



Staff Travel Guide

Getting to Gatwick

August 2026



**LONDON
GATWICK**

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Get the most from your commute



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Welcome to the London Gatwick Staff Travel Guide.

Cost, convenience, and comfort all influence our decisions about the journeys we take, but did you know that your journey to work can also contribute to London Gatwick's sustainability journey?

Our second Decade of Change has set a goal that 48% of staff journeys to work will be by public transport, shared travel and active travel by 2030. To achieve this ambitious goal, we will continue to work closely with our stakeholders, transport operators and on-airport employers to develop and promote a wide range of transport services which meet staff needs.

Visit our website to find out more about our [Decade of Change sustainability policy](#)

This Staff Travel Guide aims to help you understand the wide range of travel options and benefits available to airport employees, supporting you to make sustainable travel choices.



Train – Unrivalled Connectivity

London Gatwick is the best-connected airport rail station in Europe, with direct connections to more than 120 stations and hundreds more with just one change.

This unrivalled connectivity means that airport staff can live all across London, the South East and further afield and benefit from fast and frequent trains to and from work.

Gatwick Airport is served by Gatwick Express, Great Western Railway, Southern and Thameslink trains. These services provide regular journeys to East Croydon, Clapham Junction and six central London stations (London Victoria, London Bridge, London Blackfriars, City Thameslink, Farringdon and St. Pancras International), as well as key local towns like Crawley, Redhill, Reigate, Horsham, Haywards Heath and Brighton.

For journey planning, ticket information and information about planned engineering work, please visit:



Train Operating Companies



ThamesLink



Staff Rail Discount Scheme

All airport staff can save 25% on train tickets through the Gatwick Staff Rail Discount. The scheme is free to Gatwick Airport ID pass holders.

Flexible ticketing to suit your travel needs:

- Single, Day Return and Return tickets
- Weekly, Monthly and Annual season tickets
- First and Standard Class tickets

Please note, the discount cannot be used for flexi season tickets.

Travel on:

- Any Gatwick Express, Southern or Thameslink services
- Great Western Railway trains on stations between Gatwick Airport and Wokingham
- Limited other services within the staff travel area (see map and Ts&Cs)
- Your journey must start or end at Gatwick Airport

How to buy discounted tickets:

- Online via the dedicated airport employee microsite. You'll need your unique PIN code to access the site – get yours from the Gatwick Airport ID Centre.



- At any Gatwick Express, Great Northern, Southern or Thameslink ticket office

Remember, you must carry your airport ID pass when travelling on a discounted ticket and show it to railway staff on request.

Staff without an airport ID pass:

Staff working for companies on-airport who do not issue ID passes can purchase a Gatwick Staff Discount Card for £35 per year in a few steps:

1. Download the application from the [Southern website](#).
2. Bring the completed form, photo ID and proof of employment to a ticket desk at **Gatwick Airport Station**. You'll also need a passport photo for your rail photocard.
3. Station staff will check your employment status and issue your discount card and rail photocard. You must carry these with you when travelling and show them to railway staff on request.
4. To buy tickets online, visit the ID Centre to get your PIN, taking your discount card and photocard to prove your eligibility.

A note for all staff: Your PIN is unique to you and cannot be shared with others or be used to purchase tickets for anyone else. Use of the scheme will be monitored, and abuse may lead to your access being revoked without notice.

To find out more and for the full scheme Ts&Cs, please visit the [discount scheme website](#).

