



# Staff Travel Guide

Getting to Gatwick

February 2025



**LONDON  
GATWICK**

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Train



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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.**  
**[Our 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 186 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** /



# Gatwick Staff Discount Card

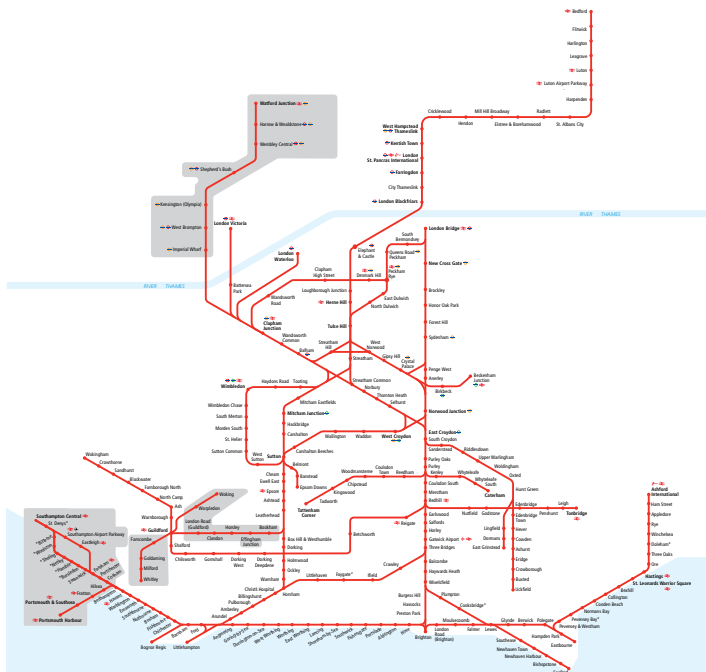
All airport staff are entitled to purchase a discount card offering a 25% discount off rail travel on your journey to work. The discount provides great flexibility as it can be used to buy single and return day tickets, as well as weekly, monthly and annual season tickets. This enables you to buy tickets in the way that best suits your needs. The discount is valid for travel on the Gatwick Express, Great Western Railway, Southern and Thameslink networks, within the card travel area ([see map](#)).

**The discount card is available for 3 months or annually.**

To find out more please see and apply for your discount card, visit the [Southern Gatwick Staff Discount Card](#) website.



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



## Restricted Routes

Not valid for journeys that begin and end within this area.



# 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 a wide part of Sussex, Surrey and Kent and journeys may be possible from many areas by changing buses in Redhill or Crawley town centre. Tickets can be purchased online through the Metrobus app or in person.

We work in partnership with Metrobus to ensure that local bus services meet the needs of airport employees. Using the results of the biannual Staff Travel Survey, we identify opportunities to improve routes, frequencies, and timetables to benefit airport staff, particularly shift workers. In 2024, we invested £600,000 in local bus routes to make your journey to work easier and more convenient. We have big plans for local buses in 2025 and beyond to support even more staff to travel to work by bus.

## METROBUS





### **Frequent 24/7 Services**

During the busiest time of the day, up to 36 buses pass Gatwick Airport each hour. Most buses also run early in the morning and late into the evening too, with some 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 seven days a week, and in person at the Travel Shop in Crawley Bus Station.



### **Doing your bit for sustainability**

Metrobus recently introduced 20 entirely emission-free vehicles to their fleet in partnership with several other organisations, including London Gatwick. A further 35 hydrogen buses will be arriving in the coming months, and more are in the pipeline.

For more information of timetables and 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 or annually, allowing staff to choose the option which best suits their travel needs and budget. 1-week and 30-day Gatwick Travelcards can be purchased in the Metrobus app. Annual Travelcards must be bought 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, 422, 424, 460, 603, 610, 692 and 693.

See map on the next page.

