## NATIONAL RAIL STEP FREE ACCESS MAP

## THE SOUTH-EAST

KEY	T0	SYMBOLS	

NATIONAL RAIL SERVICE (OVERGROUND SERVICES ALSO INCLUDED)

LIMITED NATIONAL RAIL SERVICE

REVERSE ONLY - WHEN A TRAIN ARRIVES AT THE INDICATED STATION, IT IS NOT POSSIBLE TO EXIT THE TRAIN, HOWEVER THE TRAIN RETURNS IN IT'S ORIGINAL DIRECTION, SO MAY BE USED TO COMPLETE SOME JOURNEYS

----ACCESSIBLE FERRY

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

STEP FREE ACCESS AT THIS STATION IS ONLY AVAILABLE TO THE PLATFORMS INDICATED

NO STEP FREE INTERCHANGE AVAILABLE WITHIN 400M

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 ENQUIRES FOR MORE INFORMATION

ASSISTANCE MAY BE REQUIRED - THIS IS USUALLY DUE TO A STEEP RAMP OR KERR BUT SHOULD BE DOSSIBLE.

STATION(S) CONNECTED

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

THIS STATION IS A REQUEST STOP

THERE IS LEVEL ACCESS BETWEEN THE TRAIN AND THE PLATFORM
AT THIS STATION

WHEELCHAIRS AVAILABLE TO BORROW

ACCESSIBLE TOILET AVAILABLE

MO NATIONAL KEY TOILET AVAILABLE - A RADAR KEY IS REQUIRED FOR ACCESS

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PARKING AVAILABLE - CAR PARK MAY NOT BE OWNED BY THE RAILWAY COMPANY.
YOU MAY BE CHARGED FOR PARKING.

PACCESSIBLE PARKING AVAILABLE - PLEASE NOTE, THERE MAY BE AS FEW AS ONE ACCESSIBLE PARKING SPACE AVAILABLE.
PLEASE CHECK AVAILABILITY.

STEP FREE INTERCHANGE WITH LOCAL TRAM/ METRO NETWORK AVAILABLE

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 ALTHOUGH MOST TRAINS ARE ACCESSIBLE, SOME OUTDATED ROLLING STOCK MAY BE INACCESSIBLE.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.
 UNLESS INDICATED OTHERWISE (BY AN USYMBOL) 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 OMITED.
 THIS MAP DISPLAYS NATIONAL RAIL, LONDON OVERGROUND AND TFL RAIL SERVECIS ONLY, FOR INFORMATION ON LOCAL UNDERGROUND/TRAM SERVICES PLEASE SEE INDIVIDUAL SYSTEM'S WEBSITES.
 ALL INFORMATION CORRECT AS OF APRIL 2020.
 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			
AVANTI WEST COAST	AssistedTravel.Avanti WestCoast@mailgb. custhelp.com	08000 158 123	08000 158 124 (TEXTPHONE)			
C2C	passengerassistance@ c2crail.co.uk	0345 744 4422	03457 444422 (TEXTPHONE)			
CALEDONIAN SLEEPER	www.sleeper.scot/ accessible-travel -with-caledonian- sleeper/ (FORM ON WEBSITE)	0330 060 0500	1 800 103 300 600 500 (TEXT RELAY SERVICE)			
CHILTERN RAILWAYS	N/A	03456 005 165	08457 078 051 (TEXTPHONE)			
CROSSCOUNTRY	www.crosscountrytrains .co.uk/customer- service/travel- assistance (FORM ON WEBSITE)	0344 811 0125	0344 811 0126 (TEXTPHONE)			
EAST MIDLANDS RAILWAY	www.eastmidlands railway.co.uk/form/ book-assisted-travel (FORM ON WEBSITE)	03457 125 678	03457 078 051 (TEXTPHONE)			
GATWICK EXPRESS	myjourney@southern railway.com	0800 138 1016	0800 138 1018 (TEXTPHONE)			
GRAND CENTRAL	www.grandcentralrail. com/help/travel- assistance/passenger- assistance (FORM ON WEBSITE)	0344 811 0072	0344 556 1400 (TEXTPHONE)			
GREAT NORTHERN	assistedtravel@ greatnorthernrail.com	0800 058 2844	0800 975 1052 (TEXTPHONE)			
GREAT WESTERN RAILWAY	Passenger.assist@GWR.com	08001 971 329	18001 0800 197 1329 (TEXTPHONE)			
GREATER ANGLIA	www.greateranglia.co. uk/contact-us/contact -forms/disabled- assistance (FORM ON WEBSITE)	08000 282 878	18001 08000 282878 (TEXT RELAY SERVICE)			
HULL TRAINS	www.hulltrains.co.uk/ support-and-contact/ assisted-travel (FORM ON WEBSITE)	0800 316 1323	0800 304 7513 (TEXTPHONE)			
ISLAND LINE	www.southwestern railway.com/ travelling-with-us/ assisted-travel (FORM ON WEBSITE)	0800 528 2100	0800 692 0792 (TEXTPHONE)			
LNER	www.lner.co.uk/ customer-service/ customer-services/ contact-us/assisted -travel/ (FORM ON WEBSITE)	03457 225 225	18001 03457 225 225 (TEXT RELAY SERVICE)			
LONDON NORTHWESTERN RAILWAY	www.londonnorthwestern railway.co.uk/contact -us/book-assisted- travel (FORM ON WEBSITE)	0800 024 8997	18001 0800 024 8997 (NEXT GENERATION TEXT)			
LONDON OVERGROUND	tfl.gov.uk/transport- accessibility/help- from-staff#on-this- page-2 (FORM ON WEBSITE)	0343 222 1234	020 3031 9331 (TEXT RELAY SERVICE)			
SOUTHEASTERN	www.southeastern railway.co.uk/travel- information/more- travel-help/assisted -travel (FORM ON WEBSITE)	08007 834 524	08007 834 548 (TEXTPHONE)			
SOUTH WESTERN RAILWAY	www.southwestern railway.com/ travelling-with-us/ assisted-travel (FORM ON WEBSITE)	0800 528 2100	0800 692 0792 (TEXTPHONE)			
SOUTHERN	myjourney@southern railway.com	0800 138 1016	0800 138 1018 (TEXTPHONE)			
THAMESLINK	assistedtravel@thames linkrailway.com	0800 058 2844	0800 975 1052 (TEXTPHONE)			

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