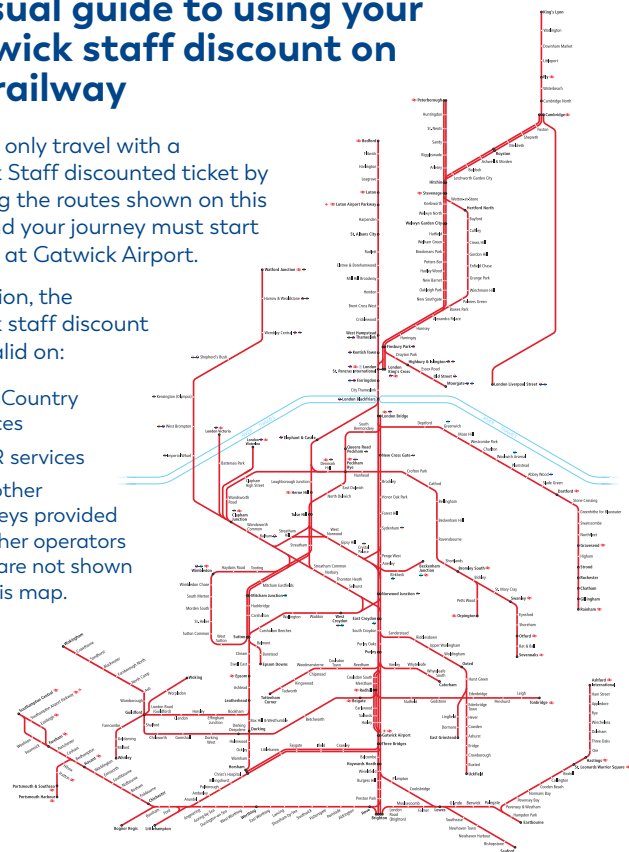


A visual guide to using your Gatwick staff discount on the railway

You can only travel with a Gatwick Staff discounted ticket by following the routes shown on this map, and your journey must start or finish at Gatwick Airport.

In addition, the Gatwick staff discount is not valid on:

- CrossCountry services
- LNER services
- Any other journeys provided by other operators that are not shown on this map.



This information is correct as of 1 July 2021

Route map produced by GATWICK AIRPORT - Gatwick Airport



National Railcards

Some staff may benefit from purchasing a National Railcard for their journey to work or leisure travel. These railcards can provide savings of up to 1/3 on rail travel, but do have some restrictions, particularly at peak times.

Some of these include:



16-25 Railcard



26-30 Railcard



Disabled Persons Railcard



Network Railcard

valid for travel in London and the South East

Please note: These railcards may not be valid for use on all journeys. Visit the [National Rail website](#) for more information and to check your eligibility.



Reminder:

When travelling by rail you must have a valid rail ticket. Failure to produce a valid ticket will result in a penalty fare and could lead to prosecution.

You may have to pay a penalty fare if you:

- Travel without a valid ticket
- Are unable to produce an appropriate Railcard for a discounted ticket
- Travel in First Class on a Standard ticket
- Travel on a child fare over the age of 16
- Travel beyond the destination on your ticket

Staff are reminded that as airport ID pass holders, all airport workers have key responsibilities, including to behave within the law at all times. ID passes remain the property of Gatwick Airport, who retain the right to withdraw or suspend the ID pass of any person who fails to meet the terms and conditions of holding an ID Pass. ID pass holders must notify their employer and the ID Centre within 14 days of being charged with, or convicted of, a criminal offence. Failure to do so will be a disciplinary offence and will be dealt with in accordance with the employing company's disciplinary procedures.



Local Bus

The Metrobus network operates over much of East and West Sussex, Surrey and Kent, with easy changes to other services in Redhill and Crawley town centre. Bus tickets can be purchased online, through the Metrobus app, or on board.

London Gatwick works in partnership with Metrobus to ensure that local bus services meet the needs of airport employees. We use the biannual Travel to Work Survey to identify opportunities to improve routes, frequencies and timetables to benefit airport staff, particularly shift workers. Over the last 2 years we have invested £1.6m in local bus routes to make your journey to work easier and more convenient, with a further £1.25m planned for 2026.

METROBUS





Frequent 24/7 Services

During the busiest time of the day, up to 43 buses pass Gatwick Airport each hour. Most buses also run early in the morning and late into the evening too, with eight routes operating 24 hours a day, 7 days a week.



Information at your fingertips

The Metrobus app is a great source of information; featuring a journey planner, information about live departures including bus tracking, as well as offering you the possibility to favourite your regular stops and bus routes.



Personalised service early and late

The Metrobus customer services team is on hand to help via a phone call to [01293 449191](tel:01293449191) seven days a week, and in person at the Travel Shop in Crawley Bus Station.



Doing your bit for sustainability

54 zero emission hydrogen buses operate on the Metrobus network around Gatwick, one of the largest hydrogen fleets in the world.

For more information, timetables and route maps, download the [Metrobus app](#).



Gatwick Travelcard

Airport staff can buy a Gatwick Travelcard, saving up to 38% on travel across the Metrobus network. There are no time restrictions on travel, and they are accepted on all Metrobus routes which serve Crawley or Gatwick.

