

Marcus Clements
Head of Consumer Policy

Patrick Verwer
CEO
GTR
[via e-mail]

3 December 2020

Dear Patrick

Approval of Govia Thameslink Railway Limited's (GTR's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting GTR's draft Accessible Travel Policy (ATP) for approval.

I confirm that we have reviewed the ATP against the 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the Guidance). As part of our review process we also sought views on the draft ATP from the Disabled Persons Transport Advisory Committee, London TravelWatch and Transport Focus and had a number of exchanges with you to clarify its commitments.

During the course of our exchanges we discussed a number of areas, including the provision of disability awareness training, confirmation that GTR must provide redress for its customers when assistance fails irrespective of the station operator, the reduction in notice passengers are required to give when booking assistance, and ensuring there are measures in place to safeguard the provision of alighting assistance, including at those stations managed by other train operators).

In addition, we discussed the provision of assistance at stations which are unstaffed or part-staffed and which are served by Driver Only Operation (DOO) trains. GTR's ATP now includes a plan to trial the extension of its mobile assistance team to a further 41 such stations once passenger numbers are sufficient to allow a meaningful assessment of its effectiveness. ORR will monitor the results of this trial through

quarterly ATP meetings to ensure GTR's continued compliance with Section 4, paragraph A1.2g and A1.2h of the Guidance. We expect to review its effectiveness by the latest on the date of GTR's annual ATP review.

We have discussed that GTR is currently unable to indicate at which stations passengers can expect to find wheelchair-accessible taxis and suitably trained drivers. As private hire vehicles are provided under contract to GTR at station taxi ranks, I expect to receive an update on this by 31 January 2020.

Subject to the contingencies above, I can confirm that GTR's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

A copy of the approved ATP is attached to this letter, and will be published on our website along with a copy of this letter. Please provide an accessible branded version by 8 January 2021, including either pdfs of your station and rolling stock accessibility information or links to HTML webpages. The information provided in these must be accurate, comprehensive and up-to-date.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M. Clements', with a large, stylized flourish at the end.

Marcus Clements

Making rail accessible



WE'RE WITH YOU



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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.

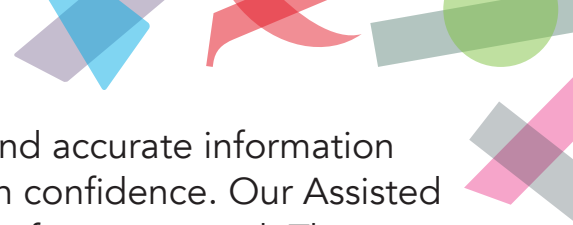
We commit to staff our Assisted Travel team in a way that most calls are answered within 30 seconds. We aim to respond to online booking requests within 6 hours.

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:

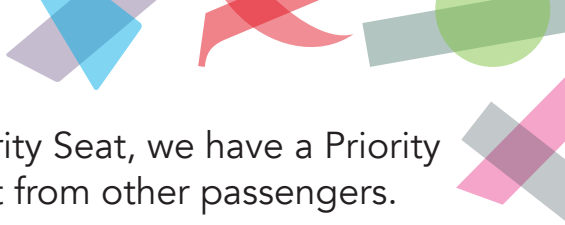
- Priority seating on all trains.
- Accessible spaces with 'call for aid' alarms.
- Audible and visual information systems.
- On-board boarding ramps (on most of our trains).
- Accessible toilets (on most of our trains).

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.

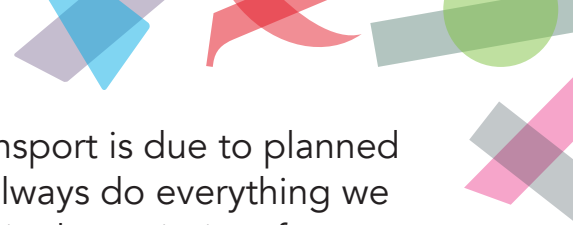
During periods of significant disruption, our control team will, if necessary, deploy additional staff from head office roles to support our rostered station teams.

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
- Foygate* 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

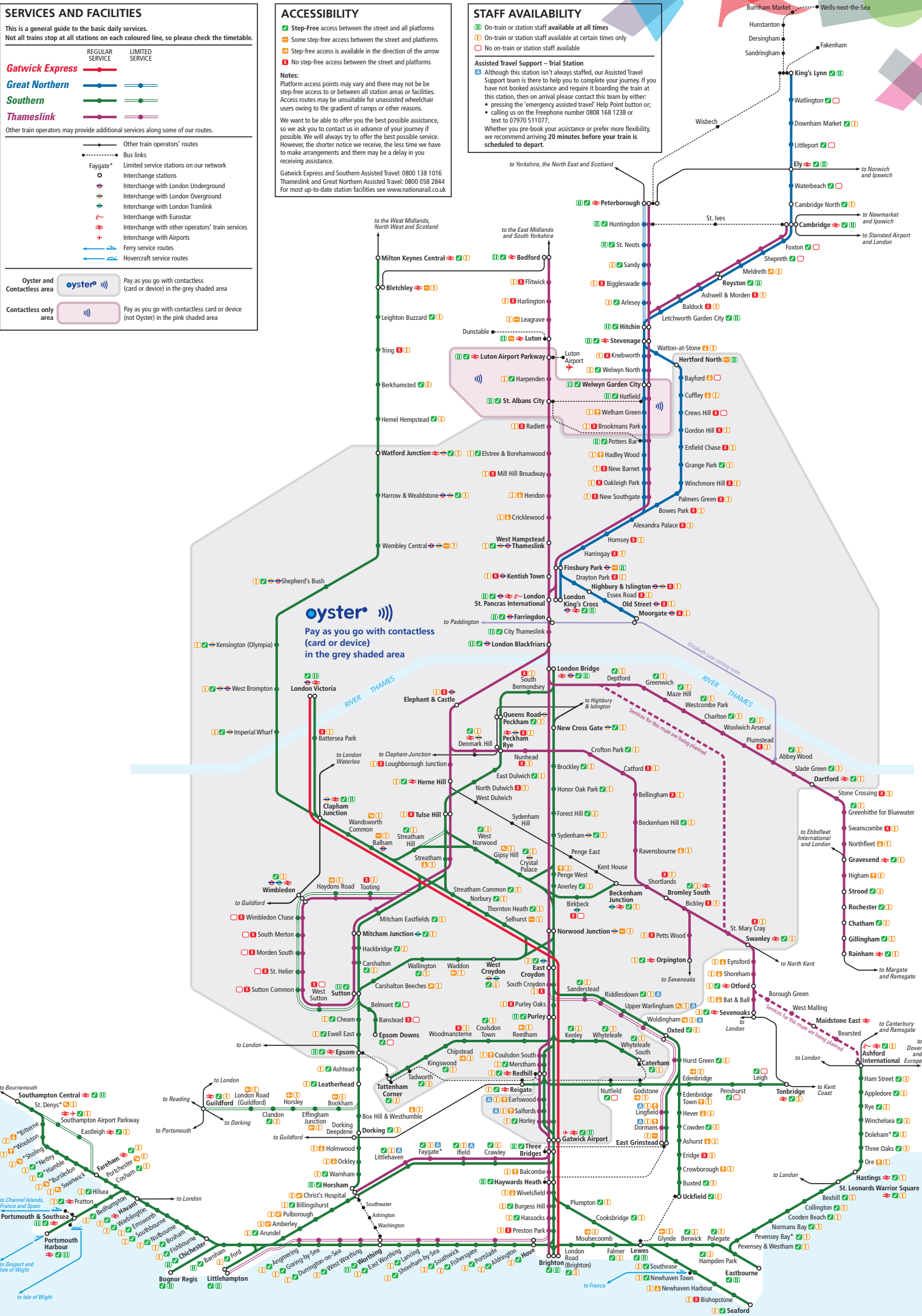
- On-train or station staff available at all times
- On-train or station staff available at certain times only
- No on-train or station staff available

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

Accessible Travel Policy



WE'RE WITH YOU



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A. Commitments to providing assistance

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

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.

GTR is fully committed to creating a more accessible and inclusive railway. We want all our customers to have the confidence to travel on our network no matter their access need, or the level of support they require.

We operate one of the busiest and most complex networks in the country and understand that we need to provide a robust system of support for all our customers.



To achieve these aims, we are:

- ensuring the processes we have in place lead to a high level of assistance at all stages of the journey
- treating all our customers as individuals and providing them with the assistance that meets their specific needs
- making our trains, our stations (those stations managed by us) and facilities as accessible as possible
- providing the training our people (those employed by us) need to be able to provide excellent customer service and assistance to disabled customers
- working with industry partners to maximise opportunities to improve accessibility on our network, which includes working with Network Rail on the accessibility support at their managed stations and on the provision of lifts across stations which serve our customers
- exploring innovative solutions to enhance how we provide assistance to our customers

This document forms our Accessible Travel Policy and describes how we will work towards achieving these commitments. It also explains the processes we have in place, sources of accessibility information and our approach to making accessibility improvements on our network.

