

Bath Spa Station

Bath, Somerset



Project Details

- **Scope**
Improvement of ticket office areas and staff facilities
- **Role**
Architect, Contract Administration, CDMC
- **Client**
First Group
- **Value**
£475k
- **Dates**
Complete April 2014

Enhancing the Customer Experience

A National Stations Improvement Programme on behalf of First Group to improve both staff facilities and enhance customer experience at Bath Spa railway station.

The project opened up previously disused areas of the station and provided a new ticket office and larger entrance hall. The works required a new archway within the existing listed building fabric and the removal of all post-Brunel partitions and works. Services were stripped back and coordinated with new light and acoustic rafts in order to remove the suspended ceiling and reveal the structural soffit and Brunel beams previously hidden.

The project area includes four station arches, one of which was refurbished as new staff facilities, whilst others were prepared for additional works to convert them to retail uses and further enhance the customer experience.



Key Aspects

- Part of the National Station Improvements Programme
- Utilising previously disused areas of the station
- Showcasing previously hidden parts of the Brunel station
- Creating a new arch in the listed building fabric
- Improving staff facilities
- Enhancing the customer experience

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