

Making rail accessible



WE'RE WITH YOU



Contents

3 Introduction

**5 Assistance:
What is available and how to
get it**

5 Before you travel

9 At our station

12 Tickets

16 On our trains

18 If things don't go as planned

**20 Where to get more information
and how to get it in touch**

21 Contact Details



Introduction

Govia Thameslink Railway (GTR) is the parent company for the following train companies. GTR runs the largest rail network in the country, operating services across the south-east of England.

Southern

Extensive network from London to stations across Sussex and Surrey, the south coast and suburban 'metro' services across south London and to Milton Keynes via Watford Junction.

Gatwick Express

Direct services between London Victoria and Gatwick Airport (and some services towards Brighton).

Thameslink

Network of services linking many stations north of London such as Bedford, Cambridge, Peterborough, St Albans with destinations south of the River Thames via St Pancras International such as London Bridge, East Croydon, Sutton, Gatwick Airport, Brighton, Horsham and Rainham (Kent).

Great Northern

Services from London King's Cross to Peterborough, King's Lynn via Cambridge and suburban services from Moorgate towards Hertford North, Welwyn Garden City and Stevenage.

Detailed timetable information for all of our services is available from National Rail Enquiries.

We want all our customers to use our network with complete confidence and know that help is available at all stages of their journey.

This leaflet, 'Making Rail Accessible' provides you with a practical guide to travelling on our services, explaining how we assist older and disabled customers and the standards of service you can reasonably expect.

We will explain how you can find details of the assistance available as well as facilities and information available to help you to plan and enjoy your journey.



Our commitment to helping our customers includes:

- Assistance at our stations and on our trains, or when making connections.
- Alternative accessible transport when our stations or trains are inaccessible.
- Clear, consistent and up-to-date customer information both ahead of, and during your journey.
- A range of discounts to reduce the cost of travel for disabled people and a companion.
- A range of support tools to help you to travel confidently and comfortably with us including our Travel Support Card - a free card designed to help anyone who finds it difficult to ask for help when travelling - and our pictorial Communication Guide designed for those with hearing impairments, limited English or other challenges when communicating.

Assistance: What is available and how to get it

Before you travel

We will support you travelling from any of our GTR stations during the hours that train services are timetabled. Staff are available at the majority of our stations and on many of our trains. When travelling from unstaffed stations, staff based at our control centre are also available and can be contacted via our network of Help Points by using the emergency button. If you need assistance as a disabled customer, please don't hesitate to use the emergency button. Our staff at the control centre is always happy to support you on your journey

Whilst some customers wish to make arrangements with us in advance, there is no obligation to do so. Indeed, we estimate that 75% of our disabled passengers travel without booking assistance and this is a trend we are proud of. As outlined below, many of our stations and trains are staffed. If not, you can contact our control centre via help point (located at all unstaffed stations). They will identify a solution that enables you to reach your destination – this may, for example, involve us sending staff from another local station to deploy a ramp, or we may provide an accessible taxi. In any case, our staff will discuss your preferences and needs with you.

If you book assistance, we participate in a national system called 'Passenger Assist' that sends booking information to stations, so staff know you're coming. If your journey involves a change of train onto another operator's service, our Assisted Travel team can book assistance for the whole journey for you, as a single point of contact.

Our Assisted Travel team is available up to 10:00 pm the day before travel so that we can help you plan your journey and make our staff aware of any help needed. Any bookings submitted overnight (after 10.00 pm) will be processed after 07.00 am when Assisted Travel reopens.

When you book assistance, our Assisted Travel team will consider your individual needs (based on what you tell us) to identify a suitable journey for you. They will also consider the facilities available at the station (for example, if it has steps) and whether staff are available where needed. For a booked journey, we will make sure that the staff (whether station or on board) are aware of and available to assist you in line with the booked arrangements.



If the station you wish to travel from is inaccessible for any of these reasons and any mobility aid you plan to use can be accommodated on our train service, we will provide alternative transport at no additional cost to you beyond the rail fare. Many rail replacement buses and coaches are unable to accept mobility scooters (see Wheelchairs/Powerchairs & Mobility Scooters section below for further details). It may be possible to store your mobility scooter at some stations, for collection later. We strongly recommend that you check with our Assisted Travel team whether this is possible at your planned departure station before you travel.