Our Accessible Travel Policy document is accompanied by our customer leaflet, "Making Rail Accessible". This leaflet describes what customers can expect from us throughout their journey, including if things do not go as planned. Customers can obtain a copy on our websites. It is also available at all staffed stations where our train services call.

We are committed to maximising the availability of the "Making Rail Accessible" leaflet at public places and will work in partnership with our stakeholders to make it available at places like council offices, libraries, community centres and schools.

Further information on the accessibility of our stations and trains can be found in separate documents accompanying our Accessible Travel Policy.



A1. Booking and providing assistance

Booking assistance before travel is entirely optional.

For booked assistance, we participate in a national booking system called Passenger Assist, which enables assistance to be booked before the journey. Our Assisted Travel Team can arrange booked assistance. They can also give travel advice (e.g. timetable information, station staffing details) for travel on our services (Southern, Thameslink, Great Northern and Gatwick Express) as well as any other train operator's services during the time those services operate. Details of these times are included on the individual station pages of the National Rail Enquiries website, nationalrail.co.uk

Through Passenger Assist, we will coordinate arrangements with other train operators – for example, if the journey involves changing onto a service operated by another operator, we can book assistance for the whole journey.

When booking assistance, our trained team of advisors will look at individual customer needs and will plan journeys by checking specific details, including station accessibility information and staff availability via the National Rail Enquiries website. They will ensure that appropriate assistance is in place at each stage of the journey. We will send customers confirmation of the arrangements – normally by email (information can be provided by post or alternative format such as large print by request).

We commit to providing sufficient staff to maintain the assisted travel service, and we aim to answer 80% of calls within 30 seconds and aim to respond to email and online requests within six working hours.

For every booking confirmation, we provide a link to a short survey within the booking confirmation to facilitate feedback regarding the booking and journey experience to help us to monitor and continuously improve our performance.

Our dedicated assistance team are available every day (except Christmas Day) between 07.00 am to 10.00 pm.

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

Recommended notice period for booking assistance

We recommend that assistance is booked by 10:00 pm the day before travel in order for us to make appropriate arrangements. However, we fully understand that booking is a choice and many people choose to travel spontaneously. Many of our stations and trains have staff available to offer both unbooked and booked assistance.

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 two hours by April 2022.

Assistance at our stations

We manage 240 stations. These vary widely with regards to physical facilities and staffing levels (ranging from unstaffed, staffed for part of the day through to fully staffed at all times that trains operate). We apply the ORR's categories for station accessibility. Further details regarding station accessibility are available on our Station Information summary on our web sites or from Assisted Travel.


Whether customers pre-book assistance or prefer more flexibility, we recommend arriving 20 minutes prior to the train's scheduled departure time so we can make the necessary arrangements to provide assistance on to the train, including ensuring that staff are aware of any assistance needed at the destination.

At our stations, any of our staff can provide assistance. At many stations, customers can contact them at our ticket gates or the ticket office (notably at smaller stations) or via help points.

All our stations also have a designated meeting point where passengers who have booked assistance can meet with or contact our staff. Assisted Travel will advise of the location of meeting points when we confirm booked arrangements.

When booking assistance, our Assisted Travel team will establish each customer's specific requirement and identify the most appropriate option to enable them to make their journey. In the case of unstaffed stations, they will look at various options, including deploying staff from another station or if necessary, arranging alternative transport.

For unbooked assistance at our staffed stations, customers can ask a member of our station team, who will discuss their needs and make arrangements to ensure they reach their destination.



Similarly, when travelling from any of our unstaffed stations, customers can contact us via help points to seek assistance from our off-site dedicated journey support team based at our control centre. The support team will ensure that customers can reach their destination, whether by train or if necessary by providing alternative transport.

Many of our Southern trains also have either a Conductor or On-Board Supervisor (OBS), who are trained to step onto the platform when the train arrives into the station, to identify any passengers requiring boarding assistance and to provide this assistance. On trains where on-board staff are present, they will provide alighting and boarding assistance at any unstaffed stations that we call at (including stations managed by other train operators).


Our station staff will provide assistance to board a train service and will advise any on-board staff of any customers with assistance needs, including any assistance needed at the destination.

Our station staff follow a handover procedure to ensure that colleagues at the destination (or interchange) station with designated responsibility for providing assistance are contacted by telephone via a dedicated telephone number and are aware of specific assistance required at the destination. This protocol is followed for all journeys, whether booked or not. In cases where a destination station is unstaffed, staff will make contact with a nearby station. They will identify whether a team member is available to go to the unstaffed station or to arrange an alternative journey plan to enable our customer to reach their destination.

When the train arrives at a GTR operated station, our staff will ensure that help leaving the train is available – we will do all we can to ensure that assistance is provided within five minutes of the train's arrival at its terminus station, where reasonably practicable. GTR does not manage all stations that serve our passengers and commit to working closely with those that manage these stations to deliver the same.

Our station and on-board staff will provide manual boarding ramps for customers who require assistance boarding/leaving trains whether travelling booked or unbooked.

At stations within our Thameslink Core (London St Pancras through to London Bridge), the accessible carriages stopping point will align with raised level boarding areas (or 'humps'). Staff are on hand at the level boarding areas, at all times that trains call to notify the destination station of any passenger requiring assistance and also to provide any assistance for passengers leaving the train.



On occasions when services are disrupted (or on occasions when a train's platform number is altered at short notice), we will provide information about changes via both audible (e.g. manual and automated announcements) and visual (display screens) at our stations. Our staff will always work with the customer to identify the best option to enable customers to reach their destination.

Our staff are all trained to look out for any disabled passengers proactively and to tailor any support as necessary.

Mobile Support Team

At ten unstaffed/partially staffed Southern stations that are predominantly served by Thameslink trains, we ask unbooked customers who require boarding assistance to contact our control centre 20 minutes before their train is due to depart. Customers can contact the control team either via the help point (emergency and assisted travel button) or via a freephone number.

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

We aim to roll out this service at 41 more stations in the form of a trial as soon as the passenger numbers after the COVID-19 pandemic reach a level which makes a trial possible (50% of bookings compared to pre-COVID times).

Assistance with onward travel

Our staff will, where practicable, assist with any relevant onward travel, such as to the taxi rank, bus or tram stop and airport assistance point (within a station boundary). Information regarding onward travel is also available at our stations; on posters, from our staff and via display screens.

Our Assisted Travel team can also provide travel advice ahead of a journey, including information regarding local taxi companies. We will do all we reasonably and practicably can to ensure those taxi operators who provide taxis at our stations include the provision of accessible taxis. We will build this into relevant contract negotiations going forward.

Station facilities & services

We commit to ensuring that our station accessibility information is up to date on the National Rail Enquiries website, including details on step-free access, staffing times and meeting points for assistance.

We will ensure that information on the National Rail Enquiries website reflects any limitations or temporary changes to station lifts. In these circumstances, we will work with customers to find an appropriate solution.

Assistance with luggage

We will do all practicable to provide assistance with luggage for disabled customers (and others who need this assistance) within our staffed stations and when boarding and alighting trains. This service is free of charge.

As a guide, where assistance is provided, it can only be provided with up to two items of luggage which should not exceed 30 X 70 X 90cm in size and a single item of hand luggage that must be capable of being held in the customer's lap. It is recommended to have pull-along cases and follow airline recommendations of not exceeding 23kg per bag.

Where luggage assistance has not been booked in advance, we will do our best to assist, but this may be limited by the availability of staff at short notice.

We don't offer seat reservations on any of our services, and our Assisted Travel team will make this clear at the booking stage. However, where a journey involves another operator's service that has reservable seats, our Assisted Travel team can make reservations for this part of the journey upon request.



Wheelchair spaces

All our trains have wheelchair spaces within the standard class seating area only, which are marked on the outside of the carriage. We do not have wheelchair spaces within first-class areas. Wheelchair spaces aren't reservable, although our staff will make every reasonable effort to ensure wheelchair users have priority using wheelchair spaces. If all wheelchair spaces are all occupied, they will work with the customer to identify the best option to enable them to reach their destination.

Our staff are briefed to make sure customers are not offered a ticket they cannot make use of (for example, due to no wheelchair spaces in first class).

Priority seating

We also provide Priority Seating areas on all our trains for disabled customers, expectant mothers, older customers, and those carrying infants. We also acknowledge that customers 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 usually located close to exit doors, so they are more accessible to customers who need them.

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

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

Assistance dogs

Assistance dogs are welcome on all our services.



A.2 Information Provision

A.2.1 Accessible Travel Policy documentation including alternative formats

We provide a customer guide that summarises this Accessible travel Policy, titled 'Making Rail Accessible'. This guide outlines practical information to enable disabled people to travel with confidence across our network.

Copies will be available from all our staffed stations, stations our trains call at managed by other operators, or from our Assisted Travel team and website (in PDF format).

Copies are also provided to local stakeholder partners, including mobility forums and user groups. Guidance is also provided to these group on how people can request further copies if required. We are committed to extending the availability of copies to further locations where public services (e.g. health care) are provided across our network.

This policy document, our 'Making Rail Accessible' leaflet and station and train accessibility information are all available in alternative formats on request via our Assisted Travel team, including audio and large print versions. We aim to provide alternate format documents within seven working days of a request. If this is not possible, we will advise within seven working days of the delivery timescale.

