

Enhancing your Cardiff Central station



tfw.wales
trc.cymru







We're making Wales' busiest railway station more welcoming, accessible and enjoyable for everyone.

Cardiff Central is a key interchange on the T Network, the integrated network of trains, buses, walking and cycling that we're building across Wales. It will be a network that's functional and easy to use. With one timetable to plan your journey and one ticket to get you from A to B.

The improvements will help ease overcrowding, make it easier to move around the station, improve capacity on major and global event days and provide better facilities for customers and staff, while carefully respecting the building's history and character.

Supported by up to £140 million of investment from the Department for Transport, Cardiff Capital Region and the Welsh Government, this work

forms part of a wider programme to improve how people travel in the heart of Cardiff. Our shared goal is to make it simpler to get around by train, bus, on foot, by wheelchair or by bike, and encourage more sustainable ways to travel.

Construction at Cardiff Central is expected to begin from summer 2026, with the majority of the works completed by 2028.

If you live or work nearby, or regularly travel through the station, this guide explains how you can stay informed about the upcoming works and the types of disruption you may experience.

Thanks for your patience as we carry out this work to upgrade Wales' busiest station.

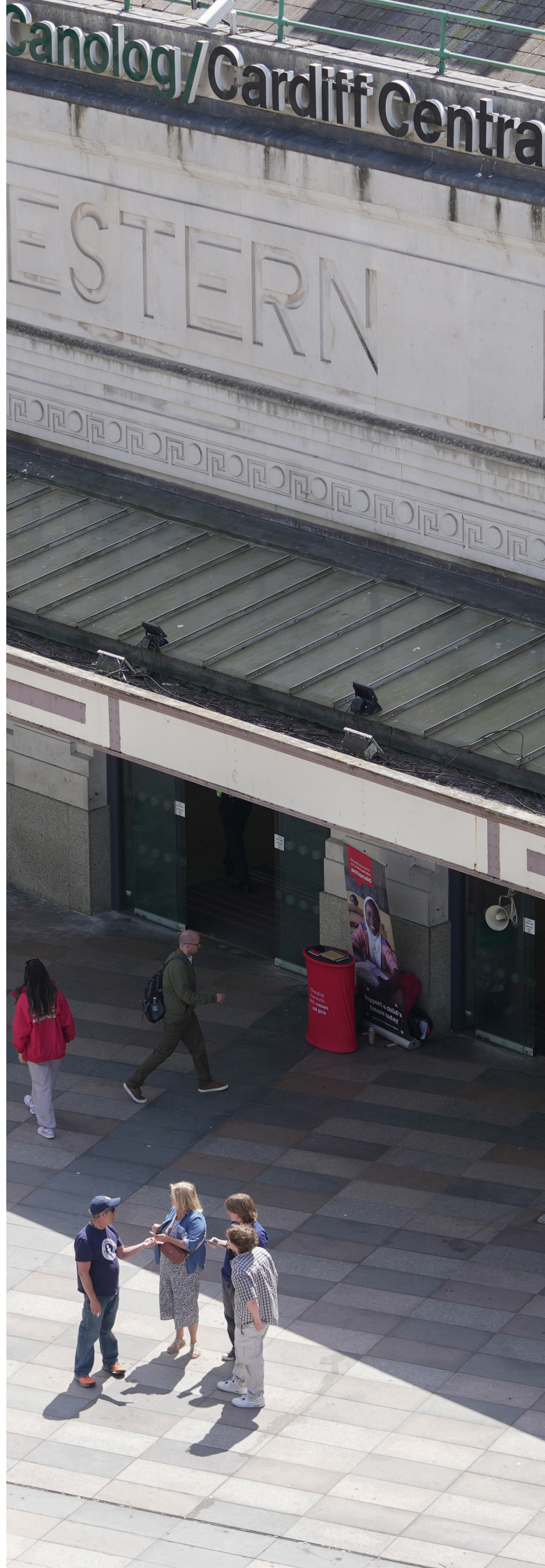
Purpose of Cardiff Central enhancements

Cardiff Central plays an important role for the city, the region and the whole of Wales. As more people use the station each year, it's vital that it continues to be safe, accessible and welcoming for all.

The enhancements are designed to reduce overcrowding, improve safety and make the station fit for the future as passenger numbers continue to grow. They'll make it easier for you to move through the station, provide better facilities for passengers and staff and significantly improve accessibility if you have reduced mobility, helping create a more welcoming and inclusive environment for everyone.

As well as improving how the station works, the project respects and compliments the building's historic character.

The upgrades are part of a wider public investment programme to transform transport in central Cardiff. Alongside our partners, we're working to improve connections between rail, bus, walking, wheeling and cycling. Working together supports local regeneration and encourages more sustainable ways to travel across Cardiff and the wider region.



