:

I, Paul Slowey, have now made a final decision to grant your request.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case.

Rights of appeal

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to foi@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,

Paul Slowey

FOI Decision Maker, Customer Relations

PP



Hayley Durnin

Freedom of Information Office

To whom it may concern

I was a passenger on the 18.15 train from Dublin Heuston to Westport on the 22nd December 2018, please see attached ticket for proof of travel. I was due to get off the train in Roscommon station, however, when the train arrived at Roscommon station none of the doors both in the carriage I was travelling nor any adjacent carriages opened.

As you can image as this was one of the busiest days of the year for train travel with people trying to get home for Christmas there was confusion as to why the doors were not opening but before any of the passengers due to get off at Roscommon realised that there was a problem with the doors the train began to move off.

Myself along with the other passengers in carriage C immediately pressed the "speak to driver" button and began imploring with the driver to allow us off the train. What he said to us next was shocking. The driver stated to us that he was aware of this issue and had spoken to the regulator who told him that the train had to keep moving and to get off in Castlerea. When we asked if Irish Rail were arranging alternative transport to bring the passengers meant to get off at Roscommon back there he just hung up and refused to answer the line again.

This behaviour was completely deplorable, not only did the driver admit that Irish Rail was aware of the issue but no announcement was ever made to the affected passengers informing us of the issue nor was any suitable transportation made to get us to the destination which I paid Irish Rail to get me to.

Myself and the other affected passengers were again mistreated upon our arrival at Castlerea. In the journey between Roscommon and Castlerea I had found out through other passengers that the doors in carriage A were working and passengers in carriage A had disembarked in Roscommon. Again, no announcement was made by driver advised affected passengers to move up the train in order to get off in Castlerea. Since it would have been obvious to the driver that the carriage A doors were working at Roscommon station I feel even more let down by the appalling service of Irish Rail as a simple announcement to move up at Roscommon would have been all it would have taken to allow us to get off at our destination. It is clear to me that the driver of this train did not care whether I got off the train in Roscommon or Westport as long as he got home in time for Christmas which sadly I did not.

At Castlerea station we were greeted by a dismissive station master who told us to get taxis and to bill Irish Rail. I'm not sure if you are familiar with Castlerea but for Irish Rail to expect that there would be approximately 25-30 taxis to transport people to Roscommon is a joke and I can say that there was not a taxi in sight at the station, proving again that Irish Rail did nothing to accommodate passengers in a mistake that was completely your fault.

As a result of this, my father had to drive the 40 minutes from Roscommon to Castlerea and not only collect me but three other affected passengers three days before Christmas.

Irish Rail have not provided me with the service for which I paid and because of this I feel as though I am entitled to a full refund on my ticket as well as the fuel expenses it cost my father to come and collect me.

I can safely say that I am totally dissatisfied and hurt in the way I was treated by Irish Rail. I am a long serving customer of Irish Rail and feel I was completely dismissed by every staff member I came into contact with that night.

I hope to hear from you soon.

Hello,

I would like to make a formal complaint about your 1pm train service from Ballina to Dublin Heuston, yesterday 2nd January 2019.

When I boarded the Westport Train for Dublin at Manulla junction the train was already packed, with absolutely no seats available - there were only four carriages. Given the week that's in it; new year, all the the country people heading back to Dublin for work, I cannot understand how there were only four carriages. I estimate that with the numbers on board, you would have easily filled 6/7 carriages. Irish rail ought to have been aware of increase in passenger numbers this week and should have made reasonable, adequate provision for same.

I understand from speaking to fellow passengers who boarded in Westport that the train was already full and there were people standing leaving westport, so there was absolutely no hope for anyone getting on the train at a later station to get a seat.

Having paid €41.60 for a single adult fare, I had to stand for 3+ hours from manulla to Dublin. I have a medical condition which makes this very difficult, and indeed I am suffering with back pain today as a result. The train was so crowded that there wasn't even room to stretch the legs to sit on the floor. We were literally packed in like sardines.

There were elderly people with walking sticks standing for long periods, people with standing with small children, and at one point I witnessed a suitcase fall on top of a passenger, such was the overcrowding of people and luggage on board. It is a disgrace that this is the level of public service afforded to tax paying citizens.

I'd like to make it clear that my complaint is not merely relating to a comfort issue but a health and safety one. I did not see any reasonable attempt by Irish rail to assess the situation on board and ensure the safety of passengers.