The Gatwick Travelcard is available for periods of 1 week, 4 weeks, 13 weeks or annually, allowing staff to choose the option which best suits their travel needs and budget. 1-week, 4-week and 13-week Travelcards can be purchased and used in the app. Annual tickets can be purchased online for use on the Key smartcard, or at the Metrobus Travel Shop at Crawley Bus Station.

Before travelling you will need to complete a quick in-app verification, which takes just a few minutes and is normally approved within 2 hours. Once you've been verified, you will be able to purchase tickets and activate them immediately for one year, without having to verify yourself again.

To find out more, visit the [Metrobus website](#) or download their app.

The Gatwick Travelcard is valid for unlimited travel on the following routes: 1, 2, 3, 4, 5, 10, 20, 21, 22, 23, 84, 100, 200, 271, 272, 273, 281, 291, 398, 400, 420, 424, 460, 500, 603, 610, 692 and 693.

See map on the next page.



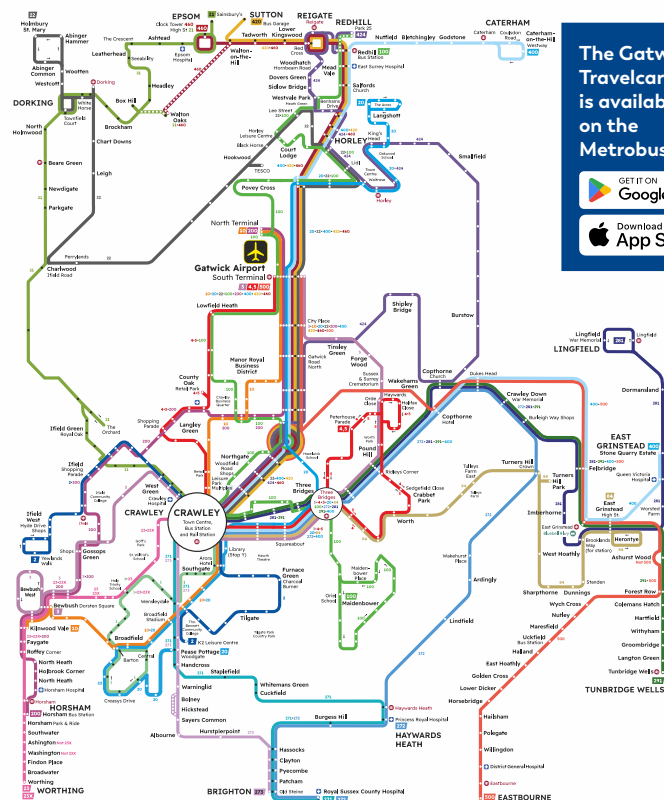
Gatwick Travelcard Area

May 2026

METROBUS

The Gatwick Travelcard is valid for unlimited travel on the following Metrobus routes:

1, 2, 3, 4, 5, 10, 20, 21, 22, 23, 23X, 84, 100, 200, 271, 272, 273, 281, 291, 398, 400, 420, 424, 460, 500, 603, 610, 692 and 693.



The Gatwick Travelcard is available on the Metrobus app

GET IT ON
Google Play

Download on the
App Store



Local Bus Routes



10

FASTWAY METROBUS

🕒 up to every 7 minutes
24 hours, 7 days a week

- Kilnwood Vale
- Bewbush
- Broadfield
- Crawley Town Centre
- Manor Royal
- **Gatwick Airport, South Terminal**
- **Gatwick Airport, North Terminal**

[See timetables and live buses](#)



20

FASTWAY METROBUS

🕒 up to every 20 minutes
24 hours, 7 days a week

- Pease Pottage
- Broadfield
- Three Bridges
- **Gatwick Airport, South Terminal**
- Horley
- Langshott

[See timetables and live buses](#)



Local Bus Routes



100

FASTWAY METROBUS

⌚ up to every 15 minutes
24 hours, 7 days a week

- Maidenbower
- Three Bridges
- Crawley Town Centre
- Northgate
- Manor Royal
- **Gatwick Airport, South Terminal**
- **Gatwick Airport, North Terminal**
- Horley
- Westvale Park
- Salfords
- Redhill

[See timetables and live buses](#)