If you wish to travel from an unstaffed station, for example, we will work with you to find the best option for your journey, considering factors such as the availability of on-board staff, sending staff from other stations (including mobile staff) or, if necessary, we will arrange alternative transport.

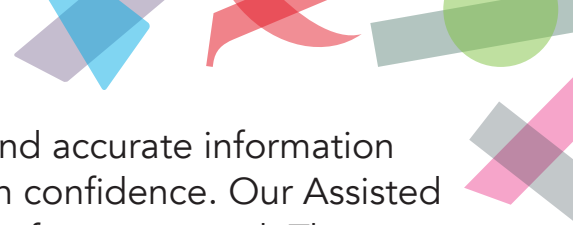
We commit to staff our Assisted Travel team in a way that most calls are answered within 30 seconds. We aim to respond to online booking requests within 6 hours.

When the booking has been made, we will send you a confirmation of the journey details by email or post if requested. Where sent by email, there will be a link to a short survey form to enable you to let us know how satisfied you were with the booking and journey.

We are working with partners within the rail industry, such as other train operators, to introduce innovative solutions that will enable us to reduce the notice period for pre-booking assistance. GTR commit to reducing the recommended booking period to six hours notice before travel by April 2021 and to two hours by April 2022.

Our Assisted Travel team can be contacted every day (except Christmas day) from 07:00 am to 10:00 pm. Their contact details are available at the end of this booklet.

Assistance and extra help are available at each stage of your journey if you need it.



We recognise the importance of easy to understand and accurate information when planning your journey so that you can travel with confidence. Our Assisted Travel team can provide a wide range of information before you travel. They include:

- Advice regarding how you can obtain support during your journey to suit your needs, including information regarding Priority Seating, Baby on Board badges, our Travel Support Card and Communication Guide.
- Help with planning your journey. Our Assisted Travel team can identify how we can tailor support to your specific needs. For example, we can explain how we provide boarding assistance using ramps for wheelchair users or how we can assist blind and visually impaired customers. They can also discuss options to support customers with non-visible impairments and what tools we can offer e.g. for autistic people or people with dyslexia and cognitive impairments. Further details regarding support tools like our pictorial Communication Guides or Travel Support Cards are also available from our station staff or within the Assisted Travel section on our websites.
- Explaining the accessibility of our network and the facilities available at the station and on the train.
- Making seat reservations and booking dedicated spaces on services operated by other train companies.
- Advice for wheelchair (including powerchairs) and mobility scooter users.

Our Assisted Travel team is not just available to book journey assistance. They can also provide information before your journey, including:

- The accessibility features on our trains
- Station accessibility and staffing details
- Train times (including temporary timetables)
- How to purchase tickets (including discount information)
- How to obtain information and support during the journey
- How to raise a complaint or recognise great service from our teams

The team can provide information by post on request. They can also arrange for information (including this leaflet) to be provided in alternative formats such as large print.



Our website and apps also show timetable information including live train times, and information regarding any current or future significant changes to train running information, such as short term disruption or planned improvement works that may impact on our timetable.

Information regarding the accessibility features at each of the stations that our trains stop at is available at both National Rail Enquiries and our websites.

www.southernrailway.com/stationaccessibility

www.thameslinkrailway.com/stationaccessibility

www.greatnorthernrail.com/stationaccessibility

www.gatwickexpress.com/stationaccessibility



At the station

We operate 240 stations. These vary widely with regards to physical facilities and staffing levels (ranging from unstaffed, staffed for part of the day, through to staffed at all times). Network Rail and other train operators manage some stations on our network where your train may call, and we work closely with them to deliver the assistance and facilities you need for your journey with us.

At larger stations, dedicated information points are available with clear signage to help you find them on the concourse. These information points usually have counters suitable for all users including wheelchair/powerchair and scooter users. There are leaflet racks and information screens, also accessible for all customers.

At a staffed station

If you have chosen to book assistance, a clearly marked Meeting Point is provided to help you locate our staff. Our Assisted Travel team will advise you of the location of the Meeting Point in the booking confirmation.