There was also a significant delay in Castlerea (about 20 minutes) with no announcement as to what was going on, not even an apology... whilst we were packed in with doors closed and no air.. Having paid €41.60 for the ticket, not to mention my tax dollars that go towards providing this 'public service', I'm very very disappointed with what happened yesterday.

I would like a response to my complaint, confirming that this has been formally logged with Irish rail.

Hello,

I used your service from Sallins and Naas to Roscommon on 22.12.18.

The train doors failed to open in Roscommon and we had to continue to Castlerea where the doors failed to open for a second time.

We were only able to exit the train when the glass case was broken to access the emergency lever by another passenger.

Throughout this time no announcement was made to inform customers what was happening.

We were finally told that we would have to make our own way from Roscommon to Castlerea.

I would appreciate if the full fair amount of 14.49 was reimbursed to my account as soon as possible for failure of service.

look forward to your response.

Comments:

Would like to issue a complaint against your onboarding service cart on board the 14:20 from castlerea. The person manning the cart wrapped up 20 minutes before athlone and left half a carriage unserved and stood at the back of the carriage waiting to come into the station before switching carriages. Surely he could have continued to serve until closer the station. Now you have customers on board that will not have had food or even a drink of water for over 2 hours. This is unacceptable

Comments:

Hi. I booked tickets for myself and my daughter from Castlebar to Athlone. I also booked two places for our bikes. We cannot sit in our chosen seats because another passenger without a booking has taken one of the racks. What is the point in having a booking system if it isn't fit for purpose?

Dear Sir/Madam

I am writing to bring to your attention a significant service disruption issue which I experienced at Ballyhaunis train station on Saturday 29 December 2018.

I had booked a ticket for the 8.04am train from Ballyhaunis to Dublin Heuston. When I arrived at the station at 7.50am, there was a queue of people outside the station as it had not been opened and there was no way of accessing the platform as the door and gate were locked. The train arrived on time, however there was no way for me to get on the train as no one arrived to open the station and as such the train left.

This was highly frustrating to me as I needed to get to Dublin Airport that afternoon. The next train was not scheduled to leave Ballyhaunis until 10.30am and this would have caused me to be late for my booking. I tweeted a number of queries to the @IrishRail twitter account but received no reply - I can forward screenshots of the exchange but your communications team will be able to access these tweets. I have still not received any acknowledgement of my queries on twitter.

There was no taxi availability at the station and as such I had no way of expediently getting from Ballyhaunis station to another station. I therefore had to ring friends/family members to see if I could get a lift. Eventually, my father had to leave his work to drive me to Athlone station where we could get the 10.30am train. This which would give me enough time to get to the airport. This was a journey of over 76.5km which significantly disrupted my father's day and led to added expense. Had a taxi been available it would have cost approximately €120. From Heuston station I took a taxi to the Airport.

I reported the matter to the station manager in Athlone who was courteous and helpful. However, I received no response to my enquiries on twitter. To date, I have not received an adequate explanation of what caused this service disruption. I understand that this may not have been the first time that the station in Ballyhaunis was not opened on time. I would therefore be grateful if you could provide me with:

- 1) an explanation as to why the station was not open on time on the relevant date;
- 2) an explanation as to why there has been no acknowledgement of, or reply to, my queries via twitter (I can supply further details as required)
- 3) an explanation as to what actions are being taken to ensure that this type of disruption is not repeated.
- 3) a refund of the ticket price paid of €19.99 as well as compensation for the additional expenditure I incurred due to this unacceptable service disruption.

I look forward to hearing from you,

Comments:

Hi Irish-Rail Manager, I'm [REDACTED] father of my daughter name [REDACTED] want to bring you kind attention of Irish-Rail conductor being incident mistreated my daughter during return back to Cork from Ballyhaunis on 2nd Jan 2019, time at 10:33 am trip hence the conductor had checked my daughter ticket reservation [REDACTED] & told her the ticket too cheap & invalid to use and told her to buy another ticket so made her very embarrassed, panicked and fearsome in front customer around [REDACTED], It shouldn't happen to a valid ticket holder ? . Well my youngest daughter name [REDACTED] reservation [REDACTED] valid ticket wanted return to Cork on 5th Jan 19 at 10:33 am was very afraid, fearsome and embarrassed to take on train on the booked date even no mood to take breakfast after her sister informed her the incident about the conductor on 2nd Jan 19 so I want to complaint about this serious issue not be happened to my both daughter like this way during pre booked promotion Christmas period. I'm seeking professional advice and my lawyer about this incident. Await your reply soon. Thanks

Hello,

I ordered today a travel ticket online, and completed the booking (I got an email with ticket collection number:

[REDACTED].