200

METROBUS

⌚ up to every 30 minutes
24 hours, 7 days a week

- Horsham
- North Heath
- Roffey
- Kilnwood Vale
- Bewbush
- Gossops Green
- Ifield
- Manor Royal
- **Gatwick Airport, South Terminal**
- **Gatwick Airport, North Terminal**

[See timetable and live buses](#)



Local Bus Routes



3

METROBUS

🕒 **up to every 20 minutes**
24 hours, 7 days a week

- Bewbush
- Gossops Green
- West Green
- Crawley Town Centre
- Three Bridges
- Pound Hill
- Forge Wood
- **Gatwick Airport, South Terminal**

[See timetables and live buses](#)



4 & 5

METROBUS

🕒 **up to every 15 minutes**
24 hours, 7 days a week

- Pound Hill (Wakehams Green & Crabbet Park)
- Three Bridges
- Crawley Town Centre
- Langley Green
- County Oak
- **Gatwick Airport, South Terminal**
- **Gatwick Airport, Atlantic House**

[See timetables and live buses](#)



Local Bus Routes



22 METROBUS

🕒 6 journeys a day,
Monday to Friday

- Holmbury St Mary
- Westcott
- Dorking
- Leigh
- Charlwood
- Hookwood
- Horley
- **Gatwick Airport, South Terminal**
- Northgate
- Crawley Town Centre

[See timetables and live buses](#)



400 METROBUS

🕒 up to every 30 minutes
7 days a week

- East Grinstead
- Copthorne
- Three Bridges
- Crawley Town Centre
- Northgate
- **Gatwick Airport, South Terminal**
- Horley A23
- Salfords
- Redhill
- Godstone
- Caterham

[See timetable and live buses](#)



Local Bus Routes



420

METROBUS

🕒 **up to every 60 minutes**
7 days a week

- Sutton
- Banstead
- Tadworth
- Lower Kingswood
- Reigate
- Redhill
- Salfords
- Horley A23
- **Gatwick Airport, South Terminal**
- Northgate
- Crawley Town Centre

[See timetable and live buses](#)



460

METROBUS

🕒 **up to every 60 minutes**
7 days a week

- Epsom
- Tattenham Corner
- Tadworth
- Lower Kingswood
- Reigate
- Redhill
- Salfords
- Horley A23
- **Gatwick Airport, South Terminal**
- Northgate
- Crawley Town Centre

[See timetable and live buses](#)



Local Bus Routes



500

METROBUS

🕒 **up to every 60 minutes**
24 hours, 7 days a week

- **Gatwick Airport, South Terminal**
- Copthorne
- East Grinstead
- Forest Row
- Wych Cross
- Nutley
- Maresfield
- Uckfield
- Halland
- East Hoathly
- Hailsham
- Polegate
- Eastbourne

[See timetable and live buses](#)



Coach

National Express, the airline and Flixbus all operate services to and from London Gatwick, offering staff an opportunity to commute from Brighton, Oxford, Bristol and more.



National Express offers coach services across the UK, connecting Gatwick Airport to key commuter areas such as London, Brighton, and Heathrow.

Airport Coach Cards are available to airport staff for £5 a year, offering a saving of 33% on standard fares. Visit any National Express desk, located in the onward travel areas in both terminals, and on the South Terminal Lower Forecourt, bringing an airport ID or other proof of employment.

Season tickets may also offer savings, with validity periods of 1, 3, 6 or 12 months.



The airline provides frequent, comfortable travel to Heathrow Airport, High Wycombe, Lewknor and Oxford. The airline provides frequent traveller discounts and 12-trip ticket bundles, which may offer savings.



FLiXBUS

Flixbus provides convenient and affordable coach services to a range of destinations across the UK. This includes Brighton, London Stratford and Heathrow Airport, as well as further afield like Bristol, South Wales and Nottingham.



Active Travel

Walking, wheeling and cycling have a range of benefits for health and wellbeing, including supporting good mental health and reducing the risk of heart disease. Over short journeys, cycling can even be quicker than taking the car.

London Gatwick is very accessible by walking, wheeling or cycling; National Cycle Route 21 runs adjacent to the South Terminal and there's a range of walking routes around the Crawley and Horley areas. Active travel is also the most sustainable form of transport!

We have also invested in multiple walking routes around the Gatwick campus. There are green spaces and footpaths to explore on your commute or to stretch your legs at lunchtime or why not have a 'walk and talk' as an alternative to a normal meeting? Riverside Garden Park is just a short walk away – it even has a lovely lake to walk around!

