# NATIONAL RAIL STEP FREE ACCESS MAP

DESIGN BY A.T McCLUSKEY

# EAST MIDLANDS

## KEY TO SYMBOLS

- NATIONAL RAIL SERVICE (OVERGROUND SERVICES ALSO INCLUDED)
- LIMITED NATIONAL RAIL SERVICE
- ACCESSIBLE STATION
- STATION ACCESSIBLE IN DIRECTION SHOWN ONLY
- INTERCHANGE ONLY – THERE IS NO STEP FREE ACCESS OFF THE STATION SITE. HOWEVER IT IS POSSIBLE TO CHANGE TRAINS HERE.
- STATION(S) CONNECTED

- 142 STEP FREE ACCESS AT THIS STATION IS ONLY AVAILABLE TO THE PLATFORMS INDICATED
- S NO REASONABLE STEP FREE INTERCHANGE AVAILABLE BETWEEN PLATFORMS
- LC STEP FREE INTERCHANGE AT THIS STATION REQUIRES THE USE OF A LEVEL CROSSING OR BARROW CROSSING – THIS MAY REQUIRE STAFF ASSISTANCE. PLEASE CHECK NATIONAL RAIL ENQUIRIES FOR MORE INFORMATION
- A ASSISTANCE MAY BE REQUIRED – THIS IS USUALLY DUE TO A STEEP RAMP OR KERB. BUT SHOULD BE POSSIBLE WITH ASSISTANCE.
- EXTREMELY LIMITED SERVICE TO THIS STATION

- S STATION IS STAFFED PART TIME – PLEASE CHECK OPENING HOURS
- S STATION IS STAFFED THROUGHOUT THE DAY – STAFF AVAILABLE 07:00 – 21:00 AT MINIMUM
- R THIS STATION IS A REQUEST STOP
- A WHEELCHAIRS AVAILABLE TO BORROW
- NC ACCESSIBLE TOILET AVAILABLE
- NC NATIONAL KEY TOILET AVAILABLE – A RADAR KEY IS REQUIRED FOR ACCESS
- P PARKING AVAILABLE – CAR PARK MAY NOT BE OWNED BY THE RAILWAY COMPANY. YOU MAY BE CHARGED FOR PARKING.
- P ACCESSIBLE PARKING AVAILABLE – PLEASE NOTE. THERE MAY BE AS FEW AS ONE ACCESSIBLE PARKING SPACE AVAILABLE. PLEASE CHECK AVAILABILITY.
- T STEP FREE INTERCHANGE WITH LOCAL TRAM/ METRO NETWORK AVAILABLE

## NOTES

- UNFORTUNATLY, SOME STATIONS ARE ONLY ACCESSIBLE DURING THE DAY. THIS IS DUE TO LIFTS NOT BEING OPERATIONAL OUTSIDE OF STAFFED HOURS.
- ALTHOUGH MOST TRAINS ARE ACCESSIBLE, SOME OUTDATED ROLLING STOCK MAY BE INACCESSIBLE. PLEASE CHECK WITH YOUR LOCAL OPERATOR FOR DETAILS.
- ALL TRAINS ARE ACCESSED VIA A MANUAL BOARDING RAMP, THESE ARE EITHER AVAILABLE AT A STATION OR ON THE TRAIN. STAFF HELP WILL BE REQUIRED TO USE THESE RAMPS.
- ONLY FULLY OR PARTIALLY ACCESSIBLE STATION ARE FEATURED ON THIS MAP. ANY STATIONS THAT HAVE NO STEP FREE ACCESS WHATSOEVER HAVE BEEN OMITTED.
- THIS MAP DISPLAYS NATIONAL RAIL, LONDON OVERGROUND, TFL RAIL AND MERSEYRAIL SERVECIS ONLY. FOR INFORMATION ON LOCAL UNDERGROUND/ TRAM SERVICES PLEASE SEE INDIVIDUAL SYSTEM' S WEBSITES.
- INFORMATION SOURCED FROM NATIONAL RAIL ENQUIRIES OR LOCAL KNOWLEDGE WHERE POSSIBLE. ALL INFORMATION CORRECT AS OF APRIL 2020.
- FOR ENQUIRIES ABOUT THIS MAP CONTACT:atmdesignenquiries@gmail.com
- NO ATTEMPT SHOULD BE MADE TO REPRODUCE OR COPY THIS WORK WITHOUT THE DESIGNER' S PRIOR CONSENT.