At each of our stations, we also provide signage at heights accessible to wheelchair users and visually-impaired customers outlining how to obtain our 'Making Rail Accessible' leaflet and policy document.

A.2.2 Station & train accessibility information

We will ensure station and train accessibility information is kept up to date and readily available to our customers. We make sure it is accessible using screen readers and other software with accessibility features, such as Adobe Reader. Station information is also available via the National Rail Enquiries website, and we are working with industry partners to improve this information, including more detailed station classifications.

Station and train accessibility information is available on our website in a PDF format. This can be found at:

Stations

www.southernrailway.com/stationaccessibility
www.thameslinkrailway.com/stationaccessibility
www.greatnorthernrail.com/stationaccessibility
www.gatwickexpress.com/stationaccessibility

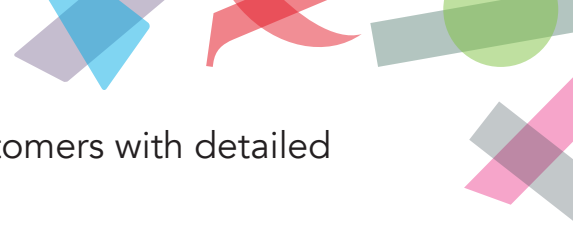
Trains

www.southernrailway.com/fleetaccessibility
www.thameslinkrailway.com/fleetaccessibility
www.greatnorthernrail.com/fleetaccessibility
www.gatwickexpress.com/fleetaccessibility

To make it easy for all customers to plan their journeys, we have produced a map showing the level of step-free access for all stations on our network. We regularly review and update this to ensure it is as accurate as possible to help customers understand which journeys are more accessible. This will not include any temporary changes to step-free access, e.g. out of order lifts, which are provided on the National Rail Enquiries website (Station & Train Info pages). This map is available in a downloadable PDF format on our website.

We provide up to date accessibility information to our station staff to ensure they can provide the best possible assistance to our disabled customers and help them complete their journey. All our front line staff have access to live information to enable them to deliver assistance. All on-board and many station-based staff have mobile devices to provide access to train running information and live bulletins provided by our control centre. Our teams have access to a variety of key 'live' accessibility information. Examples include;

- Lift status email reports
- Live train toilet service status app
- Phone directory app to enable quick contact with staff able to provide assistance at stations
- An online 'Accessibility library' providing access to the latest briefing materials



Our Assisted Travel team are also able to provide customers with detailed information regarding station and train accessibility.

Throughout our franchise, we have made a significant investment in our fleet through both the introduction of new trains and refurbishing our existing fleet to ensure our trains are accessible for all customers. As a result of this investment, accessible features on our trains include;

- Priority seating on all trains
- Accessible spaces with low-level passenger alarms
- Audible and visual information systems
- Boarding ramps (most of our trains)
- Accessible toilets (most of our trains)

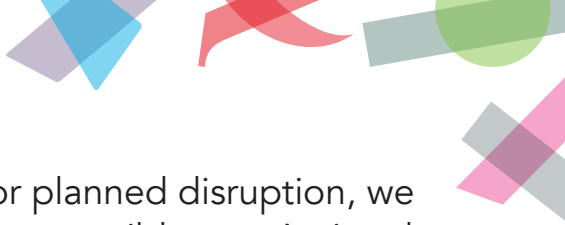
We continuously work towards improving accessibility at our stations and with others who manage stations which serve our customers, including through our annual accessibility fund, we commit to improving things such as;

- Accessible toilets
- Accessible seating
- Signage and wayfinding
- Visible and audible customer information
- Induction loops
- Help points

We also work in partnership with Network Rail and the Department for Transport (DfT) to deliver largescale accessibility improvements such lift schemes through the Access for All fund.

A.2.3 Passenger journey information

We want to make sure it is easy for all our customers to find important information, especially for those who are not frequent rail users. At all times, we will try to provide clear and accurate information to our customers, especially during times of disruption. We will take into account that customers have a wide range of impairments at every stage of the journey - whether at home, online, on the move – at the station or on the train, to ensure everybody has access to this information.



When we provide rail replacement buses or coaches for planned disruption, we use accessible vehicles. In circumstances when this is not possible, our Assisted Travel and frontline teams will always identify an alternative journey plan to enable disabled customers to complete their journey.

We have processes in place to ensure that information is available to customers, our staff and other rail operators when there are any changes to accessible facilities at stations. We provide regular updates for customers on any temporary changes to accessible facilities at our stations on our website, which provides the same information available on the National Rail Enquiries website. Where a station facility is unavailable, we will work with our customers to find a suitable alternative.

On-board facilities are essential to ensuring all customers have a comfortable journey. We have robust processes in place to monitor and maintain the accessible facilities on our trains. However, despite this, sometimes an accessible facility may not be available, such as an accessible toilet. Our station staff will check whether an accessible toilet is available before providing boarding assistance to any customer who might need it. Where an accessible toilet is not available, our staff will inform the customer and discuss with them if they still wish to travel on that train or agree on a suitable alternative, such as travelling on a different service.

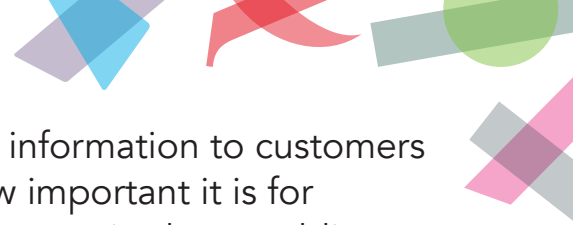
During the journey, disabled passengers can obtain live information on services including during times of disruption via a number of sources - contacting staff at our control centre via help points or by contacting our social media team via Twitter (24-hour coverage).

We also have a dedicated assisted travel section on each of our branded websites outlining contact details for assisted travel. We provide useful information such as our Wheelchair & Scooter policy and travel support tools, including Priority Seat Card, Travel Support Card and our Easy Travel Guide.

Train departures and arrivals information

At most of our stations, customer information is provided through customer information screens at various locations around the station and audio announcements. This ensures clear and consistent audio and visual information is provided on the platforms and other areas of the station.

Most of our stations also have help points for customers to contact a member of staff for assistance or information.



We are committed to providing clear visual and audio information to customers whilst they are onboard our trains. We understand how important it is for accurate on-board information to be provided. All of our trains have public address systems that can be used for automated and manual announcements including 'next stop' announcements. Services on parts of our Southern network also have Conductors and On-board Supervisors.

We are committed to ensuring drivers and other on-board staff are given the training they need to make clear and informative announcements. Our on-board staff all have access to real-time journey information.

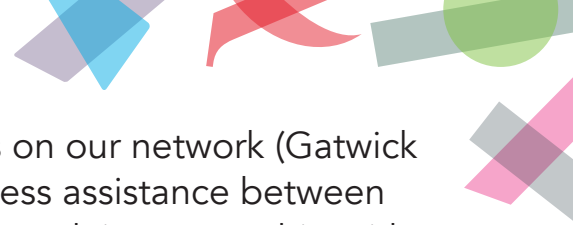
We understand how important it is to provide customers with the information they need during disruption and on some of our trains we are also able to provide customers with up-to-date information directly through our information screens and automated announcements.

On all our services, calling pattern information will be provided to ensure customers have enough time to prepare to disembark when they reach their destination.

Connections & wayfinding

We have clear signage in place to ensure disabled customers can navigate easily and confidently around our stations. We regularly monitor how effective this signage is and look at ways to improve this both in our stations and with our industry partners at Network Rail managed stations where our services call.

We understand how important it is to work closely with local authorities across our network. Our Stakeholder Managers have regular discussions with local authorities, MPs, Rail User Groups etc. to ensure signage is clear and up to date with further input from our Access Advisory Panel to ensure signage remains accurate. For example, accessible entrances, onward travel options, step-free routes, publicising any temporary changes in the local vicinity or to station accessibility. We ensure that signage is available at our stations to help passengers locate the 'Town Centre' and provide 'Local Information Posters' and 'Onward Travel Posters' for nearby bus stops etc. At some larger stations, live local bus information screens are also provided.



We also work in partnership with the airport operators on our network (Gatwick and Luton) to make sure that customers receive seamless assistance between the railway (train) and airport (plane). For example, we work in partnership with the airports to provide clear wayfinding between the station and airport, and to make sure it is easy for customers to locate rail and airport assistance staff. For example, at Gatwick Airport station, we changed our branded signage to reflect the airport signage for consistency throughout the airport.

Our Assisted Travel team are trained to check accessibility information when making customer bookings through Passenger Assist. They are also regularly briefed about any changes to station accessibility or connections with other services. This ensures that where a customer books a journey that involves travel with more than one operator, our Assisted Travel team can provide accessibility information for their whole journey.

Delays and disruption

There are times when our services may be disrupted. In addition to the provision of audible and visual information in our stations and on our trains, during these times our Assisted Travel team will try to proactively contact customers who have booked assistance through all reasonable means and using contact details provided.


Our mobile app and websites also show live train running information and help points are available at the majority of our stations to enable customers to check their journey.