Following that I received an email which subject "Where'd You Go? Your Iarnród Éireann Booking will expire at 09:11" the email states that my booking is not completed, and it will expire within 30 minutes.

I have entered the booking again and noticed that my credit card has been charged twice.

The second ticket collection number is: [REDACTED]

Can I be refunded for this mistake?

Thanks and best regards,

I'm currently in the 5.10 p.m train from Heuston to WestPort. I had a prebooked seat but my name was not displayed over the seat and as a result of this, someone else has taken the seat. I was advised from Irish Rail to get on touch here that I could claim a refund for this. They also suggested that proof of a seat number on my ticket would also suffice, but as I stated in my response that the train is packed and I would not feel comfortable pulling an elderly man out of my reserved seat to have to stand for the remainder of his journey. Especially considering the fact that the seat did not appear to be reserved when he sat in it. I have attached a picture of my ticket along where I was supposed to have a reserved seat.

I would like to bring to your attention the problems that seem to be with the train service to Westport and back to Dublin Heuston Station.

There seems to be a big problem with being able to get a seat on the train particularly on Fridays to Westport and Sundays returning. It would appear that there are not enough carriages on the train.

There are two questions I would ask you and perhaps receive an answer:

If a person is standing on the train, unable to get a seat, can one receive a refund of the money paid for a seat?

If there was an accident (God Forbid) and persons standing were injured, are they insured or is Irish Rail insured to carry persons standing on the train?

As a regular train user, a prompt reply would be appreciated.

Comments:

I was booked on the 08h Dublin/Westport train on Sunday and due to works we were bused from Heuston to Portarlinton. I knew about this in advance but the lack of service thereafter was dreadful.

- * 50 minute wait at Portarlinton

- *No heating in my carriage Portarlinton/Athlone

- *No heating in my carriage Athlone/Westport

- *No hot beverage on the Athlone/Westport train.

I was frozen out of it both on the platform and in two separate trains and to add insult to injury there was no availability of a hot drink because, according to the Irish Rail staff member, no-one had turned on the hot water the previous evening!

I want a refund for the Dublin/Westport journey.

Separately concerning prebooking seats...there is no point in making announcements about not sitting in prebooked seats when the lights above the seats were not actually turned on until 40 minutes into the journey. Seriously, what is that about?

In relation to Westport/Dublin on Monday the names above the reserved seats came on only 40 minutes after we left the station causing problems for those who like me had booked and embarrassment for those who hadn't and had taken pre-booked seats.

My booking reference is [REDACTED]

Dear Irish Rail,

I am currently on your 12.45pm train to Westport. I am disappointed to find your toilets without soap. Aside from the general hygiene aspect of this, as someone who works in a hospital setting, I would like to flag that your not providing soap may contribute to individual's (particularly your frail, vulnerable populations) contracting flu given the season we are in. Personally, I have been unable to eat during my journey as I have had no method of properly washing my hands post using your toilet. To add to this, when I flagged it with one of your attendants, her response was 'just use the other toilet'. It too did not have soap however.

My parents, who are older, travel on the 12.45pm train from Dublin to Westport tomorrow Saturday 2nd February. I am hoping your service will have improved by then.

Kind Regards,

Comments:

Can you provide some explanation as to why there is consistent delays of at least 20 mins on the Dublin to Castlebar rail service, which has happened yet again this morning. It's a little more understandable for knock on disruptions in the evening but for the first service of the morning to be delayed by what will now be half an hour just suggests a gross incompetence of the service and failure to ever deliver a service for this journey on time. What are the reasons for this consistently happening? Passengers are not made aware of delays on the train via any announcement or how long the delay will be potentially be when it stops at train convergence points, may I suggest that you would actually provide some level of compensation for the disruptions by actually acknowledging delays and informing people of these disruptions early on.

Comments:

Hi I would like to complain and request a refund. I had a seat booked (and bike booked) for the Westport train Friday 8 Feb. When I arrived all of the seats had no names over them and all were occupied. The train was dangerously overcrowded to the point where people were up against all the doors. I couldn't get on the train and missed an important family occasion.