VISIT www.grafxcraft.com/atmdesign FOR MORE INFORMATION ABOUT THIS MAP

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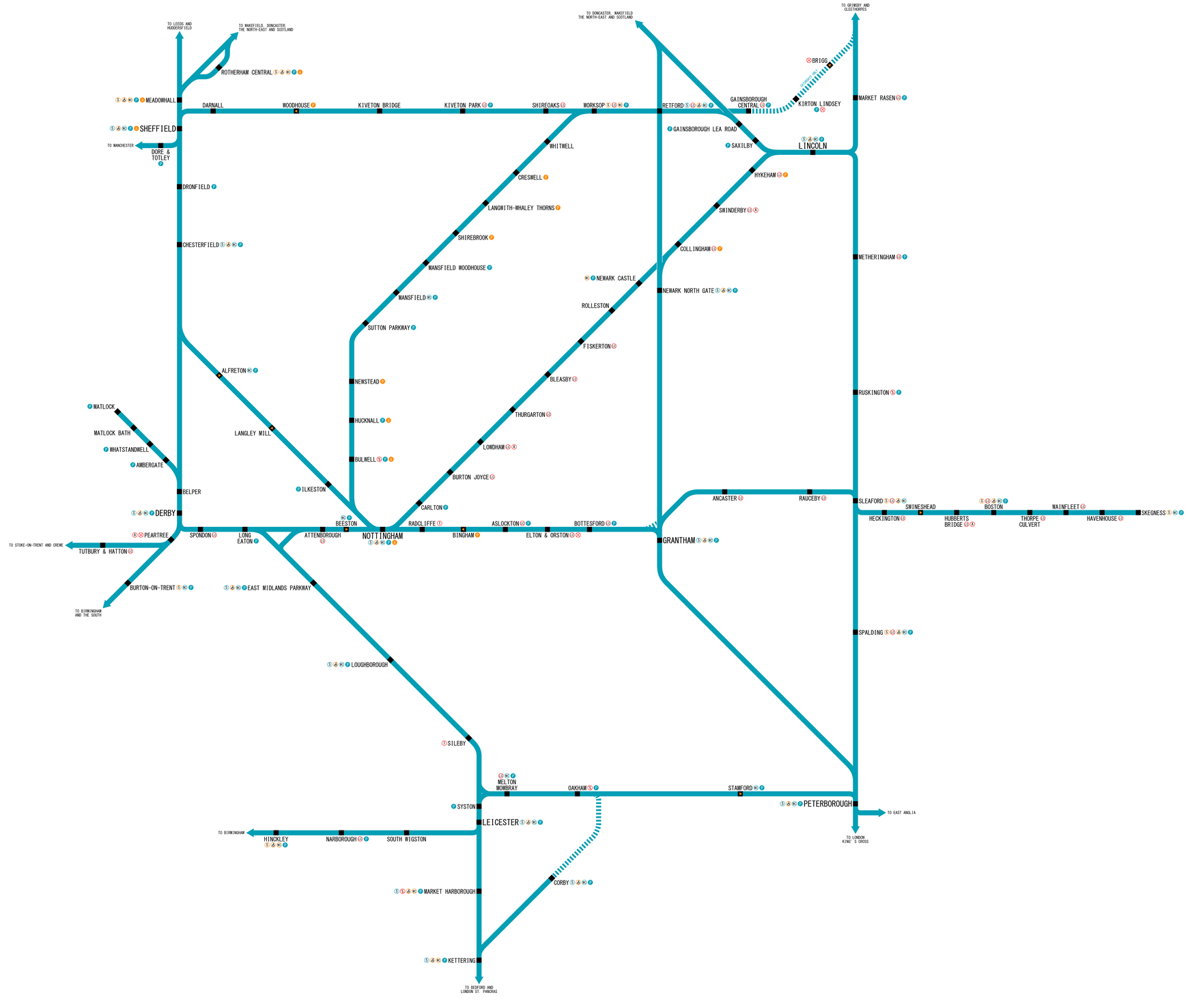
## PASSENGER ASSIST

IT IS RECCOMENDED THAT YOU BOOK AT LEAST 24 HOURS IN ADVANCE OF TRAVELLING, TO ENSURE THAT STAFF WILL BE AVAILABLE TO HELP YOU. PLEASE NOTE THAT TURN UP AND GO SERVICES ARE NOT ALWAYS OFFERED. TO BOOK PASSENGER ASSIST PLEASE:
- CALL FREEPHONE 0800 0223720
- TEXT 60083
- FOR TEXTPHONE/ MINICOM PLEASE USE 0845 60 50 600
- OR VISIT www.disabledpersons-railcard.co.uk/travel-assistance

YOU CAN ALSO USE DIRECT CONTACT INFORMATION FOR SPECIFIC TRAIN OPERATING COMPANIES:

| TRAIN COMPANY | EMAIL | TELEPHONE | TEXTPHONE/ TYPETALK |
|---|---|---|---|
| CROSSCOUNTRY | www.crosscountrytrains.co.uk/customer-service/travel-assistance (FORM ON WEBSITE) | 0344 811 0125 | 0344 811 0126 (TEXTPHONE) |
| EAST MIDLANDS RAILWAY | www.eastmidlandsrailway.co.uk/form/book-assisted-travel (FORM ON WEBSITE) | 03457 125 678 | 03457 078 051 (TEXTPHONE) |
| HULL TRAINS | www.hulltrains.co.uk/support-and-contact/assisted-travel (FORM ON WEBSITE) | 0800 316 1323 | 0800 304 7513 (TEXTPHONE) |
| LNER | www.iner.co.uk/customer-service/customer-services/contact-us/assisted-travel/ (FORM ON WEBSITE) | 03457 225 225 | 18001 03457 225 225 (TEXT RELAY SERVICE) |
| NORTHERN | www.northernrailway.co.uk/passenger-assistance-request (FORM ON WEBSITE) | 0800 138 5560 | 18001 0800 138 5560 (TEXT RELAY SERVICE) |
| TRANSPENNINE EXPRESS | www.tpexpress.co.uk/travelling-with-us/assisted-travel (FORM ON WEBSITE) | 0800 107 2149 | 18001 0800 107 2149 (TEXTPHONE) |