**Date issued:** 28 April 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**Your Questions Answered**

1. **How long have you been operating your on train catering in-house?**

The Catering team transferred to TfW in January 2020, although operations were soon suspended due to the impact of COVID-19.

1. **What changes have you made recently to your on-train catering offer ?**

We have restored many of our trolley services following the suspension of operations due to the COVID-19 pandemic. We now provide restaurant dining on six services per-day in line with our fleet upgrade on Cardiff - Holyhead services.

1. **How many meals/snacks did your on train catering provide:**
   * **End of 2021**
   * **Currently 2022**

This information is exempt from disclosure under S43(2)(Prejudice to Commercial Interests) of the Freedom of Information Act. Disclosure of information under the Act must be considered as disclosure to public at large. It is our belief that disclosure of this information would be likely to harm our own commercial interests, as our direct competitors (such as food outlets and eateries based at our stations or on our platforms) may analyse this information and consider the commercial opportunity of abstracting business from us, as by disclosing this information we would, in effect, be stating our share of the market.

1. **What is the average spend (exclusive of VAT) for your on train catering?**

This information is exempt from disclosure under S43(2)(Prejudice to Commercial Interests) of the Freedom of Information Act for the reasons outlined in Q3 above.

1. **Do you operate a total of six on-board kitchens from where your meals are prepared is this only for first class customers or is it open to standard passengers?**

Our restaurant offer is only available in First Class, though our chef’s also prepare freshly cooked food sold through the buffet.

1. **What do think the future holds for on train catering for your Cardiff to Holyhead line?**

As the answer to this question would only amount to speculation, this question is not covered by the Freedom of Information Act, which applies only to recorded information. TfW does not hold any recorded information in relation to this question.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".