This violates my rights under the Sale of Goods and supply of services act 1980. I am entitled to a refund.

I am also generally concerned for the safety of people on board when the train is so outrageously overcrowded. How are elderly or disabled people to reserve seats when the names are not up? This happens every time I have travelled to Mayo in the last 12 months. It's chaotic. It must be changed so that if you do not have a ticket for the specific train you cannot travel. Anyone with a flexible ticket should have to change their ticket online before arriving at Heuston if they want to travel at a different time. Then if the train is full you cannot change your ticket.

Please in the interest of Safety and harmony change this policy.

Comments:

On the 1.23 pm train from Castlebar to Dublin

Booked a seat online but system not on at all.

No catering service

Just a real pity

I made the choice to travel by train over driving. And I want to keep doing this but we all deserve better

Please take this feedback in the spirit in which it's given, constructively but very disappointed

Finally, why not put a first class carriage on trains to Westport

Lots of people including myself would use this to have a quieter space to work I

Comments:

On the 13th of June, 11.10 train from Roscommon to Dublin Heuston I paid €45.20 for a return ticket. I was unable to get a seat and had to stand in between carriages for the full duration of my journey. I was not the only person to have to stand. There were many people in a similar situation by the time the train got to Roscommon. I am seeking a full refund of the fare I paid as this service is entirely unsatisfactory. I await your reply. [REDACTED]

I just want to convey my dismay at not getting my reserved seat at either reservation.

The last 10 mins before departure were chaotic today as people argued that the seat was free and there were no overhead reservations available to view.

I can't understand how the reserved seat signs can't be on as soon as people are allowed board.

There were so many of us sitting on the ground today.

Comments:

On the 26th of June on the 18:15 train from Dublin to Westport the carriage names and names above the seats never showed up. This led to rows breaking out between passengers and people cursing at each other. I had a seat booked yet still had to stand for the entire journey as it was taken. What was the point of me paying for a seat on this train only to have to stand for 2 hours as a result of your mistake? I should be given a refund for having to listen to people arguing for 2 hours while standing because my name never appeared above my seat. Extremely poor service.

Comments:

I am extremely angered that I bought a ticket for myself and my partner online so that we could reserve seats with our names on it to avoid standing or being seated apart. However when we boarded the train, there were two people sitting in our assigned seats and our names were not displayed on top of the seat numbers. As this was a busy train going back to Dublin from Roscommon, there were no available seats and we were left standing for the duration of the entire 2 hour journey. I read your refund policy and it states that you give refunds to those who had booked seats with names on display, so I am expecting a full refund after this disappointing journey. I have proof of the seats without our names and the tickets. This occurred on the Roscommon to Dublin train 2.43pm on 23rd June. My email is [REDACTED] hope to hear from you very soon.

Comments:

I bought 2 tickets for our trip to Dublin on the 1045 train from Castlerea. There were no names on any seats and the seats we had booked were occupied so we were forced to find other seats. We have booked on the 1815 from Heuston to Castlerea this evening and expect to have our seats. Alternatively we expect Irish Rail to be clear as to why they are not booked.

Comments:

I am extremely angered that I bought a ticket for myself and my partner online so that we could reserve seats with our names on it to avoid standing or being seated apart. However when we boarded the train, there were two people sitting in our assigned seats and our names were not displayed on top of the seat numbers. As this was a busy train going back to Dublin from Roscommon, there were no available seats and we were left standing for the duration of the entire 2 hour journey. I read your refund policy and it states that you give refunds to those who had booked seats with names on display, so I am expecting a full refund after this disappointing journey. I have proof of the seats without our names and the tickets. This occurred on the Roscommon to Dublin train 2.43pm on 23rd June. My email is [REDACTED]. I hope to hear from you very soon.

Comments:

Hi there,

I had my cable plugged into the new charging ports on board the trains.

I am traveling on the 5.10pm train from Dublin to castlebar. The cord started smoking from the wall. After I pulled it out (risking potentially being electrocuted or burned), my cord now has expanded and burned at the bottom end.

Thankfully, the cord was not plugged into my phone. I would like reimbursement for this iPhone cord.