For unbooked assistance, please contact any member of staff. They will be able to understand your requirements and will work with you to ensure that you can reach your destination.

Whether you chose to pre-book your assistance or prefer more flexibility, where possible we recommend arriving 20 minutes before your train's scheduled departure time. By arriving 20 minutes before your train is scheduled to depart, there will be enough time to assist you to the platform before your departure time and ensure your assistance is not rushed. We will always discuss this with you if you book your assistance in advance.

When our station staff provide you with boarding assistance, they will contact colleagues at your destination (or interchange) station to make them aware of any assistance you require on arrival there. They will also ensure that any on-board staff are aware of your assistance needs, including during your journey.

When the train arrives at a GTR managed station, our staff will help you off the train. We aim to ensure that assistance is provided within 5 minutes of the train's arrival at its final destination, where reasonably practicable. We also work with our industry partners who manage other stations where our train services terminate to achieve the same.



Our station staff are also able to provide a wide range of assistance and information such as:

- Help and advice on tickets
- Assistance with getting on and off the train
- Assistance around the station and to the platform
- Help with luggage at staffed stations
- Help through the station and to your platform at staffed stations
- Boarding and alighting with wheelchairs/powerchairs, scooters and mobility aids
- Assistance to and from connecting train services and onward transport such as bus, tram and taxi within the station area

At unstaffed stations

When travelling from an unstaffed station, you can speak directly to our off-site support team at our control centre via a Help Point. They are available whenever we are scheduled to run trains at that station. Please press the emergency button of the help point in this case.

In addition to contacting off-site teams through a Help Point, at some of our stations, you are also able to speak directly to our support team by calling a freephone (or text) number. At those stations where this is available, there are posters advertising the number. These will be at an accessible height for wheelchair users.

Whether you chose to pre-book your assistance or prefer more flexibility, where possible we recommend arriving 20 minutes before your trains scheduled departure time. If you are travelling from an unstaffed station and haven't booked assistance, please arrive at least 20 minutes before the train's departure time and contact a member of staff via a Help Point. This will ensure sufficient time to arrange assistance.

Our off-site support team will ensure that you can reach your destination whether by train or if necessary by providing alternative accessible transport.

Many of our Southern trains have either a Conductor or On-Board Supervisor (OBS). They are trained to step onto the platform when the train arrives to ensure that anyone on the platform who requires assistance is assisted. We provide ramps at all accessible platforms and most of our trains.

Mobile Support Team

At ten unstaffed/partially staffed Southern stations that are predominantly served by Thameslink trains, we ask unbooked passengers who require boarding assistance to contact our control centre 20 minutes before their train is due to depart. You can contact the control team either via the Help Point ('emergency and assisted travel button') or via a freephone number (0808 168 1238 or text 07970 511077).

Posters (supported by frequent audible messages) are provided at each of these stations to raise awareness of these arrangements. The control team will then arrange appropriate assistance (usually sending mobile staff who are based a short distance from these stations). This arrangement is in place at the following stations only:

- Dormans – Thameslink peak services only
- Earlswood
- Faygate
- Ifield
- Lingfield- Thameslink peak services only
- Littlehaven
- Riddlesdown – Thameslink peak services only
- Salfords
- Upper Warlingham- Thameslink peak services only
- Woldingham – Thameslink peak services only

Inaccessible stations

If you wish to travel from a station that is inaccessible to you due to a physical feature, (such as steps to platforms or the lift being out of service), we will identify the most appropriate journey option based on your specific circumstances. In this situation, we would provide a suitable taxi to take you free of charge to the nearest accessible station. You can find information on the level of step-free access at stations on our websites or from National Rail Enquiries (Station & Train info pages)

Tickets

We offer a range of options for purchasing tickets to suit all customer needs and preferences. You can buy tickets online, at ticket offices, from Ticket Vending Machines (TVMs) or from on-board staff (where available).

If you are unable to purchase a ticket at a station before you travel due to our facilities being unavailable, you can buy a ticket without penalty at your destination or from on-board staff (where available). We will also ensure that any reduction you are entitled to is applied, such as the Disabled Persons Railcard discount.