What we'll deliver

You can explore what the upgraded Cardiff Central will look like through our visual fly-through at:

tfw.wales/cardiff-central-enhancements



Southern entrance

A major upgrade is the creation of a brand-new southern entrance building with a larger concourse, enhanced gatelines, new retail opportunities, new customer and colleague facilities and dedicated Passenger Assist points.

A new platform will be built in the southern car park as part of Cardiff Crossrail Phase 1a. This will create a rail link between Cardiff Bay and Cardiff Central. The project is funded separately from the Cardiff Central enhancement works.

Subways

Both the western and eastern subways will be upgraded to make them brighter, safer and more welcoming. Improvements include better lighting and new, modern information screens.

The original heritage features of the western subway, including the tiles will be carefully preserved to maintain its historic character.

Platforms

You'll notice significant improvements across the platforms, including enhanced waiting facilities, improved retail offerings and refreshed canopies for better weather protection.

Northern entrance

The northern entrance focuses on improving flow and security with enhanced gatelines to reduce queuing and upgraded security barriers.

Platform O

Platform O will be extended to support future train services, and a brand-new passenger waiting area will be built alongside it. Improvements will also be made to the lift and stair access.

Benefits for passengers, residents and businesses

The Cardiff Central enhancements project has been designed to deliver lasting benefits for everyone who uses the station or lives and works nearby.



We expect Cardiff Central to remain open and operating throughout the works, and train services should continue to run as normal. We recommend you check before travelling at: tfw.wales/service-status

For passengers

The improvements will reduce overcrowding and increase capacity, particularly at busier times and on event days, making it easier to move safely through the station.

Upgraded facilities, improved pedestrian flow, better cycle parking and an enhanced passenger environment will create a more comfortable and accessible experience for all.

If you have reduced mobility, these enhancements will help you travel with confidence and independence.

We're designing the project alongside our Disabled Peoples Travel Panel who guide our approach to accessibility at stations and on trains. Their expertise is shaping how we deliver improvements across the network.

For residents

A modern, well-connected station will encourage more of us to choose public transport, walking, wheeling and cycling. This means fewer car journeys, which can help reduce traffic on local roads and support better air quality in the city centre.

Creating a cleaner, safer and more accessible transport hub will contribute to a healthier environment if you live and work near the station.

For businesses

The enhancements will deliver a stronger and more attractive transport interchange at the heart of Cardiff Capital Region. Increased footfall, improved connectivity and new retail and commercial opportunities will support local businesses, attract investment and better serve the needs of customers, employees and visitors.



Working with businesses

Throughout the improvement works, we'll keep Cardiff Central open and operating.



We understand how important clear communication is for businesses based in and around the station. To help keep you informed, we've set up a dedicated business newsletter for the project. Through this network, we'll share regular updates, advance notice of any changes and information about how the works may affect the surrounding area.

If you'd like to be added to the distribution list or discuss some bespoke engagement for your employees, please get in touch with us at: engagement@tfw.wales

We're committed to working closely with local businesses throughout the project to make sure you have the information you need, when you need it.



Keeping residents and local communities informed

As transport in Cardiff undergoes significant improvement, we're committed to being good neighbours to our communities and supporting local areas to thrive.



To keep disruption to a minimum, work will be carefully phased and, wherever possible, carried out when the station is closed, including overnight. We'll always do our best to keep you updated about scheduled work.

You can stay up to date with the latest information by visiting tfw.wales/cardiff-central-enhancements, joining us at a public drop-in by visiting tfw.wales/engagement or by following our Communities Facebook page at facebook.com/tfwcommunities.

For buildings with resident newsletters or noticeboards, we'll also work with property management teams to share key updates directly with those living closest to the station.

We'll be working with communities and local schools to bring wider benefits to the area.

This includes:

- Inspiring young people to develop skills and experiences in science, technology, engineering and maths (STEM).
- Creating local projects shaped by you.
- Helping people learn more about careers in rail and how to access employment opportunities.
- Educating young people and community groups on rail safety.
- Helping remove barriers to walking, wheeling and cycling.
- Listening to your feedback through accessible and bilingual channels, and responding openly to concerns.

We'll hold regular meetings with stakeholders and community groups to share updates, hear your views and work together as we progress the project.

Works and changes you can expect

As we carry out this work, there'll be some short-term disruptions and night-time engineering in and around Cardiff Central. We know this can be inconvenient, so we want to be open and transparent about the type of activity taking place and how this may affect you.





Piling

Piling is the construction process used to install the foundations for certain equipment. It involves driving the pile (foundation) supporting the equipment deep into the ground.

Piling can be a noisy job as it involves heavy machinery, but we'll do our best to minimise the noise and disruption to people living and working nearby.

Depending on ground conditions, an average pile takes between 20 and 60 minutes and is often completed as one job, so the noise should never last too long.