Planned disruption – engineering works

We communicate planned engineering work in advance via audible and visual information across communication channels.

Our Assisted Travel team will also proactively contact anyone who has booked assistance with us through Passenger Assist to review any booked journeys affected by unplanned engineering works. They will work with customers to review alternative journey options and agree on a suitable alternative journey plan.

For customers who have provided a contact telephone number either our Assisted Travel team, station staff or our off-site team based at our Rail Operations Control centre will make reasonable efforts to inform them in advance and make alternative arrangements. If it is not possible to contact a customer who has booked through Passenger Assist in advance, our station staff (and on-board staff, where available) will have mobile phones. They will actively assist those customers who arrive at the station with making arrangements for a suitable alternative.



We will also use our website, Twitter, and other communication methods to support and proactively provide information to customers during unplanned and planned disruption.

A2.4 Information Points, help points and contact centres

We recognise the importance of providing our customers with clear, accurate and up to date information.

At our staffed stations, service information is available in person at ticket offices during advertised staffing hours, which are clearly signed within the station and from other station staff.


We will ensure that easily accessible information is available at all our stations.

At our larger stations, we provide clearly signed information points that are designed with ease of use by disabled passengers in mind, providing information such as timetables and how to obtain our 'Making Rail Accessible' leaflet. Whether the information point is staffed or unstaffed, we will ensure information is easy to locate (normally located on the station concourse) and as a minimum available whenever the ticket office is open. In all cases, we will ensure that information is available at a suitable height to enable all customers to access it.

At our unstaffed stations and many of our staffed stations, help points are in place to enable customers to speak directly with off-site teams, including National Rail Enquiries for train running information and our dedicated Assisted Travel support team, if required.

In addition to contacting off-site teams through our help points, at some of our stations, customers are also able to speak directly to our off-site Assisted Travel Support team by calling a freephone (or text) number. Where this is available, it is advertised at those stations on posters at an accessible height for wheelchair users.

Both our Assisted Travel team (who book assistance) and our off-site Assisted Travel Support team (who can be contacted via station help points and at some Southern stations via freephone or text) can provide journey planning advice and organise boarding assistance. As with our station staff, they will undertake to understand the customer's specific requirements and based on the circumstances they will identify. They will agree on the most appropriate journey plan – this may involve redeploying staff from another station, dispatching mobile or on-board staff or arranging for alternative accessible transport.



We are committed to ensuring our staff, whether based in our station or in our control centre, have up-to-date information available to them on:

- The facilities, services and accessibility of all the stations at which our trains call. For consistency, this will be through access to National Rail Enquiries station pages
- Timetables information
- Toilet status on our trains
- Information on fares and ticketing
- Information relating to connections with other operators' train services
- Information regarding the accessibility of other forms of onward transport
- Delays, disruption, diversions and emergencies which affect the advertised timetable

A.2.5 Websites

We want as many people as possible to be able to use our websites. We are committed to working towards achieving the industry recognised Web Content Accessibility Guidelines (WCAG), which define how to make web pages and content more accessible for people with disabilities.

We also provide a link on our websites to access the 'Making Rail Accessible' leaflet and details of how to obtain it in accessible formats. We also offer guidance on how customers can provide feedback or make a complaint, and we include information on the availability of redress in the event something has gone wrong for an assistance booking.

If customers need assistance on our website content in a different format such as accessible PDF or large print, this can be requested via our Assisted Travel team.



A.3 Ticketing & fares

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

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

Ticket vending machines are available at all our stations. These are low level for the convenience of wheelchair users and other disabled customers. They are enabled to issue tickets at the reduced rate for holders of a Disabled Persons Railcard and the holder's companion.

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

Purchasing tickets in advance of the journey

We will provide information to customers to advise them of any restrictions on our services that may mean they cannot make use of any tickets purchased in advance (such as accessibility of rolling stock or due to no wheelchair spaces in first class).

Further information or help on purchasing tickets can be found on our websites, or by speaking to a member of station or on on-board staff.

We support the industry-wide schemes for our customers with as follows:

Blind or visually impaired customers travelling with a companion

If a customer is blind or visually impaired and travelling with a companion, both the customer and their 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, the customer must provide a document confirming their disability from a recognised institution (for example Local Authority, Blind Veterans UK or RNIB) when purchasing their ticket and when travelling.

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

Disabled Persons Railcard

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

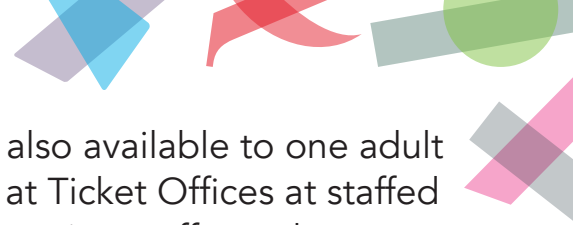
Further details on the Disabled Persons Railcard, including eligibility criteria and how to apply and other discounts, can be found at:

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

Customers who stay in their wheelchair for a rail journey (and do not have a Disabled Persons Railcard)

Customers who stay in their wheelchair during a rail journey 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 the customer. This discount is available at Ticket Offices at staffed stations, and customers are encouraged to advise our station staff member that they will be staying in their wheelchair during the journey and request the discount to be applied.

Senior Railcard

Customers who are 60 or over can buy a Senior Railcard. This gives a discount of 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

A.4 Alternative accessible transport

Please refer to the station accessibility information section for more details on the physical features and facilities at our stations, including step-free access.

For customers wishing to travel from or to one of our stations which is not accessible due to it being unstaffed at the time of the journey, or due to a physical feature (such as steps to platforms), we will identify the most appropriate journey option based on the customer's specific circumstances.

Wherever possible, we aim to ensure that customers can travel by train for as much of the journey as practicable. At unstaffed stations, we will consider whether staff can be deployed to provide assistance. In some cases, we may provide a free taxi (accessible, if required) between the inaccessible station and the nearest or most convenient accessible station. There is no additional cost for this service above the cost of the rail ticket.

We are committed to the rolling out of a mobile assistance team to provide ramp assistance at 41 stations that are partially staffed or unstaffed. We plan to introduce this on a trial basis at the earliest opportunity when passenger numbers have increased following the COVID-19 pandemic. For booked travel, our Assisted Travel team will consider every customer's specific requirements in advance of travel to organise a suitable journey plan. Similarly, for unbooked travel, the staff at our stations, on our trains and off-site will follow the same principle to enable customers to complete their journey.

Rail replacement buses

We source buses via Go Ahead London and comply with relevant regulations including PSVAR subject to any official derogations. This contract is reviewed on an annual basis to consider any changes to increase the availability of accessible vehicles.

At least 12 weeks before all major engineering works, we take steps to assess our requirement for accessible vehicles to maximise their availability. Our approach is to ensure that the experience of disabled people when buses are provided closely resembles that of non-disabled people during all planned engineering works.

If we provide a taxi due to non-availability of a suitable (accessible) vehicle, we will do all we can to ensure the alternative transport waiting time is similar to the passengers' who can use a non-accessible bus/coach. Our staff are briefed ahead of any planned disruption to support disabled people. For example, they will consider suitable (sheltered) waiting facilities and access to toilets. If any delay is known for alternative transport and that it will be greater than 30 minutes beyond the original expected times, they will inform the customer immediately and maintain regular contact as required.

Not all local authorities have mandatory disability equality training in place when they issue taxi or minicab licences. Therefore, we can't guarantee that all drivers we use received such training.

A.5 Scooters & mobility aids

Wheelchairs

All our trains and boarding ramps are designed to safely accommodate wheelchairs (including powerchairs) within the designated spaces on board provided they are no greater than the following dimensions;

Width: 700mm

Length: 1,200mm

Weight: 300kg (including the user)

Mobility Scooters

We recognise the importance of scooters as a mobility aid for many customers, especially as our station facilities vary widely, with the majority having a gap between the platform and train. Our policy is designed to enable scooter users to travel safely. We are always happy to assist customers to board and alight from our trains using manual boarding ramps (and level boarding at Thameslink stations between London St Pancras and London Bridge).

For safety reasons we can only accept scooters on our services that meet the following requirements;

Width: 700mm

Length: 1,200mm

Weight: 300kg (including the user)

Have a turning radius of no more than 1,500mm

Where the above specifications are exceeded, we are also unable to provide journey support via an alternative vehicle.

We ask customers to always listen to the advice given by our staff and consider whether they are comfortable to steer it up a short steep ramp over the gap between the platform and train. Our staff will be unable to take the controls for the customer.

For customer safety, we ask that scooters are not driven above 3 miles per hour whilst at any station. Customers can place their scooter in the accessible space and should not block the area around the doors. When parked on board a train, scooters should be locked to prevent it rolling. We ask that scooter users transfer from their mobility scooter to the seating provided.

Many rail replacement buses are unable to accept mobility scooters. If possible, our station teams may be able to store a mobility scooter, for collection later.

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

A.6 Delays, disruption and emergencies

We understand the impact that disruption to our services can have on all passengers and in particular those who are disabled. Our staff will always work with passengers on an individual basis, if necessary, to ensure they are supported and able to complete their journey- whether on an alternative train service or via a suitable (accessible if required) replacement vehicle.