For further information or help on purchasing tickets, please visit our websites or speak to a member of staff.

We offer a range of railcard discount schemes for our disabled customers:

Blind or visually impaired customers travelling with a companion

If you are blind or visually impaired and travelling with a companion, both you and your companion are entitled to the following discount on an adult fare:

Ticket Type	Discount on adult fare
First Class/Standard Anytime Single or Return	34%
First Class/Standard Anytime Day Single	34%
First Class/Standard Anytime Day Return	50%

To qualify for this discount scheme, you must provide a document confirming your disability from a recognised institution (for example your Local Authority, Blind Veterans UK or RNIB) when you buy your ticket and when travelling.

A discount is also available on season tickets for blind or visually impaired customers. You can buy one adult Season ticket that enables a companion to travel with you at no extra cost. You do not have to have the same companion travelling with you on every journey.

These discounted tickets are only available at our ticket offices.

Disabled Persons Railcard

Customers who have a Disabled Persons Railcard are entitled to save up to 1/3 off rail travel for them and a companion whenever you travel.

Further details on the Disabled Persons Railcard, including eligibility criteria and how to apply, can be found at:

Website: disabledpersons-railcard.co.uk
Email: disability@raildeliverygroup.com
Tel: 0345 605 0525
Textphone: 0345 601 0132

If you remain in your wheelchair for a rail journey

Customers who stay in their own wheelchair during the journey and do not have a Disabled Persons Railcard are entitled to the discounts below.

Ticket Type	Discount on adult fare
First Class/Standard Anytime Single or Return	34%
First Class/Standard Anytime Day Single	34%
First Class/Standard Anytime Day Return	50%

This concession applies to adult and child fares and is also available to one adult travelling with you. This discount is available at Ticket Offices at staffed stations.

Senior Railcard

If you are 60 or over, you can buy a Senior Railcard. This card gives you up to 1/3 off most rail fares in the UK. Some restrictions apply in Southern England in the morning peak period, including on our services so please check before travelling.

Further details on this concessionary scheme can be found at:

Website: senior-railcard.co.uk
Email: railcardhelp@railcards-online.co.uk
Tel: 0345 300 0250

Ticket Vending Machines

Ticket vending machines are available at all our stations. They are enabled to issue tickets at the reduced rate for holders of a Disabled Persons Railcard and the holder's companion.

Ticket Gates

Many of our stations have automatic ticket gates and, where these are in place, there will always be at least one wide gate. When a station with automatic gates is unstaffed, or staff are not in attendance at the gate line, we will leave these gates locked open.

Purchase of advance tickets

We will provide information to advise you of any restrictions on our services that may mean you cannot make use of any tickets purchased in advance. For example, none of our trains have wheelchair spaces in first class.

Our staff are briefed to make sure you are not offered a ticket you cannot make use of. Where advance tickets are available for purchase, we will advise you that all wheelchair spaces on our trains are only within standard class accommodation. If the journey involves another train operator, they will also check if that operator provides wheelchair spaces within first-class and advise you accordingly.

Wheelchairs/Powerchairs & Mobility Scooters

We recognise the importance of accessible travel for wheelchair, powerchair and scooter users. Mindful that our station facilities vary widely, with the majority having a gap between the platform and train, our policy is designed to ensure wheelchair, powerchair and scooter users can travel safely. Further guidance regarding our policy is available from our Assisted Travel team or on our websites.


All our trains and boarding ramps are designed to accommodate wheelchairs, powerchairs and scooters safely within the designated spaces on-board provided they are no greater than the following requirements:

Width: 700mm

Length: 1200mm

Weight: 300kg (including the user).

Scooters must also have a turning radius of no more than 1500mm.



If your mobility aid is not compliant with industry-wide standards of size and weight, we will not be able to supply alternative transport.

Many rail replacement buses and coaches are unable to accept mobility scooters. It may be possible to store your mobility scooter at some stations for collection later. We strongly recommend that you check with our Assisted Travel team whether this is possible at your planned departure station before you travel.

Scooter policies do vary between train operators. Some may not allow you to take your scooter on board. If travelling with another operator, please ask our Assisted travel team or check their scooter policy at nationalrail.co.uk or by calling 08457 484950.

