

Planning an accessible journey with Southeastern : station access guide / Southeastern.

Contributors

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Key to station facilities

The code to the right of each station name (e.g. A3 shown after Abbey Wood) indicates the grid position on the map of that station.

The coloured symbols next to each station name corresponds to that station's accessibility status as follows:

- Step free access to all platforms*
- Some step free access – check details*
- Access available via steps only

*Please note that access points may vary by platform – these may not be step free access to or between all station areas. Access routes may in some cases be available for unaccompanied wheelchair users due to the gradient of ramps.

Station facilities icons:

- Station staffed at all times
- Station staffed part time
- Station unstaffed
- Car parking
- Toilets
- Accessible toilets
- Luggage trolleys
- Help point
- Buffet/Shop
- Dual height/height adjustable ticket windows

This guide shows planned station facilities as of June 2015. Information is subject to change.

Help points

These are devices that are provided at stations for customers to be able to talk to a member of staff in an unstaffed control centre, either for information or in an emergency.

Contact us

For further details on station access, or to let us know your travel plans, please contact Southeastern Assisted Travel. For more information visit www.sea-travel.com

Telephone: 0800 783 4534
 Textphone: 0800 783 4540
 Website: www.sea-travel.com

Ideas and comments

If you would like to suggest any access improvement, please send please your suggestions for:

Address: Southeastern Customer Services
 PO Box 63428
 London
 SE1P 5PD
 Telephone: 0845 000 2222

For station accessibility information about stations not managed by Southeastern contact:

National Rail Enquiries
 Telephone: 0845 300 9242
 Textphone: 0845 300 9240
 Website: www.nationalrail.co.uk



Need a helping hand?

We can provide help with boarding and getting off trains, including the use of a platform step for wheelchair users. If you are unwell or have the ability to transfer your own weight, we would be happy to provide you with a wheelchair or a portable toilet. Please contact us for more information on the types of assistance we can provide. Please contact us at least 24 hours before your trip.

Unstaffed/Part time staffed stations

At these stations you will not always find staff to offer you assistance. If you need assistance, please contact the staff at the nearest staffed station. Please note we do not have staff at these stations at least 3 hours before your journey. We will not provide assistance to wheelchair users at these stations unless you have a valid ticket for the service you are using. We can provide assistance at these stations if you have a valid ticket for the service you are using.

Fully staffed stations

These stations have staff available to assist all the time that trains run from the station.



Mobility scooters

We are able to carry mobility scooters on our trains, subject to some restrictions in size and with the exception of some Southeastern services. For our Reading and High Speed services, which generally start from Reading, Stain. Basingstoke, Havant, Southampton and Ashburton, we can carry a scooter up to 1000mm long and 100mm wide. The rest of the train has a maximum length of 1000mm and a maximum width of 600mm.

On our London metro services, which generally start from Barking, Ongar, Stansted, Braintree and Haverhill, we can carry a scooter up to 1000mm long and 1000mm wide. There is a maximum weight of 100kg. For more information, please contact us on 0800 783 4534. For a detailed guide, please visit www.sea-travel.com.

Please note we cannot provide information through from the only access routes for service users.

Step access only stations

If you need to board from or alight from a station that you cannot access due to steps we will provide an accessible rail foot from or to a station which is step free. If you require this service please call Travelink on 0800 783 4534. This service is available at least 24 hours before your journey. This service will be provided at the same charge as using the passenger facility for assistance ticket for their entire journey. Accessible team can only be provided to the foot, not if you give more than 24 hours notice. There may be a considerable wait until we obtain an accessible rail.