During periods of significant disruption, we will, where possible and if necessary, deploy additional staff from head office roles to support our rostered station teams.

As stated in section A.4 above, we source rail replacement buses via Go Ahead London and comply with relevant regulations subject to any official derogations.

If an inaccessible bus is provided for unplanned disruption, we will ensure that a suitable alternative taxi is arranged. Our staff (whether on-site or via our help points) will identify and organise suitable alternative transport based on the circumstances, arranging an accessible taxi if required.

For passengers who have booked assistance through Passenger Assist, whose journey has been disrupted, we will do all we reasonably can to make contact using telephone details provided when the booking was made. Our Assisted Travel team will check alternative journey options, and with input for the customer will identify the most appropriate alternative journey plan - considering alternative rail services, rail replacement buses or taxi transfers. This information will be provided both aurally and/or by email according to the passenger's preferences.


Emergency situations

We carry out emergency planning exercises, which include due consideration of the needs of disabled people.

There are information posters on our trains outlining what to do in an emergency. In most cases, it is safest to remain on the train and wait for instructions.

Our Assisted Travel team can explain the emergency information that is displayed on our trains to our customers upon request.

All of our trains have passenger alarms that enable contact with the driver in an emergency. On some trains, additional low-level alarms are located close to



wheelchair spaces, and our staff will ensure these are explained to customers when providing boarding assistance.

In an emergency such as evacuating a station or train, our staff are trained to work with the emergency services to assist disabled people. In such situations, disabled customers should follow their instructions, and they will make all necessary arrangements to facilitate safe assistance.

Each of our stations has its own detailed station emergency plan which takes into account the needs of disabled passengers. In case of emergency, trained staff, with the assistance of the emergency services where applicable, will assist passengers to a safe place.

A.7 Station facilities

Left luggage

Although we don't operate any left luggage facilities, they are available at Gatwick Airport, London Victoria, London St Pancras International and King's Cross stations, all with step-free access. These facilities are provided by the Excess Baggage Company who charge for this service. The Excess Baggage staff will take the luggage from customers at their reception following security checks and will lock it away securely until the customer returns to collect it. More details on this service can be found online at excessbaggage.com or by calling 0800 524 4822.

Third-party provided facilities

We will do all reasonably practicable to ensure that any services and facilities provided by a third party are as accessible as possible such as not locating facilities that would create an obstruction. We will build this into relevant contract negotiations going forward.

Disabled (Blue Badge) parking

We have car parks at most of our stations, and the majority of our station car parks have one or more marked bays for Blue Badge parking and are covered by CCTV. These are generally the space(s) closest to the station entrance in the car park. Parking is free for Blue Badge holders. Parking with a Blue Badge is only permitted in Blue Badge bays. However, if all Blue Badge bays are occupied, Blue Badge holders may still park free of charge in a standard bay.

Some of our car parks have automatic number plate recognition in place.



At these car parks, Blue Badge holders should register either online or by telephone. Registration can either be carried out annually (through our online car parking portal) or on a daily basis by telephone. Please note that the registration is only for that specific vehicle/ number plate.

We make regular checks to prevent misuse of the spaces. We have introduced 'Space Thief' signage to enable easy reporting of any abuse of Blue Badge bays to our car park operator to prevent misuse.

Parking on yellow or red lines, reserved bays or outside of designated bays is likely to result in a penalty notice.

We will ensure our bays are compliant with the DfT Accessible Stations Code of Practice or will seek a derogation from the DfT where applicable.

Replacement facilities

Where accessible facilities are less than that normally provided (and anticipated to be unavailable for a significant amount of time), we will review the situation and where possible will provide replacement facilities. We will always put the necessary arrangements in place to ensure our disabled customers are supported at every stage of their journey.

Station entrances

We commit to not permanently close any entrances or gates at our stations if this will result in a reduction in accessibility to any platform or facility. We will always consider the needs of our disabled customers' needs when restricting or temporarily closing access points at our stations.



A.8 Redress

Delivering a railway that enables all passengers to travel with confidence is of critical importance to us. Customers who have not received the level of booked assistance they would reasonably expect can contact us via our customer relations team.

We commit to investigating any complaints, take appropriate action, and we will provide customers with appropriate redress. Where a journey involves multiple train or station operators, we will throughout our investigation liaise with them to provide the customer with a clear response. If the substantive part of the assistance failure is the responsibility of another train operating company (i.e. in cases where the failure took place when travelling with another operator), we will transfer the complaint on to them with the customer's consent.

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

Customers also have the right to contact the Rail Ombudsman (railombudsman.org) to seek further redress if they are not satisfied with our response. Our complaint handling procedure sets out more detail on what customers can expect from us and can be found on our websites, including within our passenger charter.

B. Strategy and management

B.1 Strategy

Our Operational Excellence Director has accountability for accessibility at GTR. This section outlines our strategy to deliver an accessible railway by working constructively with disabled passengers, training and empowering our staff and measuring the success of our Accessible Travel Policy to encourage more disabled people, across the range of disabilities to travel on our services.


B.2 Management arrangements

The provision of support for all our disabled customers has always been an integral part of how we plan and deliver our rail services.

Our whole management and executive team champion accessibility and are supporting the needs of disabled people. The accessibility team is part of the Customer Experience team, led by the Head of Customer Experience. The Head of Accessibility leads our Accessibility team. The team includes our Accessibility Engagement Manager and Accessibility Improvement Manager. As part of the Customer Experience team, they ensure all areas of the business are aware of their responsibilities to disabled people.

The Head of Accessibility is responsible for ensuring that relevant commitments within our franchise to accessible travel are delivered;

- Our Access Advisory Panel - A critical passenger group, representing disabled passengers (See section B3 for details)
- Our Accessibility mystery shopping programme - deploy mystery shoppers representing a range of impairments across our network, typically 30 journeys per quarter (see section B for details)
- Minor Works fund - accessibility fund of c£630k pa to deliver enhancements at stations (see section B4 for details).
- Our Try A Train programme - programme of events to enable groups of disabled people and others who wish to increase their confidence to travel with a journey and event (see section B5 for details).



We have also established an Accessible Travel Programme Steering Group which has representatives from departments across GTR. This group reports into the GTR Customer Experience Group, which is chaired by our Chief Operating Officer.

We also ensure an ongoing focus on delivering accessible services through our growing network of Access Ambassadors - managers and front line staff from across GTR who are passionate about accessibility and take ownership for ensuring excellent, accessible services are implemented within their specific areas.

Our Accessible Travel Policy imports requirements into our operating licence, which is issued by the Office of Rail and Road (ORR). Our Accessibility team have developed a series of systems to monitor compliance across our network and attend regular customer-focussed meetings to provide reports.

B.3 Monitoring & evaluation

We monitor our service to disabled passengers in several ways and use their feedback to improve the services we provide.

Our Accessibility Team uses the methods detailed below to monitor our services and facilities to ensure that they comply with our policy commitments, as a minimum.

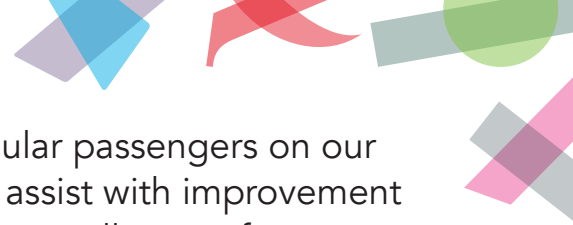
We track all complaints and praise made via Customer Relations or social media and provide periodic reports delivering insight from our passengers across our business.

Our GTR Customer Experience Group considers passenger feedback on many matters and develops plans to improve our services and facilities. Each plan is overseen by an executive member who is responsible for its execution and ensuring individual managers and staff are aware of their areas of accountability. In the case of accessibility improvements, this is the Operational Excellence Director.

We monitor and evaluate performance through many methods;

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 at:

www.southernrailway.com/accesspanel
www.thameslinkrailway.com/accesspanel
www.greatnorthernrail.com/accesspanel
www.gatwickexpress.com/accesspanel

Mystery shopping

We carry out extensive mystery shopping (typically 30 journeys per quarter) where disabled mystery shoppers check the level of service we provide. For each journey, a detailed scored journey is provided to the relevant manager for immediate follow up with the staff concerned. In addition to providing a journey score to assist prioritisation of actions, where relevant, the shoppers also provide a sound or video clip to help clarify the impact the journey had on them (whether good or bad) to assist with follow up actions.

Assisted Travel surveys

For every booking confirmation, we provide a link to a short survey within the booking confirmation to facilitate feedback regarding the booking and journey experience to help us to monitor and continuously improve our performance

Customer complaints

Every complaint is recorded and passed to the relevant manager for investigation to ensure root cause issues are resolved and necessary action taken. All comments and complaints that we receive are categorised so that we can evaluate our performance against each type of complaint.

Regular meetings with industry partners

Key aspects of delivering accessible services such as lift availability are reviewed regularly by our executive team in partnership with Network Rail. These sessions focus on reviewing critical trend information to ensure any existing and emerging risks are visible and timely action is taken. This approach supports joint actions to be identified and taken forward across facilities (e.g. lift provision at all stations serving our customers) and assistance delivery (notably at those Network Rail managed stations which serve our customers).