Comments:

The state of toilets on Irish trains makes me so, so ashamed when traveling on them and seeing the expression on tourists' faces when they exit them. The toilets really are a public health concern. Even when traveling on the early trains the toilets have not been cleaned nor garbage emptied from the previous day. Even when some attempt has been made to 'clean' they are filthy!! All it needs is elbow grease, CIF and protective clothing. The toilets are disgusting and a public health hazard and, as representatives of Iarnród Éireann, you should be ashamed. Why ask for my contact details when we all know no effort will be made to establish contact nor rectify the problem. Occupational health looks after your employees, who protects your passengers from your toilets?

To whom it may concern,

I reserved two seats for the 11:05 train today from Roscommon to Dublin Heuston.

Our names are not displayed beside the seat numbers we had reserved- [REDACTED] Other peoples names are displayed and I am enquiring why this is. We now have to sit on the ground as our names are not displayed on the seats we took the time to reserve.

Please advise

Comments:

Dear Sir/Madam,

I took the 7:35 a.m. service from Heuston to Roscommon yesterday, the 19th of July. The journey involves a change at Athlone. The leg from Heuston to Athlone was completely overcrowded. The train only had three carriages, two of which were completely booked out by two school groups, and the third of which was completely booked out by regular passengers. I had to stand between the carriages with other passengers the entire way to Athlone, a journey of an hour and a half. Three carriages is clearly insufficient for a morning service serving both the Galway and Westport lines, particularly when Iarnród Éireann had notice that two of the carriages had been completely booked by school groups.

As I write, I am standing between carriages on the Galway-Dublin service, having boarded at Tullamore just after 8:50 a.m. this morning, the 20th of June. Again, all of the carriages are full and there are many passengers standing between the carriages.

It is clear that these services are doing sufficient business to justify longer or more frequent trains and I suggest that you address the issue. Travelling by train is neither the cheapest nor the quickest way to travel in this country. If your USP is comfort, then there is much work to be done in that regard.

Good Afternoon,

I am on the 14:45 train from Hueston to Westport. Booked a ticket and reserved a seat. Arrived for train at 14:35 and there are so many people on the train that people are standing through the isles, and jammed right up to the doors of the carriages. There are so many people I can't even get to my seat (even though there is someone else sitting in it). The staff at Hueston were very rude and walked away even from a woman who was in a wheelchair and told her to 'go to customer services' as it wasn't their problem. Peoples questions ignored. In 2019, that's a really inexcusable way to treat anyone.

Comments:

Guys it's currently 33 degrees Celsius on the train from castlebar to Dublin Houston, it's a. Absolute disgrace , I'm a [REDACTED] , God help children or any older women , 58 euro for this service .

Comments:

I am yet again sitting on the ground as there are no seats left on the Westport to heuston train despite having booked my seat. I got to my seat to find an elderly person with a crutch sitting in my seat who I couldn't ask to move.

The same thing happened on the Saturday of Bloom

The person in my seat wouldn't move as there was someone in her seat.

It's a bit of a pointless and fruitless exercise booking a seat to end up sitting on the ground.

Comments:

I booked a ticket on the 10.35 Ballyhaunis to Dublin.Heuston on Saturday 15/6 last.

The coach No. on the ticket was [REDACTED]

I walked up and down the coach 3 times but could not find Seat [REDACTED].

When I booked the seat online I had noticed it was a bicycle coach but there was no bicycle area on the Coach [REDACTED] on the train I boarded.

I travelled on the train again on Sunday 16/6 to Ballyhaunis and noticed that it was Coach [REDACTED] and this time there was a seat [REDACTED] and a bicycle area on this coach.

Why did the coach [REDACTED] that I boarded on Sat 15/6 have no seat [REDACTED] but the coach [REDACTED] on Sunday did have a seat [REDACTED]

I paid for a seat that didn't exist on Saturday??

Comments:

The seat beside me carriage b seat 15 is filthy. The table was so dirty I had to use my face wipes just to make it acceptable to sit at. Im really disappointed.

To whom it may concern.

I am on a train from Castlereagh to Dublin and it is standing room only. There are only three carriages and we are wedged in here. There is no room, people can't get to toilets. This is a really poor service. It's a lot to pay just to stand against a wall. I don't think I will be using this service again.

Comments:

18:15pm train to Westport is a disgraceno info or displays & people standing between all carriages....No visible staff presence....Bloody disgrace in 2019

I want to make a complaint about tickets I bought online return when I get on train some school class of kids has the same booking of seats I got mine June 4th and there's were 2 weeks early so now my family have to stand up all the way from Houston to Castlereagh it's not on ,I want to hear from ye of what happened 2 lots of tickets same no seats.