Facilities:

Our cycle parking facilities have had a refresh for 2026!

All the refreshed parking facilities have CCTV coverage and lighting to improve security. The Jubilee House and ST Tunnel cycle parking areas are exclusively for the use of airport staff.

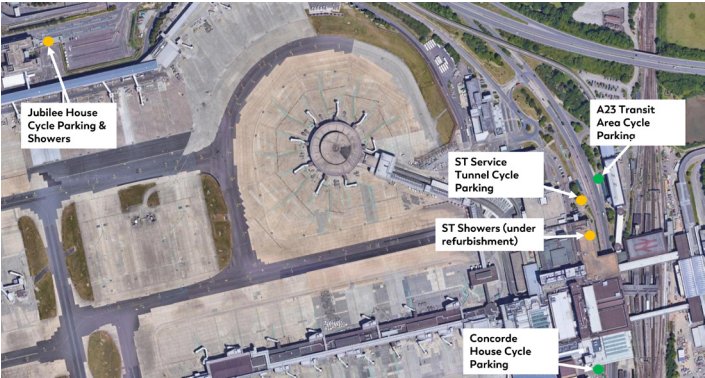


Access is via your airport ID pass. We still recommend locking your bike up securely with in these facilities.

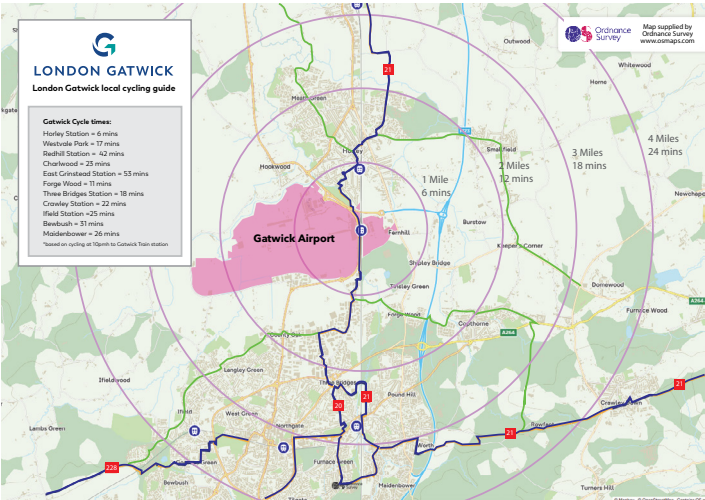
Shower facilities are open to staff on the ground floor of Jubilee House in the North Terminal. Please note that the South terminal service tunnel showers are currently being refurbished and are therefore out of service.



Cycle Facilities



London Gatwick Local Cycling Guide



Key:

National Cycle Network NCN



Cycle Route on and off-road (non-NCN)



Cycle Markers (cycling at 10mph)



Cycle to Work Scheme

Airport staff may be able to benefit from a Cycle to Work scheme. The scheme is the most cost-effective way to get new bikes and other cycling equipment, including pedal bikes, e-bikes, helmets and other accessories. The scheme is salary sacrifice, taken from your pay over 12 months, meaning you don't pay tax or national insurance on the cost of the equipment you've selected.

Gatwick Airport Ltd. participates in the [Halfords Cycle2Work](#) scheme, which is open to all GAL employees after 6 months of service. GAL employees can find more information on MyReward. Go to 'Explore your benefits' and then click 'Shop for benefits'. This benefit is open to applications all year round.

If you don't work for GAL, please check with your own employer to see if they offer a similar staff benefit.



CommuteBoost

Earn rewards for sustainable commuting!

What is CommuteBoost?

CommuteBoost is a feature within the Mobilityways app, which rewards sustainable travel choices for your journey to work.

We'll run periodic sustainable commuter challenges, open to all airport staff working at Gatwick Airport. During the campaign, earn up to £1 for every walk, wheel, cycle, bus, train or car share journey you make into work at Gatwick! Please check on the Mobilityways app to see what challenge is currently active.

How do I take part in the challenges?

To take part in the challenge you need to have joined the London Gatwick Community on the Mobilityways app. For information on how to download the app and join our community please visit [page 32 of this guide](#).