Industry Data

We use qualitative and quantitative data compiled for industry sources, including the Office of Road and Rail and Passenger Assist to monitor our service.

Quality Experience on Stations and Trains (QuEST) audits

We usually have a team of service quality auditors who carry out regular QuEST audits of customer facilities and service on stations and trains. These cover the availability of equipment and facilities, staff levels, cleanliness, upkeep and repair. We normally audit a minimum of 156 stations and 388 trains each month and report our results to the DfT every month and publish them on our website.

External rail industry surveys

We also use data from external rail industry bodies to evaluate our performance on accessibility issues. Our main source is the National Rail Passenger Survey (NRPS), which measures customer satisfaction and takes place every six months and the Wavelength study. We also run a monthly customer satisfaction survey (CSS) which mirrors the NRPS.

The NRPS and CSS results cover the wider passenger experience and also are broken down by:

- Whether respondents are disabled
- Whether they have booked assistance
- Whether this assistance was delivered to their satisfaction
- Whether the facilities at the station met their needs as a disabled person

B.4 Access improvements

We are committed to ensuring compliance with PRM-TSI and the DfT Accessible Railway Stations: design standards when installing or refurbishing our trains or facilities at our stations. Where compliance is not achievable after every effort possible has been made, we commit to applying for derogations against PRM-TSI and/or the DfT Accessible Railway Stations: design standards.

We commit to spending over £630k per annum through our Accessibility Minor Works fund on a range of projects to enhance accessibility at stations across our route including;

- installation of accessible toilets
- improving drop off areas
- new customer information and public address systems
- improved information desks
- signage enhancements
- automated doors for waiting lounges and booking halls

We will review our Accessible Travel Policy on an annual basis, taking customer feedback into account to make continuous improvements.

We continue to work with NR, DfT, TfL, Local Stakeholders to campaign for significant investment to provide step-free facilities at our stations. The main source of funding is through the Access for All Programme, although GTR engages with other stakeholders to find match contributions to support the cost of scheme design and delivery.

GTR managed stations currently awarded funding (by DfT) to receive step-free access solutions include:

Alexandra Palace, Battersea Park, Biggleswade, Catford, Cricklewood, Crowborough, East Grinstead, Eridge, Finsbury Park, Flitwick, Hertford North, Leatherhead, Luton, Mill Hill Broadway, Palmers Green, Peckham Rye, South Croydon, Streatham, Tooting and Wivelsfield.

B.5 Working with disabled customers, local communities and local authorities

Our Access Advisory Panel provide critical insight on all aspects of providing accessible services, as outlined in Sec B3 (Monitoring and evaluation). Projects that the panel has helped to drive have included the development of industry-leading support tools such as our Communication Guide and Travel Support Card. They also helped us with station developments, including our annual minor works fund, staff training packages, scooter and wheelchair guide and preparation of this Assisted Travel Policy.

We also consult with the following organisations and include their ideas where possible:

- Transport Focus
- London TravelWatch
- Disabled Persons Transport Advisory Committee (DPTAC)
- Local authorities including access groups
- Self-advocacy groups
- Rail User Groups
- Charities
- Schools and Colleges
- Community Rail Partnerships
- Luton Airport Authority
- Gatwick Airport Limited

We actively seek passenger feedback through monthly Meet the Manager sessions, and our senior managers frequently meet with disabled passengers to gain insight into our ongoing focus on accessible travel.

We also have an ongoing programme of 'Try a Train Events'. These provide an ideal opportunity for those who lack confidence travelling by train to visit our stations and to experience a train journey. The events are aimed at those who have any form of disability or access needs who wish to build their confidence when travelling. The trips are also available to those who may encounter other barriers to travelling, e.g. senior citizens, non-English speakers. During the event, we will tailor the agenda to the group's specific needs and area of interest.



A typical 'Try a Train' consists of;

- Introduction to the station layout including car parking, onward travel and various station facilities
- Overview of ticketing options information available including ticket office, ticket machines and smart cards
- Meet the local station manager and station teams
- A chance to sample a train to a relevant destination of interest

By the end of the trip, our aim is for participants to feel that they have experienced a complete journey that will encourage further travel with confidence, with any anxieties or concerns fully addressed. We have carried out more than 50 events since the programme commenced in April 2016.


There are several key industry partners that we work with to improve the accessibility of our services. Key organisations that represent the interests of customers with disabilities – including the Office for Rail and Road, the Disabled Persons Transport Advisory Committee, the DfT, Transport Focus and London TravelWatch.

We will actively promote the availability of assisted travel, with a particular focus on the customer leaflet, 'Making Rail Accessible'. As well as ensuring this leaflet is available at staffed stations our trains call at, we will via our stakeholder network do all we can to make it available at prominent locations where public services are provided. We will also advertise the leaflet on station posters, and via social media.

B.6 Staff training

We know that staff training is of critical importance in removing barriers to access. Therefore, we have made disability equality training mandatory for all new members of staff who join the company. We also train our existing frontline staff on how to assist disabled passengers. Key parts of the training are delivered by disabled facilitators whenever possible.

The current training is composed of several modules to provide our staff with the skills to meet the needs of customers and to be able to provide excellent service for disabled customers. This training is delivered in accordance with both legislation and our focus on enabling everyone to access our network with confidence.




The training covers legislation such as the Equality Act 2010, as well as practical exercises on how to assist and communicate with passengers from across the spectrum of disabilities. It is designed to deliver the nine training outcomes outlined by the ORR within their ATP Policy guidance;

- 1. Understanding disabled people and their everyday challenges:** challenging misconceptions and understanding barriers to access and inclusion.
- 2. Equality Legislation:** exploring and understanding the Equality Act 2010.
- 3. Defining Disability:** an introduction to the various definitions of disability and the appropriate terminology.
- 4. Recognising passengers who need assistance:** exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance.
- 5. Railway Regulatory Framework:** understanding regulations and policies that are relevant within the railway industry.
- 6. Passenger Assist:** how it works for disabled passengers and the role of railway staff in delivering the service.
- 7. Communication:** finding a way to communicate with disabled people with patience, respect and dignity.
- 8. Accessibility in stations:** the identification of accessible features at the stations where staff work as well as at the key destination stations on our network.
- 9. Providing safe assistance:** Staff aware of their duty to ensure staff and passengers remain safe at all times.

Our Access Advisory Panel also have a crucial role in reviewing our training materials on an ongoing basis. We use customer voices films to show what disabled customers expect when travelling with us. These films also raise awareness of what impact they have on the lives of disabled customers.

Role-specific training

Front line staff also receive job-specific training on a local basis, including local procedures and facilities relevant to assisting passengers such as using station wheelchairs, lift facilities, induction loops and practical training such as deploying manual boarding ramps. We track the training records continuously.



We produce a series of staff briefings that contain set procedures and advice on how to help passengers who need assistance. These are available to front line teams via an online library to ensure that they always have access to up to date content.

Our Passenger Assist call centre staff receive role-specific training which we provide in-house (disability equality training) and through specialist call centre trainers (software and process training).

For many roles at the stations, we use additional staff employed by agencies. The agencies are provided with the same training material as our own staff and keep a record of training delivery.

Assisted Travel Team

Our Assisted Travel team are also extensively briefed on accessibility awareness and receive appropriate refresher training. They are closely supported by our accessibility managers who regularly update them on any relevant information that may impact on accessible services such as any changes to our timetable or service alterations.

Future Plans

By 31 July 2021, all new staff at all levels of the company, including senior managers, will receive disability equality training that delivers the mandatory training outcomes 1,2,3,4,5 and 6 (as described above).

We will continue to ensure that all front line staff who interact directly with passengers at any time as part of their duties will receive accessibility training that delivers the mandatory outcomes 1–9.

We will also ensure that all staff will receive refresher training within two years of receipt of accessibility awareness training, and as a minimum of 2 years after that to ensure the mandatory training outcomes described above are maintained. We will use the various measures outlined in Section B2 (such as mystery shopping) to make sure that the required outcomes are being consistently delivered.

We recognise the importance of ensuring that any agency or contract staff providing services to passengers are able to support disabled passengers. Where reasonably practicable, we will ensure that any agency or contract staff employed on a temporary basis who provide services to passengers receive an appropriate level of accessibility awareness training which as a minimum delivers areas 6, 7 and 9 in the ORR mandatory training outcomes.



Any staff employed at a contact centre who provides information or advice directly to customers, whether directly employed or not, will receive appropriate accessibility awareness training that delivers outcomes 6 and 7 in the ORR training guidance.

Similarly, wherever reasonably practicable, we will include the requirement for drivers of rail replacement taxis and buses to receive appropriate accessibility awareness training within contractual discussions.

We will continue to develop training materials with input from disabled people through our extensive network of groups who provide insight and share experiences, including our Access Advisory Panel. We will also continue to monitor the experiences of disabled passengers through these groups as well as through our mystery shopping programme and other methods outlined in section B3 (Monitoring & Evaluation).