Comments:

The Foxford to Dublin train is packed there is no standing room left and my elderly mother cannot stand from Mayo to Dublin. There was only 3 carriages on the train today. Why was not another carriage added with the concerts in Dublin ????

To whom it concerns,

My name is [REDACTED] and I am currently on your 13.20 train from Westport to Heuston, travelling home from a hen weekend. Booking Reference Number [REDACTED] As this is a popular train and we were a group out celebrating, I reserved what I was shown on your website as a table. Our tickets stated that our seats were [REDACTED] Upon embarking on carriage [REDACTED] we lugged what I can only describe as the heaviest suitcases to have ever been packed (due to all the hen equipment) down the aisle to find our seats. You can only imagine my shock, let alone the groups disgust, to find that 2 of the members names appeared above a two seater, and my seat, [REDACTED], didn't in fact exist at all! Looking for this non existent seat caused an unnecessary amount of stress, and the groom suffering from [REDACTED]. We then were forced to hustle down the aisles with all our colossal luggage, to the very top carriage to eventually find a seat with a table. This experience has ruined what was otherwise a fabulous and relaxing weekend for a very overworked groom and his bridal party. We had all just paid a small fortune to have full body massages the day before. The physical strain this caused, pulling the cases through the carriages, trying to manoeuvre around all the other passengers swinging their bags and legs in the aisle, while also trying not to hit any of your other fine passengers in the face with our own bags, undid all the work that had gone into our massages. I can't put into words the utter embarrassment I felt, and after paying over 150 euros for the 'privilege'. As I booked the tickets, the events and stress that everyone in the group experienced fell on me. Our current seats are very uncomfortable, due to the noise coming from a very rowdy group of youths. This is not acceptable, and I am requesting you to investigate this matter immediately. Please find attached photographic evidence.

Comments:

Hi I have just boarded the 18.15 train to westport and booked my seat carriage [REDACTED] when I boarded the train I was delighted to know my seat was actually the bike rack there is a screen for [REDACTED] but no seats just the bike rack. The carriage number is [REDACTED] as above the door,as this is a busy train being the last train to westport finding a un booked seat is a challenge. If I could please get a reason as to how this is possible it would be appreciated I can provide photographic evidence if requested . My booking number is [REDACTED]

Comments:

17:10 service to Westport from Heuston.

This train consistently doesn't have near enough seats. Frankly it's not acceptable to pay for a ticket and to have at least ten people standing per carriage. The fact that it consistently doesn't have enough is very annoying - clearly Iarnrod Eireann must know that there isn't enough seats and refuse to do anything about it.

Comments:

I am on the wesport to heuston train which apparently is delayed but of course we have received no further information

What time will it now arrive at

Comments:

The manner in which Irish Rail conducted its affairs, as witnessed by me on the evening of 30/05/19, was disgraceful. My wife and I were waiting to board the 18.15 train to Westport. A large number of intending passengers were waiting also in anticipation of the platform announcement. In hindsight it would appear there are a number who appear to already be aware of the correct platform. When the announcement finally came it was obvious that the number of passengers exceeded the capacity available on the train. The scrum that followed was more reminiscent of a German death camp film than a domestic train service in Ireland. I have traveled on trains all over the world and I have never witnessed anything similar. My wife and I became separated at this stage and I boarded [REDACTED] I tried to find seats amongst the many reserved seats that were sprinkled throughout. Finally I believed that I had done so as I sat down in a seat that was clearly unreserved. Shortly afterwards the 'reserved' sign lit up and a lady came along to claim her seat. I informed her that I would vacate my seat, but such a thing would never happen to me again. I am [REDACTED]. We were not in a position to reserve seats. In future I will take a picture of the unlit reservation and I will not relinquish my seat to anyone. The consequences of such an action will become the responsibility of Irish Rail. I will also carry a print out of this letter in my possession. The person responsible for this debacle should be removed from his position. It was too late at this point for us to find new seats and my wife and I had to remain standing throughout most of the journey. A large party of what appeared to be secondary school students came on board and treated the passengers, many of whom were elderly, to a display of disorderly conduct until the alighted in Ballyhaunis. It was only at that point that they appeared to be under the supervision of an adult. He took no action during the trip to exercise control on this unruly bunch of teenagers. Neither was there any indication of Irish Rail Security Staff present. I will send a copy of this complaint to the Minister's office, as I feel he should have some responsibility for matters of this kind

DescriptionI travelled on your Westport Line, from Castlebar to Heuston on Tuesday the 28th, and my train was delayed by 1hr 40mins, as per your own terms and conditions, i am entitled to a least a part refund on my ticket, how do i go about claiming this?