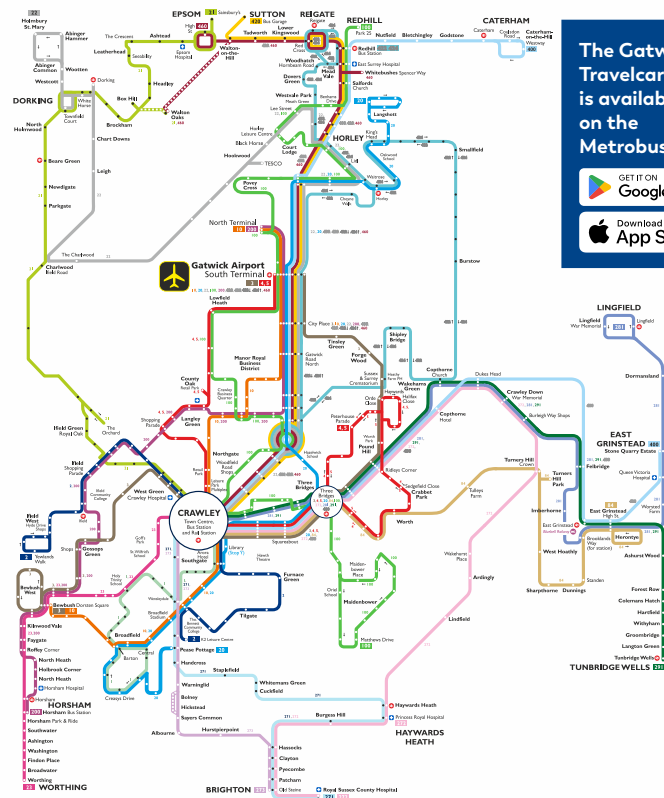


# Gatwick Travelcard Area

Sept 2024

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

1, 2, 3, 4, 5, 10, 20, 21, 22, 23, 84, 100, 200, 271, 272, 273, 281, 291, 398, 400, 420, 422, 424, 460, 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 20 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
- Salfords
- Redhill



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 timetables and live buses](#)

[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**

[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 60 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



**422 & 424**

**METROBUS**

🕒 **up to every 70 minutes**  
**Monday to Saturday**

- Redhill
- Reigate
- Woodhatch
- Westvale Park
- Horley
- **Gatwick Airport, South Terminal**
- Copthorne
- Smallfield

[See timetable and live buses](#)

[See timetable and live buses](#)



# Local Bus Routes



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](#)



# Coach

**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 airport sales outlet 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.



# Coach

## Other ticket savings

- 'Multiride' and 'Season Tickets' also offer substantial savings on coach travel to locations such as London Victoria, Brighton, and Heathrow.

[Coach Travel & Airport Transfers | National Express](#)

**Gatwick Airport is also served by the airline and Flixbus coach services.**

[the airline](#) provides frequent, comfortable travel to Heathrow Airport, High Wycombe, Lewknor and Oxford. They provide frequent traveller discounts and 12-trip ticket bundles, which may benefit staff.

[Flixbus](#) provides convenient and affordable coach services to Wales, via Heathrow and Bristol.



# Active Travel

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

London Gatwick is really accessible by walking 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. Walking and cycling are also the most sustainable forms 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 during walking meetings. Riverside Garden Park is just a short walk away – it even has a lovely lake to walk around!

## Facilities:

There are cycle parking facilities located around the Gatwick campus and we will be launching new cycle hubs in both terminals in 2025. These will provide safe and secure facilities just for airport employees, accessed with your airport ID.



There are shower facilities located around the airport in employee areas, along with facilities in Jubilee House and the South Terminal tunnel which are open to all employees.

To access the South Terminal showers, you'll need to ask your authorised signatory to complete a CEM Access Request Form.

The shower room CEM reader numbers are: 052B1 and 053B0.



# 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.



# Car Sharing

We understand that it is not always possible for our employees to be able to travel by public transport or active travel and that the car is sometimes the most convenient way to travel. But you can make your journey more sustainable by sharing your journey with a colleague – this saves you money and helps reduce carbon emissions and road congestion. It can also be a great way to meet new people and get to know your colleagues.

**We are excited to be launching a new car sharing platform in 2025 to help you find car share partners – more information coming soon!**

Coming  
soon!



# 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 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](mailto: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](mailto: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](mailto:staff.travel@gatwickairport.com)

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

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





**LONDON  
GATWICK**