We provide ORR with an annual overview of our relevant staff training, including the training schedule and numbers of staff who have received it. At the time of submitting our Accessible Travel Policy, we will ensure that all statistics, legislation and language used in training are up to date.

We regularly report to the ORR setting out progress against delivery of these staff training commitments.



WE'RE WITH YOU

Station accessibility information



WE'RE WITH YOU

Accessibility information December 2020

Station categories

Category A: This station has step-free access to all platforms / the platform

Category B: This station has a degree of step-free access to the platform, which may be in both directions or in one direction only – please check details

B1. Step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street.

B2. Some step-free access to all platforms – please check details

B3. Some step-free access, may be in one direction only – please check details

Category C: This station does not have step-free access to any platform.



WE'RE WITH YOU

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
TfL Rail	Abbey Wood	NA	A	This station has step-free access to all platforms.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours	Yes – available during staffing hours	TBC (check with station operator)	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	No
GTR	Aldrington	Southern	B3	Long ramps to platforms, steep in places. Due to narrow platforms (2m) platform-train ramps cannot be deployed.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	Yes	No	Help Point	Visual & aural	No	No
GTR	Alexandra Palace	Great Northern	C	This station does not have step-free access.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	Yes	Waiting room on platform 3/4	In the ticket hall next to taxi office	Visual & aural	No	Yes – cafe in ticket hall and on platform 1
GTR	Amberley	Southern	B3	Step free access to platform 2 (to the coast). Steps to platform 1 (to London).	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Platform 2 under the canopy	Visual & aural	No	No
London Overground	Anerley	NA	B2	Step-free access to both platforms via separate side gates, although no step free access between platforms (footbridge only). Step-free access to Ticket Office from platform 2 (to Croydon). Mobility-impaired passengers may be able to interchange between platforms via street and road overbridge, although gradients may make this route unsuitable.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	Yes	Heated waiting room. Mon-Fri 0513-2359; Sat 0525-2359; Sun 0636-0009 Fully accessible, platforms are street level	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	No
GTR	Angmering	Southern	B1	Step-free access to both platforms via side gates. Access between platforms via level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours	Yes – available during staffing hours. Radar key controlled.	No	Yes heated waiting room during staffed hours on platform 1	Front of station by ticket machine	Visual & aural	No	Yes
GTR	Appledore	Southern	B1	Step free access to platform 1 (to Ashford International). Short path and gentle ramp to platform 2 (to Hastings). Access between platforms via level crossing.	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	Yes	Shelter on both Plats open 24hrs	Platform 1 under shelter	Aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Arlesey	Great Northern	B2	Step-free access to both platforms via separate entrances. No step-free access between platforms.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	By step leading to platform 1	Visual & aural	No	No
GTR	Arundel	Southern	B2	Platform 1 (to London) step free from front of station. Platform 2 (to coast) step free via a long side street.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours	No	Yes	Yes, heated waiting room on platform 1 when staffed	To the side entrance through the ticket office	Visual & aural	No	No
Southeastern	Ashford International	NA	A	Access to all platforms and interchange via lifts and stairs	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours	Yes – available during staffing hours. Radar key controlled.	Yes	Yes on Platform 5/6C	TBC (check with station operator)	Visual & aural	TBC (check with station operator)	Yes
GTR	Ashted	Southern	B1	Step-free access to platforms. Interchange between platforms via level crossing. Step free access to coffee stall on platform 1 - limited times only.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	Yes – available during staffing hours.	Yes	Platform 2 Free step access	Ticket office	Visual & aural	No	Yes
GTR	Ashurst	Southern	B1	Step - free access to platform 2 (to Uckfield). Steps to platform 1 (to London) and footbridge between platforms.	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Front of station	Visual & aural	No	No
GTR	Ashwell & Morden	Great Northern	C	This station does not have step-free access.	Partially staffed	Yes	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	Yes	No	Front of station next to Premier parking bays	Visual & aural	No	No
GTR	Balcombe	Southern	B1	Step-free access via ramp from car park to platform 1 (for trains to London). Footbridge with steps to platform 2 (for trains to Brighton).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours	No	No	No	Ticket office	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Baldock	Great Northern	C	This station does not have step-free access.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	Yes – platform 1	Front of station next to ticket machines	Visual & aural	No	No
GTR	Balham	Southern	B1	Step-free access to platforms 1 (to Croydon/Sutton/London Bridge) and platform 2 (to Victoria) via lift. During times of engineering work trains may stop on platform 3/4 which does not have step-free access.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	Yes – There is only one shared toilet, available during staffing hours.	No	No	Station Road entrance ticket gates	Visual & aural	Yes	Yes
GTR	Banstead	Southern	C	This station does not have step-free access.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	Yes	No	On only platform at London end	Visual & aural	No	Yes
GTR	Barnham	Southern	B2	Steep ramps to platforms (greater than 400m, above 1:10 gradient).	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Yes both platforms	Ticket office	Visual & aural	No	Yes
Southeastern	Bat & Ball	NA	B2	Level access to platform 2 (to Sevenoaks). Steps to platform 1 (to London).	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Help Point	Visual & aural	No	No
GTR	Battersea Park	Southern	C	This station does not have step-free access.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes platform 2	Ticket office	Visual & aural	No	No
GTR	Bayford	Great Northern	B3	Step-free access to platform 1 (to London) via a ramp (below 1:10 gradient) from the Station car park. Steps to platform 2 (towards Hertford North).	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	To the left of the ticket machine at foot of stairs to platform 1	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Beckenham Hill	Southern	B2	Step-free access to both platforms via separate entrances. Long step-free route between platforms via the street. (greater than 400m, above 1:10 gradient).	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up-Oyster 1 x TVM on plat.1	No	No	No	Yes	Ticket office	Visual & aural	No	No
Southeastern	Beckenham Junction	NA	B2	Step-free access to all platforms via two separate entrances. Step-free route between platforms 1/2 and 3/4 is via the street.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Heated waiting room, Mon-Sun 06 – 00-19 – 00, Fully accessible	Ticket office	Visual & aural	No	Yes
GTR	Bedford	Thameslink	A	This station has step-free level access to all platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Yes	Adjacent to the taxi rank at front of station	Visual & aural	No	Yes
South Western Railway	Bedhampton	NA	B2	Access to Platform 1 (for trains towards Havant and London) is via a narrow ramp (15m long, 1m wide and between 1:40 and 1:10 gradient).	Partly staffed	No	No	Accessible ticket machine(s) Ticket office	No	No	Yes	Fully accessible unheated	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	No
GTR	Bellingham	Thameslink	C	This station does not have step-free access. Assistance Meeting Point is the Ticket Office.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up-Oyster 1 x TVM located on the bridge	No	No	No	Yes	Ticket office	Visual & aural	No	No
GTR	Belmont	Southern	A	Access to Platform 2 (for trains towards Portsmouth and Southampton) and to all ticket vending facilities is via a ramp (12m long, between 1:20 and 1:14 gradient)	Not staffed	No	No	Accessible ticket machine(s)	No	No	No	No	Above Oyster reader at front of station	Visual & aural	No	No
LNWR	Berkhamsted	NA	A	Level access to booking hall and subway and to platforms via the lifts.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Berwick	Southern	B1	Step-free access to both platforms from entrances on either side of station. Access between platforms via level crossing (less than 400m). Assistance Meeting Point is the platform 2 car park.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	Platform 2 car park	Visual & aural	No	No
GTR	Bexhill	Southern	B2	Step free access via long steep ramps (over 400m/gradient above 1:10)	Partially staffed	No	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	Yes – available during staffing hours. Radar key controlled.	Yes	Waiting rooms are available at the end of the platforms available when Station is staffed	Ticket office	Visual & aural	No	Yes
Southeastern	Bickley	NA	C	Steps to all platforms.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing	No	No	No	No	Ticket office	Visual & aural	No	No
GTR	Biggleswade	Great Northern	C	This station does not have step-free access.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	yes	On the footbridge	Visual & aural	No	Yes
GTR	Billingshurst	Southern	B1	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Platform 1 when staffed	Front of station outside the ticket office	Visual & aural	No	Yes
GTR	Birkbeck	Southern	C	This station does not have step-free access.	Not staffed	No	No	Accessible ticket machine(s) Oyster top-up	No	No	No	No	On the platform next to help point	Visual & aural	No	No
GTR	Bishopstone	Southern	C	This station does not have step-free access.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Foot of stairs from the footbridge on platform 1	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
South Western Railway	Bitterne	NA	B3	There is step-free access to Platform 2 (for trains to Fareham and Portsmouth)	Not staffed	Yes	Yes	Accessible ticket machine(s)	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
LNWR	Bletchley (Marston Valley platform)	NA	C	Step free access to booking hall and platform 1 via short ramp. 36 steps or lift up to footbridge, then 36 steps or lift down to platforms 2 and 3, or 36 steps or lift down to platforms 4 and 5, or 36 steps down to platform 6 (no lift to this platform).	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes. Radar key controlled.	No	Two heated waiting rooms	TBC (check with station operator)	Visual & aural	TBC (check with station operator)	TBC (check with station operator)
GTR	Bognor Regis	Southern	A	This station has step-free level access to all platforms. Assistance Meeting Point is by the gateline.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Open 24 hours, 7 days a week	By gate line	Visual & aural	No	Yes
South Western Railway	Bookham	NA	B2	Steps to Platform 1 (for trains towards London). Level access to Platform 2 (for trains towards Guildford). Also step-free kissing gate to very uneven path through woods only	Partly staffed	Yes	TBC (check with station operator)	Accessible ticket machine(s) Ticket office	No	No	Yes	Accessible but waiting room on platform 4 has slight step from lift to platform which may prove difficult for some unaided	TBC (check with station operator)	Visual & aural	TBC (check with station operator)	TBC (check with station operator)
GTR	Bosham	Southern	B1	Step-free access to platforms via separate entrances. Interchange between platforms is via a level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes when ticket office staffed	Ticket office	Visual & aural	No	No
GTR	Bowes Park	Great Northern	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	At the bottom of stairs opposite the ticket machines	Visual & aural	No	Yes – cafe on the platform
GTR	Box Hill & Westhumble	Southern	B3	Step free access to platform 2 (to Dorking) only. Footbridge with steps to platform 1 (to London)	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No waiting room at this station	Help Point	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Brighton	Southern	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled. Changing place toilet also available by the taxi rank at the North entrance of the station.	No	Passenger Lounge on Concourse	On the concourse outside WH Smith	Visual & aural	Yes	Yes
London Overground	Brockley	NA	B2	Level access to Platform 2 (southbound) and lift access to Platform 1 (northbound), but no step free interchange between platforms.	Partly staffed	No	No	Accessible ticket machine(s) Ticket office	No	No	No	No	TBC (check with station operator)	Visual & aural	TBC (check with station operator)	Yes – small coffee kiosk on platform 1
Southeastern	Bromley South	NA	A	Step-free access to all platforms via lifts.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	Visual & aural	No	Yes
GTR	Brookmans Park	Great Northern	C	This station does not have step-free access.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	Opposite the ticket office	Visual & aural	No	No
GTR	Burgess Hill	Southern	B2	Step-free access to both platforms via separate entrances. Step-free route between platforms via the street, steep in places (over 400m and gradient above 1:10).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Platform 2	Ticket office	Visual & aural	No	Yes
South Western Railway	Bursledon	NA	B3	There is step-free access to Platform 2 (for trains towards Portsmouth) via a short, steep ramp (approx gradient 1:6).	Not staffed	Yes	Yes	Accessible ticket machine(s)	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)		TBC (check with station operator)
GTR	Buxted	Southern	A	This station has step-free level access to all platforms via side gate or ticket office. Assistance Meeting Point is on the platform at the London end near the booking hall.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes – booking hall	On the platform London end near booking hall	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
Abelio Greater Anglia	Cambridge	NA	A	This station has step-free access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Yes	Platform 4 near entrance	Visual & aural	No	Yes
Abelio Greater Anglia	Cambridge North	NA	A	Step-free access to all platforms via lifts.	fully staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Yes	Concourse	Visual & aural	No	Yes – Coffee kiosk at entrance
GTR	Carshalton	Southern	A	Step free access to both platforms via lifts. Platform 2 also has step free access via side gate.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Yes – available during staffing hours. Step free on both platforms	Station entrance	Visual & aural	No	Yes
GTR	Carshalton Beeches	Southern	B3	Access to platform 1 (to London) via side ramp. Steps to platform 2 (to Sutton).	Fully staffed	No	No	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	Station entrance	Visual & aural	No	No
GTR	Caterham	Southern	B2	Step-free access to both platforms via long ramp (greater than 400m, above 1:10 gradient).	Fully staffed	Yes – top of Waitrose	Yes	Accessible ticket machine(s) Ticket office Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes	Above waiting room (platforms 1/2)	Visual & aural	No	Yes
GTR	Catford	Thameslink	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up -Oyster only 1 x TVM in front of the station	No	No	No	No	Ticket office	Visual & aural	No	No
Southeastern	Charlton	NA	B1	Lift access to Platform 1. Access to Platform 2 by ramp. The step free interchange between platforms is via road in excess of 250 metres.	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
Southeastern	Chatham	NA	B2	Step free access to Platform 1 via ramp to car park. Step free access to Platform 2 via ramp from Railway Street. Step free interchange via road and steep paths is in excess of 250 metres.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes	TBC (check with station operator)	Yes (according to NRES)	TBC (check with station operator)	Yes (according to NRES)
GTR	Cheam	Southern	B2	Step-free access to both platforms via separate entrances. No step-free access between platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes – available during staffing hours. on both platforms	Platform 2 (mid)	Visual & aural	No	Yes
GTR	Chichester	Southern	A	This station has step-free access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes both platforms when station staffed	Ticket office	Visual & aural	No	Yes
GTR	Chipstead	Southern	B3	Step-free access from car park to platform 1 (to London). Steps to platform 2 (to Tattenham Corner).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Oyster top-up	No	No	No	No	Ticket office	Visual & aural	No	No
GTR	Christ's Hospital	Southern	B3	Level access to platform 2 (to coast). Steps to platform 1 (to London).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	Platform 2 outside the booking hall door	Visual & aural	No	No
GTR	City Thameslink	Thameslink	A	This station has step-free access to all platforms.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up -Oyster only	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	Ticket office	Visual & aural	No	Yes Costa Coffee
South Western Railway	Clandon	NA	B1	Level access to Platform 2 (for trains to Guildford). Short ramp to Platform 1 (approx gradient 1:12). Footbridge with steps between platforms, or step-free route approximately 275m via street - some missing dropped kerbs/ road crossing points.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	Visual & aural	TBC (check with station operator)	TBC (check with station operator)