I travelled on your Westport Line, from Castlebar to Heuston on Tuesday the 28th, and my train was delayed by 1hr 40mins, as per your own terms and conditions, i am entitled to a least a part refund on my ticket, how do i go about claiming this?

Comments:

Train from Westport to Heuston,3 carriages on 32/5/19, complete joke bank holiday weekend train packed stood the hole way from Roscommon I paid over €40 for this poor excuse of a service,money should be refunded

Comments:

I booked tickets for myself and my mother on the 7.50 from claremorris to Dublin, there were people sitting on our seats and they refused to move as there was nothing displayed over the seats. The reservation was not displayed until Athlone. I would like a refund of the booking fee on the seats.

To Whom it May Concern,

I booked and paid for a return ticket by Visa Debit for my son [REDACTED] to travel on the 7.50am train from Claremorris to Dublin on Tuesday, 28th May. I purchased the ticket online on Monday evening (reference no.3 [REDACTED]). Due to the signal fault he was unable to board the train as he had an interview at 2pm and had to travel to Dublin by bus. I hereby request a full refund. Thank you.

With kind regards,

Comments:

To whom it may concern,

Reservation number [REDACTED] Friday 24th May returning Sunday 26th May.

I booked over the phone reservations as two of my children are under the age that they require a fair to avoid them not having a seat booked I booked and paid for their ticket €15.00. My husband, my other daughter who is 6 and myself ended up standing for the entire journey to Dublin as there was no names over the seats as booked and the occupants of our seats would not move and were drinking alcohol on the train at 10.30am which terrified my children. The train was very busy and majority were standing so the conditions were appalling. My Children requested and pestered my husband and I for a while to get the train to Dublin it was a shocking experience which led to them crying for the majority of the journey. My husband has a very bad back again he had to stand which was a nightmare.

The journey was a nightmare from start to finish, the spice girls were playing in Dublin but in fairness we had the foresight to book tickets and seats which we could not avail off and I was not going to be fighting for me seats.

Looking forward to hearing from you

Comments:

Hi I am just looking for a refund on my ticket for yesterday morning May 28th due to signal disruptions and the train I was on to Dublin Heuston from Ballyhaunis service was suspended. I had to get a bus from Athlone to Dublin Heuston so the train fare was €11.49 and bus ticket was €12.50 Total €23.99. I can send you copies of both. Booking Reference on Train [REDACTED]

Dear Sir or Madam.

I reserved a seat on line ([REDACTED]) travel from Westport to Dublin at 13.10 on May 24th 2019.

However there was no Carriage [REDACTED] on the said train.

No carriage = No seat. Can you please arrange to refund me the €21.99 I paid for no seat.

I await your reply

Question:

Myself and 2 friends booked and paid for reserved seats in carriage E for the 1.23pm service from Castlebar to Heuston. Train arrived with only 4 carriages, A-D. Contacted Irish rail twitter and was advised to use this link to receive a refund.

Dear Sir/Madam.

I travelled from Ballina to Dublin on Friday 24th May 13:00 train with my daughter.

Unfortunately for us this was not a good experience, we had to sit on the floor from Manulla to Tullamore, from my understanding the train was 2 carriages short. This was a very busy and uncomfortable journey and this should not be the case when you pay for a service. There is no way you would get away with standing on a bus!! and it most certainly should not be acceptable on a train either.

I am very disappointed with Irish rail and feel we should be compensated in some way.

Comments:

I wish to highlight an incident on the Westport -Dublin train on Friday 23rd May. I had 2 seats reserved on this train, the seats allocated were in coach F, when the train arrived this coach did not exist ! The train was already full with many people standing and luggage blocking door ways. This is not acceptable. I wish to process this complaint, how do I go about this ?

Hi

I was unable to use the booking below due to the signal fault this morning and had to make alternative travel arrangements.

Can you please refund my credit card for this return trip.

Many thanks for your help

Hi,

I am writing to you relation to the delay with the 12:45 train today. It was extremely late resulting in me missing my bus and therefore, missing a job interview. This left me missing a huge opportunity. I am so so disappointed with this service.

I look forward to hearing from you as soon as possible.