For further guidance on travelling with a scooter, please see our Scooter and Wheelchair guide available on our website or contact Assisted Travel.

We are always happy to assist you to board and alight from our trains using manual boarding ramps.

On our Thameslink route, level boarding areas are available at London St Pancras, Farringdon, City Thameslink, Blackfriars and London Bridge. These enable wheelchair and powerchair users to easily use our trains without staff needing to provide a manual boarding ramp. Staff are always available at the level boarding areas. Please speak to our staff at the level boarding areas before boarding, so they can make arrangements for you to be assisted off the train at the destination (or interchange) station

Assistance with luggage

We will provide assistance with luggage for disabled and older customers within our stations and when boarding and alighting trains where reasonably practicable. This service is free of charge.

As a guide for your own safety and that of our staff, you may take up to two items of luggage which should not exceed 30 x 70 x 90cm in size and a single item of hand luggage. It is recommended to have pull-along cases and follow airline recommendations of not exceeding 23kg per bag.

Step-Free Stations Map

To help you to plan your journey, we have produced a map showing all the stations served by our trains, which shows the level of step-free access available at each station. You find the map at the end of this leaflet.

Station accessibility information

Information regarding the accessible features at all stations that we operate is available via our websites and on National Rail Enquiries.

On our trains

It is important for us that you feel comfortable when travelling on our trains. So, we know how essential our accessibility features on our trains are. Features available to you include:

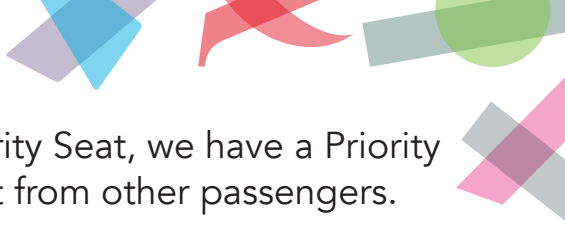
- Priority seating on all trains.
- Accessible spaces with 'call for aid' alarms.
- Audible and visual information systems.
- On-board boarding ramps (on most of our trains).
- Accessible toilets (on most of our trains).

A summary of the accessibility features of each type of train used on our services is available on our website.

Seats and accessible areas on our trains

All of our trains have accessible areas featuring, for example, wheelchair space, luggage racks, Priority Seating and easy to reach passenger alarms. Most of our trains have accessible toilets.

We also provide Priority Seating areas on all of our trains for disabled passengers, expectant mothers, older passengers and those carrying infants. We also acknowledge that passengers may have a temporary need for a Priority Seat, for example, during medical treatment. Priority seats are clearly labelled on our trains and in many cases are designated with contrasting seat fabric. They are normally located close to doors, so they are more accessible to passengers who need them.



To make it easier for passengers who may need a Priority Seat, we have a Priority Seat card scheme to support requesting a Priority Seat from other passengers.

Our staff will assist you to a seat on the train if required and take all reasonable steps to ensure these areas are available to passengers who need them.

Further details on obtaining Priority Seat cards are available from our websites or Assisted Travel team.

Wheelchair spaces are available on all of our trains. Like all other seats on our trains, they are not reservable, but our staff will assist you and make every effort to keep these dedicated spaces clear and available for wheelchair/powerchair users.

We understand travelling by train when pregnant can be tiring and uncomfortable. Our Baby on Board badges make it easier letting other passengers know that you need a seat. The badges are freely available from our Assisted Travel team, at larger stations and through our website.

We know that having access to an on-board toilet is vital to customers and accessible toilets are available on most of our trains. When assisting you at stations and on board, staff will always check that the accessible toilet is working at the time of boarding. If it is not, they will work with you to find an alternative solution such as assisting you to an alternative part of the train or an alternative service.

Assistance dogs

Assistance dogs are welcome on all of our trains free of charge. We can also provide drinking water for assistance dogs at staffed stations

Ramps

Portable ramps are available at our stations and on board our trains. The ramps are specifically designed for use on our trains so that anyone with reduced mobility can safely be assisted on and off our trains.

