

Easy train travel guide



Easy
Read

Great Northern

GN

GATWICK EXPRESS

SOUTHERN

ThamesLink

WE'RE WITH YOU

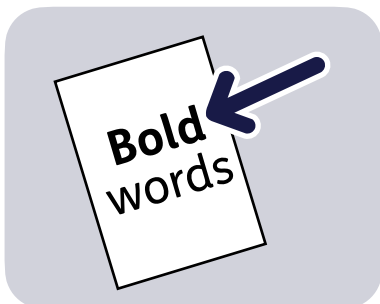
Easy Read



This is an Easy Read version of some information. It may not include all of the information but will tell you about the important parts.



This Easy Read booklet uses easier words and pictures than the original information. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

About this booklet	4
How to plan your journey	5
How to find out train times	7
How to find out when trains are less busy	8
How to find your train at the station	10
Information on the train	12
Getting help from staff.....	14
Other help	17
Useful links.....	23

About this booklet



This is information from train companies in South East England.



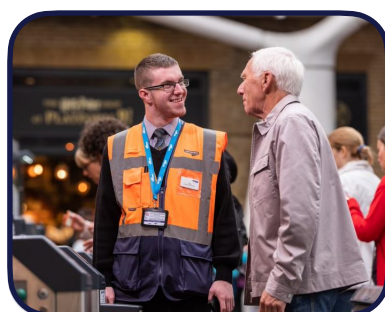
It is about how to use trains and get the help you need.



We know that getting a train might seem hard for many people.



So we have made this easy guide to help you.



If you have any questions, you can speak to our staff over the phone or face to face at train stations.

How to plan your journey



You can use our websites to help you plan your train journey.

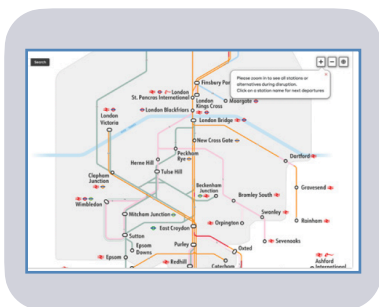


On our websites you can find out:

- Station information, like car parking and if the station has any steps.



- If trains are cancelled for any reason.



- Maps of where the trains go.



- How to buy tickets.

Here are the links to our websites:



Southern Rail

www.southernrailway.com



Thameslink

www.thameslinkrailway.com



Great Northern

www.greatnorthernrail.com



Gatwick Express

www.gatwickexpress.com



You can also go to the National Rail website to see information about all stations in the UK:

www.nationalrail.co.uk

How to find out train times



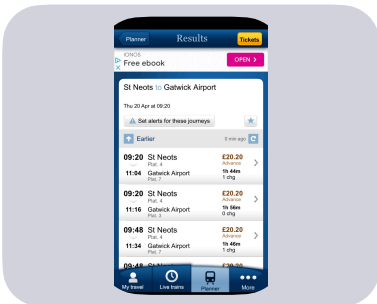
You can use National Rail Enquiries to find out when your train is.



You can go to their website here:
www.nationalrail.co.uk

Or use their app on your phone.

You can find out train times by using their:



- Journey planner - this helps you plan your whole journey.



- Live Departures - this shows you when trains are leaving and if they are on time.

[illegible][illegible]

8

Find a quieter train



You can find out if your train is likely to be busy or quiet.

If you would like to find a quiet train, you can follow these links:



- Southern:
www.southernrailway.com/travel-information/plan-your-journey/find-a-quieter-train



- Thameslink:
www.thameslinkrailway.com/travel-information/plan-your-journey/find-a-quieter-train



- Great Northern:
www.greatnorthernrail.com/travel-information/plan-your-journey/find-a-quieter-train



- Gatwick Express:
www.gatwickexpress.com/travel-information/plan-your-journey/find-a-quieter-train

How to find your train at the station

Our stations have signs to tell you where things are, like:



- Platforms.



- Waiting rooms.



- Toilets.



There are screens to tell you information about each train.

Station information

You can find out more about our stations on our websites:



Southern Rail

www.southernrailway.com/destinations-and-offers/where-we-travel-to/a-z-of-destinations



Thameslink

www.thameslinkrailway.com/travel-information/plan-your-journey/station-information



Great Northern

www.greatnorthernrail.com/travel-information/plan-your-journey/station-information



Gatwick Express

www.gatwickexpress.com/travel-information/plan-your-journey/station-information

Information on the train

There are screens on the train that tell you:



- Where the train is stopping.



- What the next stop is.



This information is also read out on the loud speaker on the train.



If anything changes with your train, the driver or guard will tell everyone using the loud speaker.