Keep an eye on the 'Active challenges' section of the home screen on the Mobilityways app. When a challenge is available, click 'Join', and join the 'Sustainable Commuter' challenge. Make sure to enable your permissions to allow your daily commute to be logged by the Mobilityways App. Then just commute as normal! To earn your reward, validate your logged journey in the app each day.

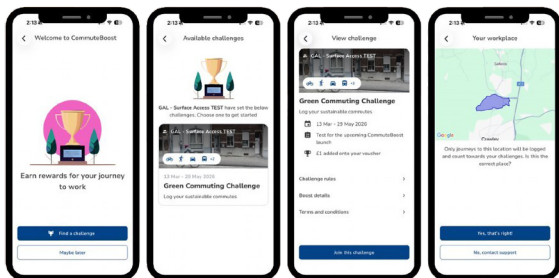


How will I be rewarded?

Rewards are paid after each month in vouchers that can be used at a variety of retail locations.

If you have any queries or questions, please contact help@liftshare.com

Please note: Journeys are monitored by the mobilityways team and any misuse of the rewards scheme may result in rewards being withheld or removed.



Personal Travel Plan

What is a Personal Travel Plan and why should I have one?

Your Personal Travel Plan is tailored specifically to you and highlights all viable travel options for your journey to and from Gatwick Airport. It provides personalised recommendations based on your location and work pattern, including travel modes you may not have previously considered, such as walking, cycling, car sharing, public transport.

This can help you find a commute that is more convenient, cost-effective, and sustainable.

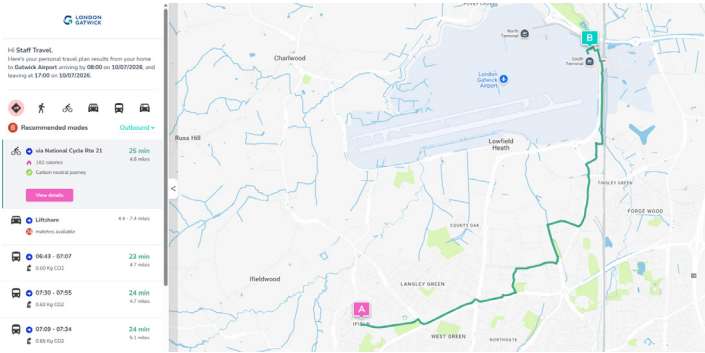
How do I get my plan?

You can download your PTP via the Mobilityways app. Select 'More' on the navigation bar of the app, then choose 'Personal Travel Plan'. Enter your starting address, arrival time, and usual mode of travel, and click 'Get My Travel Plan' to receive tailored travel suggestions.

Alternatively, [click here to download your Personal Travel Plan.](#)



Example PTP



Save with Smarter Travel



Save 25% off your train to work*

With the Gatwick Staff Rail Discount



Save up to 38% off your bus to work*

With the Gatwick Metrobus Travelcard



Save up to 33%* on National Express

With the Airport Coach Card



Join your company's Cycle to Work scheme*

Save on bikes, helmets and other equipment



Earn for travelling sustainably to work

With CommuteBoost



Join Mobilityways

Meet your car share match

*Terms & conditions apply



Car Sharing

We're excited to launch the new **Gatwick Car Share Scheme**, delivered in partnership with **Mobilityways**. The scheme gives all airport staff a sustainable, cost-saving, and convenient alternative to driving alone.

By joining, you can:

- Meet and connect with colleagues who live nearby or on similar shifts
- Save money on your commute
- Access priority car share parking in selected car parks
- Cut your carbon footprint and support Gatwick's sustainability goals
- Earn rewards through CommuteBoost



How to Join

If you have a gatwickairport.com email:

1. Download the Mobilityways app ([App Store](#) / [Google Play](#)) and register with your work email
2. Or register via the [website](#) using your work email

If you don't have a gatwickairport.com email:

1. Complete the [form](#)
2. Wait to be verified by the ID Centre (this may take up to 3-4 working days)
3. Receive your activation email and get started

Once registered, you can find a match, form a Car Share Team, and start benefiting straight away.

Car Share Parking

Car sharers must continue to park in their allocated staff car park. If your home car park is **B, LSS B, H, W, or L**, you may use the **dedicated car share bays**, provided:

- Your journey is authenticated in the app, and
- A valid car share permit is displayed

Dedicated bays are clearly marked and are normally in the most convenient locations, offering the shortest walking distance to the terminals and other workplaces.