If things don't go as planned

We understand the impact that disruption to our services can have on all customers. Our staff will always work with you to ensure your individual needs are met and you can complete your journey - whether on an alternative train or via suitable (and accessible if required) replacement transport.

We will ensure that information is provided and available to you, including through:

- Announcements at our stations and on our trains.
- Information screens at our stations and on our trains.
- Our staff at our stations, on our trains and off-site.
- Up to date information regarding live timetable information and advice via our websites and apps, as well as National Rail Enquiries.

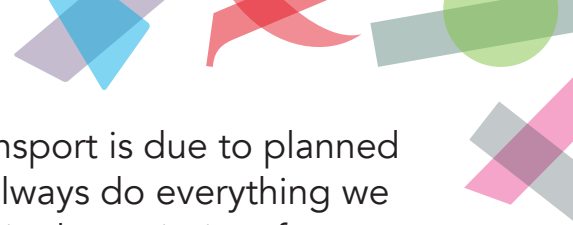
During periods of significant disruption, our control team will, if necessary, deploy additional staff from head office roles to support our rostered station teams.

If you have booked assistance through Passenger Assist, during disruption, we will make all reasonable efforts to contact you, using the contact details provided when the booking was made, to offer journey support.

We also understand the importance of providing reliable facilities at stations for disabled customers, including lifts, information screens and toilets. Where such facilities are not available (e.g. during refurbishment works), we will make all reasonable efforts to provide alternative facilities or travel arrangements for you. Details regarding these changes are available from Assisted Travel, National Rail Enquiries (Station Information) and at our stations.

Alternative transport

Our assisted travel team will always consider the provision of rail replacement transport during planned engineering works when advising you or booking your assistance. They will also proactively contact you if after making the booking they become aware of planned engineering work. When doing so, they will discuss the best journey plan if the booking you have made needs to be re-planned.



Whether the reason for providing rail replacement transport is due to planned engineering works or an unplanned incident, we will always do everything we can to provide accessible rail replacement buses, and in the majority of cases, accessible vehicles are provided. In circumstances where we are unable to do so, e.g. due to lack of availability of accessible coaches or the use of a minibus, we may as a last resort provide a suitable taxi to enable you to complete your journey. Both our assisted travel and front line teams will always identify an alternative journey plan to enable you to reach your destination.

Whether you have booked or not, our staff are always briefed to enable you to make your journey when rail replacement transport is provided. If they are aware of any delay in providing this transport within 30 minutes, they will keep you informed and maintain regular contact with you as required.

Feedback – including if things go wrong

Ensuring that your journey is comfortable and enjoyable is of critical importance to us. If for any reason you have not received the level of assistance you expect when travelling on a GTR service, please let us know via our Customer Relations team.

We commit to investigating any complaints, take appropriate action and provide you with appropriate redress.

If your journey involves multiple train or station operators, we will throughout our investigation liaise with them to provide you with a clear response.

Our complaint handling procedure sets out further details around what you can expect from us in the event of things going wrong.

Our fully trained staff work hard to assist all of our customers. We are also always pleased to hear of occasions when they have provided excellent service.



Where to get more information and how to get it in touch

Our Accessible Travel Policy complements this booklet (Making Rail Accessible). It sets out in detail our policies and approach when providing assistance for older and disabled customers and how we meet our regulatory obligations. The policy document is available on our website alongside information about the accessibility features of our stations and our trains.

Making Rail Accessible booklets are also available at all staffed stations that our trains call at as well as on our websites.

Alternative formats such as audio and large print versions of both this leaflet and our Accessible Travel Policy are available on request by contacting our Assisted Travel team. We aim to provide this to you within seven working days. If this is not possible, we will advise you within seven days of the delivery timescale for providing the information in the appropriate format.

We will ensure that accessibility information relating to our stations and trains is readily available to you and kept up to date. This is available on our websites in PDF format which is accessible using screen readers or other software with accessibility features (for example, Adobe Reader). We can also provide train and station information by post on request, including in alternative formats such as large print.