Rail replacement

When rail replacement services are required, we'll ensure there's clear signage and colleagues available to help with access. Information about rail replacement services will be available at the station and on our app.

Temporary relocation of ticket office

To allow construction to progress safely, the ticket office will be temporarily relocated.

We'll signpost the new location clearly to help you find it easily and staff will be on hand to support anyone who needs assistance.

Temporary changes to lift and stair access

From time to time, certain lifts or stairways may need to close temporarily while upgrades are carried out.

Alternative routes will always be provided, with clear signage and staff available to help if you have reduced mobility.

Temporary changes to access and pedestrian routes

Some retail units inside the station may need to move or operate differently while work takes place.

We'll work closely with retailers to keep disruption to a minimum and ensure you can still access essential services.

To help you navigate temporary station layouts, our Passenger Assist team can provide printed and tactile maps. Please speak to one of our team members.

Major event days

We're committed to keeping the station operational during event days and will share specific customer communications ahead of any major events on our app, website, social media and station posters.



Heritage and sustainability

Our plans for Cardiff Central have been developed to support a cleaner, greener and more sustainable future for the city.



The project aligns with the Well-being of Future Generations (Wales) Act, ensuring that the work we do supports healthier, more resilient communities for years to come. The planned enhancements will explore opportunities to reduce the carbon emissions of station assets and improve climate resilience of Cardiff Central.

Protecting Cardiff Central's unique history is a priority for us. The project will enhance the look and feel of the station to improve the passenger environment while complementing the history and heritage of the building itself. We'll preserve, conserve and protect the heritage of the station ensuring we honour past rebuilding and renovation works. All works will be aligned to the historic environment regulations and Cadw's conservation principles. The project will also ensure the station's ongoing legacy for future generations.

You can find out more about the history of the station at:
tfw.wales/history-of-cardiff-central-station.

Frequently asked questions

Will parking access to my work or home be restricted during the works?

There are no plans to restrict any highway or parking access during the works.

Can I still park at the station?

Yes, parking will continue to be available. The new Cardiff Central Quay multistorey car park has opened at the south side of the station, which is managed by Network Rail and operated by APCOA.

Please note, the pedestrian route between the multistorey and the southern entrance of the station will be longer compared to the current route. Please allow plenty of time to travel to and park in the multistorey and factor in time to get from the multistorey to the station.

20 minutes free drop off and pick up is available in all parking bays located at the multi-storey (except the spaces on the ground floor, which are designated for EV and EV accessible parking only).

If you have reduced mobility and have arranged passenger assistance at the station, please use the multistorey for accessible drop off/pick up parking.

Please speak to one of our colleagues on arrival at the station or by calling **03330 050 501**.

When construction begins, regular updates on changes to station parking will be shared at tfw.wales/cardiff-central-enhancements.

Who is responsible for the works?

We've appointed BAM Construction Ltd as the principal contractor for the project. BAM has previous experience at Cardiff Central, having delivered the previous upgrades to the station in 2011.

To help keep you informed, a dedicated community noticeboard will be installed at the south side of the station with regular updates and key information.

Are you doing any other work in the area?

Yes. Cardiff Central enhancements are part of a wider programme to improve travel in the heart of Cardiff. We're working closely with partner organisations (Canolog Alliance) to create a more connected, integrated transport network.

Alongside the station improvements, other projects in the area include enhancements to streets and public spaces, the Cardiff Bus Interchange which opened in 2024, improved cycling infrastructure and more coordinated parking and electric vehicle provision in the multi-storey car park. The station works also align with major developments such as Cardiff Crossrail Phase 1a, introducing a new tramway between Cardiff Central and Cardiff Bay, and Network Rail's plans for redevelopment around the station, including new homes and commercial space. Together, these projects represent a significant investment in Cardiff's future and will make it easier to travel sustainably into and around the city centre.

Where can I find more FAQs?

You can view a full list of FAQs at tfw.wales/projects/cardiff-central-enhancements/faq.



Contact information

24/7 phone line: 033 33 211 202

WhatsApp: 07790 952507

(07:00-20:00 on Monday to Friday, 08:00-20:00 on Saturday, and 11:00-20:00 on Sunday).

Online: tfw.wales/contact-us

Instagram: [transport_wales](https://www.instagram.com/transport_wales)

Facebook: [facebook.com/tfw-communities](https://www.facebook.com/tfw-communities)

Public drop-in sessions: tfw.wales/engagement

More information on Cardiff Central enhancements can be found at:

tfw.wales/projects/Cardiff-central-enhancements

If you see anything suspicious, report it to the British Transport Police. If you see any suspicious activity on or near the railway line, report this to the British Transport Police. Call 0800 40 50 40 or text 61016 for non-emergency enquiries. In an emergency, call 999.