Guaranteed Ride Home (GRH) Policy

The GRH policy supports members of the Gatwick Airport Car Share Scheme by ensuring a reliable way home in case of emergencies or unexpected disruptions. If a car share team passenger cannot return home and no practical alternative is available, including public transport, a taxi ride home can be arranged via Gatwick Airport Limited (Airport Cars only).

Check eligibility criteria [here](#)

Safety is always our top priority, so please only car share with verified colleagues via the Mobilityways app, meet your car share partner at Gatwick before starting regular journeys, and use the app to track and authenticate trips. Be sure to follow the Mobilityways safety guide [Mobilityways safety guide](#) and remember, if you ever feel uncomfortable, you're not obliged to continue car sharing.

Need Help?



[App user guide](#)



[Parking queries](#)



[More details](#)



[App or scheme queries](#)



[FAQs](#)



Electric Vehicles

Electric vehicles are a great way to reduce your personal carbon emissions and London Gatwick is supporting staff to transition to EVs.

Tusker Car Benefit Scheme (GAL employees)

EVs are less expensive to run because they have fewer working parts, and the electricity required to power the car often costs less than the equivalent cost of petrol or diesel.

The Car Benefit Scheme from [Tusker](#) allows GAL employees to access a brand new or pre-loved electric vehicle and consolidate all your motoring costs, via a salary sacrifice. A fixed monthly amount is taken directly from your salary, including the car lease, insurance, servicing, car tax and replacement tyres. The costs of the scheme are unique to you, based on your salary, tax status and insurance details. GAL employees can find more information on MyReward. Go to 'Explore your benefits' and then click 'Shop for benefits'. This benefit is open to applications all year round.

If you don't work for GAL, speak to your own HR department to see if your employer offers a similar scheme.



GRIDSERVE

London Gatwick is the first international airport to open a dedicated electric vehicle charging forecourt. Located on Ring Road South at Gatwick's South Terminal and adjacent to the M23, GRIDSERVE provides 30 high- and low-power electric vehicle chargers 24/7. With the fastest chargers capable of adding up to 100 miles of range in 10 minutes, you can quickly charge your car before or after work.

GRIDSERVE also offers free EV test drives and expert advice from their in-house gurus. If you're interested in what an EV feels like to drive, or what options are available, pop into their showroom and speak to a member of staff.



Other Charging

There are limited electric vehicle chargers in Staff Car Park B, for which there is a waiting list. Please contact staffparking@gatwickairport.com to request to join the waiting list.

The nature of airport employment means that staff often work long shifts, limiting turnover of vehicles and preventing others from charging their vehicles. As such, there are no current plans to expand charging facilities in staff car parks.



Staff Parking & Forecourt Access

If you need to drive to work, you can register for access to a staff car park via your company's Authorised Signatory. Some staff car parks are accessed via Automatic Number Plate Recognition (ANPR) and others use ID pass CEM readers.

Staff are entitled to free access to the drop-off zones for their journey to work. If you are dropped off or picked up for work by a friend or family member, you must only use the drop-off zones in both terminals. Do not drop off on red routes or in the bus stops on the A23 – you may receive a fine. Free access is also not to be used for dropping off friends and family at the airport.

Apply for your free drop-off access with a Forecourt Access Request Form via your Authorised Signatory and email it to StaffForecourtAccess@gatwickairport.com

Please note for forecourt access and staff car parking:

- Maximum 2 vehicle registrations per member of staff.
- Requests must provide at least 7 working days' notice for processing.
- All staff must display their ID pass number inside their vehicle for identification purposes while in staff car parks.
- The car park helpline number is [0800 678 3353](tel:08006783353). This number is active 24/7 to use in case of an emergency or security concern. We recommend you save this number to your phone.



Further Information

We hope this guide has given you useful information to help you understand the transport options for your journey to work, to suit your role and your life outside work. Our transport partners also have lots more information on their apps and websites – we've provided links to these throughout this guide.

If you have any questions, feedback or ideas about staff travel at London Gatwick, please contact the Surface Access Team at: staff.travel@gatwickairport.com

If your question is around staff parking, our Car Parks team will be happy to help: staffparking@gatwickairport.com

For free work drop-off/pick-up access email the team at: StaffForecourtAccess@gatwickairport.com





**LONDON
GATWICK**