Access Advisory Panel

The Access Advisory Panel comprises a voluntary group of disabled passengers with a wide spectrum of impairments to support and challenge us in delivering accessible services. The AAP are our critical source of insight in many respects. We meet with our AAP bi-monthly, with frequent interaction and discussion between meetings. They have direct input into our project planning processes, offer best practice and are consulted on all aspects of delivering accessible services to shape the delivery of those services. As regular passengers on our network, they also provide ongoing journey reports to assist with improvement work. Our AAP also engage with our staff to encourage excellent performance both during their journeys, at panel meetings and station visits.

Further details regarding the panel are available on our websites. More information regarding the panel and the work we do with disabled people to improve accessibility can also be provided via Assisted Travel.

Contact Details

Customer Relations

Our frontline staff will do everything they can to resolve any concerns, so please ask them for help in the first instance. If for any reason you do wish to make a complaint about your experience with us, you can contact our Customer Relations team. We will always try to resolve your complaint to your reasonable satisfaction. However, if you are unhappy with our response, you have the right to appeal to the Rail Ombudsman (contact details below).

Available 07:00am – 10:00pm every day except Christmas day

Southern/Gatwick Express

Phone: 03451 272920
NGT Text : 0800 138 1018
Email: comments@southernrailway.com

Thameslink/Great Northern

Phone: 0345 026 4700
NGT Text: 0800 138 1018
Email: customerservices@thameslinkrailway.com
customerservices@greatnorthernrail.com

Assisted Travel

Our assisted travel team are available for booking assistance and providing journey information for disabled passengers.

Available 07.00 am – 10.00 pm every day except Christmas day

Southern/Gatwick Express

Phone: 0800 138 1016
NGT Text 0800 138 1018
Email: myjourney@southernrailway.com

Thameslink/Great Northern

Phone: 0800 058 2844
NGT Text: 0800 138 1018
Email: assistedtravel@thameslinkrailway.com
assistedtravel@greatnorthernrail.com



Twitter

@SouthernRailUK

@GatwickExpress

@TLRailUK

@GNRailUK

Post

Govia Thameslink Railway

PO Box 10240

Ashby-De-La-Zouch

LE65 9EB

Rail Ombudsman

Website: railombudsman.org

Phone: 0330 094 0362

Textphone: 0330 094 0363

Email: info@railombudsman.org

SERVICES AND FACILITIES

This is a general guide to the basic daily services.

Not all trains stop at all stations on each coloured line, so please check the timetable.

	REGULAR SERVICE	LIMITED SERVICE
Gatwick Express		
Great Northern		
Southern		
Thameslink		

Other train operators may provide additional services along some of our routes.

- Other train operators' routes
- Bus links
- Limited service stations on our network
- Interchange stations
- Interchange with London Underground
- Interchange with London Overground
- Interchange with London Tramlink
- Interchange with Eurostar
- Interchange with other operators' train services
- Interchange with Airports
- Ferry service routes
- Hovercraft service routes

Oyster and Contactless area

Pay as you go with contactless (card or device) in the grey shaded area

Contactless only area

Pay as you go with contactless card or device (not Oyster) in the pink shaded area

ACCESSIBILITY

- Step-free access between the street and all platforms
 - Some step-free access between the street and platforms
 - Step-free access is available in the direction of the arrow
 - No step-free access between the street and platforms
- Notes:**
Platform access points may vary and there may not be step-free access to or between all station areas or facilities. Access routes may be unsuitable for unassisted wheelchair users owing to the gradient of ramps or other reasons.
- We want to be able to offer you the best possible assistance, so we ask you to contact us in advance of your journey if possible. We will always try to offer the best possible service. However, the shorter notice we receive, the less time we have to make arrangements and there may be a delay in you receiving assistance.