Help while you are travelling

You can find out how to get support while you are travelling on our websites:



Southern Rail

www.southernrailway.com/travel-information/travel-help/assisted-travel/support-whilst-travelling



Thameslink

www.thameslinkrailway.com/travel-information/travel-help/assisted-travel/support-whilst-travelling



Great Northern

www.greatnorthernrail.com/travel-information/travel-help/assisted-travel/support-whilst-travelling



Gatwick Express

www.gatwickexpress.com/travel-information/travel-help/assisted-travel/support-whilst-travelling

Getting help from staff



Most of our stations have staff who can help you.



They are all trained to help everyone, including disabled people.



Staff can help with:

- Getting you a ramp to get on or off the train.



- Guiding blind or visually impaired people.



- Helping you to use the ticket machines.



If there are no staff at your station, we have staff in our mobile assistance teams who travel to your station to help you.

You can find out more about our mobile assistance teams on our websites:



Southern Rail
www.southernrailway.com/travel-information/travel-help/assisted-travel/mobile-assistance-teams



Thameslink
www.thameslinkrailway.com/travel-information/travel-help/assisted-travel/mobile-assistance-teams



Great Northern
www.greatnorthernrail.com/travel-information/travel-help/assisted-travel/mobile-assistance-teams

If there are no staff at your station



If there are no staff at the station, you can use our help points.



These are clear to see and easy to use, with a green emergency button to get help straight away.



The blue information button will connect you to National Rail Enquiries who can give you train timetable information.

Other help

Posters



There are posters at train stations that show events or work happening at the station.



The posters will tell you about the things you can find in the station too.



There are also local information posters showing what there is in the local area.

Loud speaker



Information on the loud speaker at stations and on trains will tell you about any changes to your train.



You can get an induction loop at our ticket offices if you use a hearing aid.

Guide to help you talk to our staff



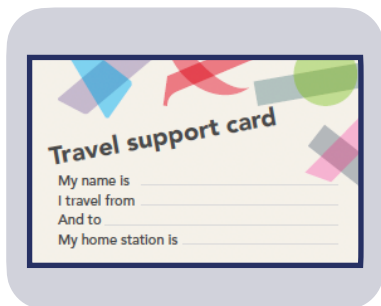
This useful guide has pictures of different things you see at stations that you can ask about.



It may help you to talk to our staff about what you need.



You can get the guide from our ticket offices on our websites.



Travel support card

You can use a travel support card to ask for help.



You just need to show the card to a member of staff at the station or on the train to get help.



You can get a card from ticket offices or on our websites.

Easy ticket guide



This guide can give you advice on how to buy train tickets.

You can find this on our websites.



We also have this guide in Easy Read.

Priority seat card



There are priority seats on all of our trains.

These are usually near the doors and are marked with a 'P' sign.



You can ask someone to move so you can sit in a priority seat if you are:

- Pregnant.



- Over 65.



- Disabled.



- With a child under 3 years old.

Priority Seat Card

You can find out about more our Priority Seat Card on our websites:



Southern Rail

www.southernrailway.com/travel-information/travel-help/priority-seat-card



Thameslink

www.thameslinkrailway.com/travel-information/travel-help/priority-seat-card



Great Northern

www.greatnorthernrail.com/travel-information/travel-help/priority-seat-card



Gatwick Express

www.gatwickexpress.com/travel-information/travel-help/assisted-travel/priority-seat-card



Assistance dogs

We support the National Rail 'Assistance dog under a seat' card.



This helps to give assistance dogs a safe place to sit on trains.



You can get a card for free from:
www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities

Making rail accessible leaflet



This leaflet gives information about how to get the help you need to travel.



You can get this on our websites or at stations with staff.

Useful links

Assisted Travel information

You can find out about Assisted Travel on our websites:



Southern Rail

www.southernrailway.com/travel-information/travel-help/assisted-travel



Thameslink

www.thameslinkrailway.com/travel-information/travel-help/assisted-travel



Great Northern

www.greatnorthernrail.com/travel-information/travel-help/assisted-travel



Gatwick Express

www.gatwickexpress.com/travel-information/travel-help/assisted-travel

Accessible Travel Policy

You can find out about our Accessible Travel Policy on our websites:



Southern Rail

www.southernrailway.com/travel-information/travel-help/assisted-travel/accessible-travel-policy



Thameslink

www.thameslinkrailway.com/travel-information/travel-help/assisted-travel/accessible-travel-policy



Great Northern

www.greatnorthernrail.com/travel-information/travel-help/assisted-travel/accessible-travel-policy



Gatwick Express

www.gatwickexpress.com/travel-information/travel-help/assisted-travel/accessible-travel-policy