



# Borough of Lambeth Waterloo Station



**Waterloo station**, also known as **London Waterloo**, is a central London railway terminus and London Underground complex. The station is one of 18 in Britain owned and operated by Network Rail, and is close to the South Bank of the River Thames, and in Travelcard Zone 1.

A station on this site first came into being in 1848. The present buildings were inaugurated in 1922. Part of the station is a Grade II listed heritage building.

With over 91 million passenger entries and exits between April 2010 and March 2011, Waterloo is easily Britain's busiest railway station in terms of passenger usage. The Waterloo complex is one of the busiest passenger terminals in Europe. It has more platforms and a greater floor area than any other station in the UK (but Clapham Junction, just under four miles (6 km) down the line, has the largest number of trains). It is the terminus of a network of railway lines from Surrey, Berkshire, Hampshire, South West England, and the south-western suburbs of London.

Much of Waterloo's traffic is local or suburban. Other trains serve longer-distance destinations, such as Southampton, Portsmouth and Bournemouth on the south coast. All regular services are operated by South West Trains.



Waterloo station clock

The major transport interchange at Waterloo comprises London Waterloo, Waterloo East, the Underground station (which includes the Waterloo and City line to Bank, known informally as 'The Drain'), and several bus stops. There are over 130 automated ticket gates on the station concourse, plus another 27 in the subway below.

Waterloo station connects to Waterloo East, across Waterloo Road, by a high-level walkway constructed mostly above the previous walkway which used the bridge of the former connecting curve.

River services operate from nearby Waterloo Pier next to the London Eye.

A large four-faced clock hangs in the middle of the main concourse. Meeting "under the clock at Waterloo" is a traditional rendezvous.

## Retail balcony



Network Rail has constructed a balcony along almost the whole width of the concourse at the first-floor level. The project's aims were to provide 18 new retail spaces and a champagne bar, reduce congestion on the concourse, and improve access to Waterloo East station by providing additional escalators leading to the high-level walkway between Waterloo and Waterloo East. Retail and catering outlets have been removed from the concourse to make

more circulation space. First-floor offices have been converted into replacement and additional retail and catering spaces. Work was completed in July 2012, at a cost of £25 million.



# Waterloo Station guide



Key	Food and Drink	Shopping
Accessible toilets	44. Bagel Factory*	05. Accessories
Baby change	B19. Benugo	46. Boots
Bike park	45. Bread Box*	B13. Fat Face
Bureau de change	29. Burger King	B4. Hotel Chocolat
Buses	B18. Cabin by Corney & Barrow	B15. Joules
Car rental	11. Caffè Nero	B6. Kiehl's
Cash point	43. Caffè Nero	B5. Links London
Escalators	14. Caffè Ritorzo	50. Lush
First aid	B16. Carluccio's	24. Mansoon
Information	31. Costa	B9. Oliver Bonacini
Left luggage	13. Delice de France	B10. Paperchase
Lift	40. Krispy Kreme	02. Photo Booth
Lost property	22. M&S Simply Food	B7. Thomas Pink
Parking	42. M&S Simply Food	48. Whitestap*
Platform numbers	08. McDonald's	12. WHSmith
Stairs	16. Party Shop	36. WHSmith
Station	38. Party Shop	47. WHSmith
Station reception	06. Paul	
Taxis	48. Pret a Manger*	
Telephones	B1. Sports Bar and Grill	
Tickets	07. Starbucks	
Toilets	37. Starbucks	
Underground		

B = Balcony level      - = Coming soon