Gatwick Express and Southern Assisted Travel: 0800 138 1016
Thameslink and Great Northern Assisted Travel: 0800 050 2844
For most up-to-date station facilities see www.nationalrail.co.uk

STAFF AVAILABILITY

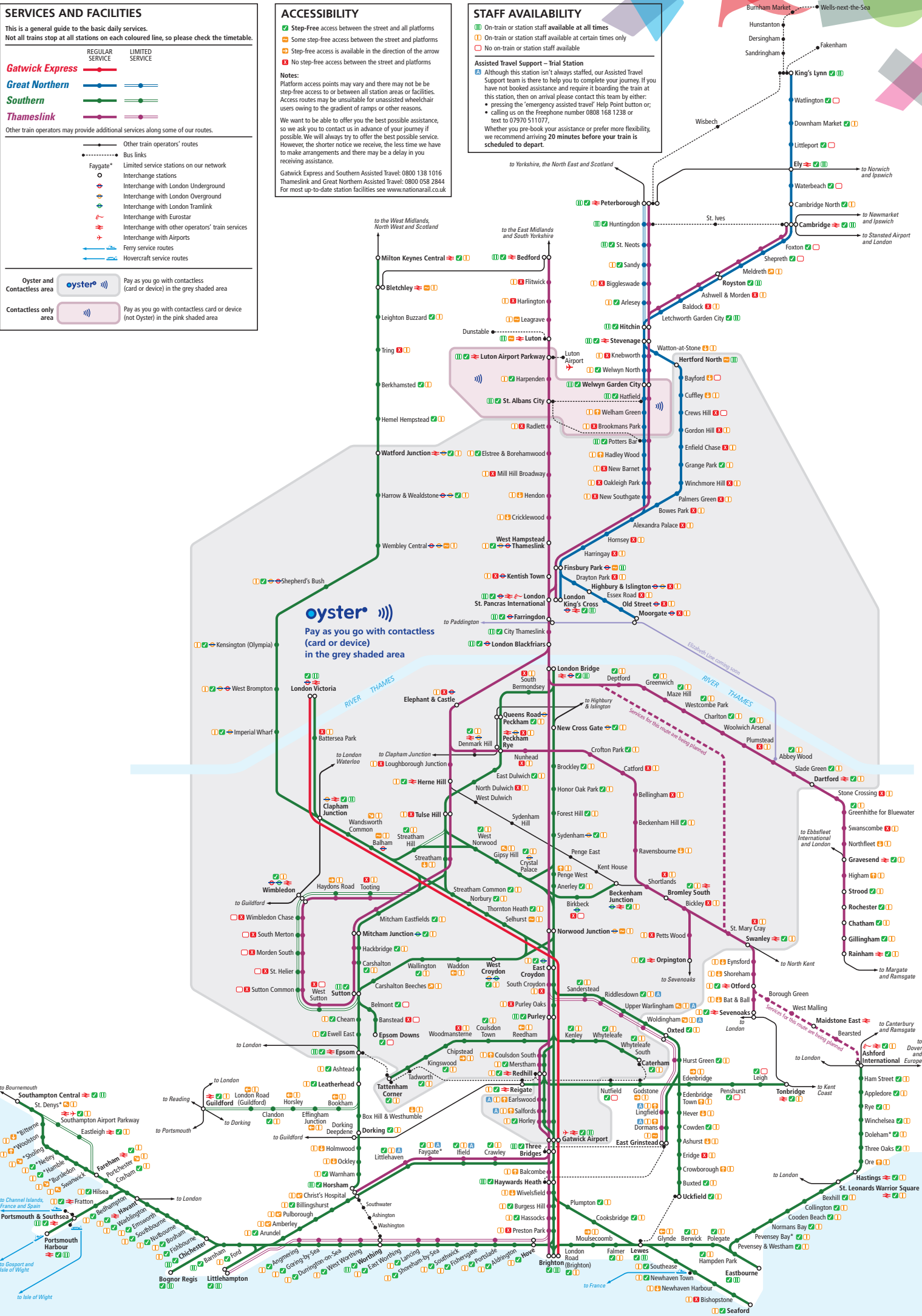
- On-train or station staff available at all times
- On-train or station staff available at certain times only
- No on-train or station staff available

Assisted Travel Support – Trial Station

Although this station isn't always staffed, our Assisted Travel Support team is there to help you to complete your journey. If you have not booked assistance and require it boarding the train at this station, then on arrival please contact this team by either:

- pressing the 'emergency assisted travel' Help Point button or;
- calling us on the Freephone number 0800 168 1238 or text to 07970 511077.

Whether you pre-book your assistance or prefer more flexibility, we recommend arriving 20 minutes before your train is scheduled to depart.





WE'RE WITH YOU