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
South Western Railway	Clapham Junction	NA	A	This station has step-free level access to all platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	Visual & aural	No	Yes
GTR	Collington	Southern	B2	Level access to each platform from either side. Access between platforms via steep ramps (greater than 400m, above 1:10 gradient).	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	Yes	No	Entrance to platform 1	Visual & aural	No	No
GTR	Cooden Beach	Southern	B2	Steep ramps to platforms (greater than 400m, above 1:10 gradient).	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	Yes	No	Ticket office	Visual & aural	No	No
GTR	Cooksbridge	Southern	B2	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	Not staffed	Yes No charge	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	Yes	No	Platform 2 under the canopy	Visual & aural	No	No
South Western Railway	Cosham	NA	B1	There is step-free access to Platform 2 (for trains towards Portsmouth / Havant) from the station forecourt (via side entrance).	Partly staffed	Yes	No NRES says yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Coulsdon South	Southern	A	This station has step-free access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes	Ticket office	Visual & aural	No	Yes
GTR	Coulsdon Town	Southern	A	This station has step-free access to all platforms. Assistance.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	Ticket office	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Cowden	Southern	A	This station has step-free access to all platforms.	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	On platform	Visual & aural	No	No
GTR	Crawley	Southern	B2	This station has step-free access to all platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	open 0500 until 2300	Ticket office	Visual & aural	No	Yes
GTR	Crews Hill	Great Northern	C	This station does not have step-free access.	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing validators	No	No	No	No	Front of the Station	Visual & aural	No	No
GTR	Cricklewood	Thameslink	B3	Ramp access to platform 1 (to St Pancras). Steps to all other platforms.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	Station front by the book exchange	Visual & aural	No	No
GTR	Crofton Park	Thameslink	B2	Step free access to both platforms via separate entrances. Step - free access between platforms via the street (more than 400m apart).	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up -Oyster only 1 x TV in the hall entrance	No	No	No	Yes on both platforms Opening times – 06.40-13.20	Ticket office	Visual & aural	No	No
GTR	Crowborough	Southern	B3	Level access to platform 1 (to London). Steps to platform 2 (to Uckfield).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes platform 1 during 0600-1245	Platform 1 side gate	Visual & aural	No	No
London Overground	Crystal Palace	NA	A	TBC- check with station operator	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes	No	NO	TBC (check with station operator)	Visual & aural	TBC (check with station operator)	TBC (check with station operator)

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Cuffley	Great Northern	B3	Step free access to the Booking Office and platform 1 (southbound towards London). However platform 2 (northbound towards Hertford North) is not step free.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes Available on plat 1 during station opening hours	No	No	Platform 2 – Open during ticket office hours – Not accessible	Ticket office	Visual & aural	No	Yes
Southeastern	Dartford	NA	A	Step free access to all platforms and interchange via lift	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes	Yes	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Denmark Hill	Thameslink	A	This station has step-free access to all platforms.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up -Oyster only 2 x TVMs main entrance	No	Yes – available during staffing hours. Radar key controlled.	Yes	No waiting room at this station	Booking hall	Visual & aural	No	Yes Coffee shop
Southeastern	Deptford	NA	A	Access to all platforms and interchange via lifts	TBC (check with station operator)	TBC (check with station operator)	No	Ticket office	TBC (check with station operator)	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Doleham	Southern	B1	Access to platform via long ramp / footpath (over 400m)	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	Yes	No	Platform shelter	Aural	No	No
GTR	Dorking	Southern	A	This station has step-free access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	yes	Ticket office	Visual & aural	No	Yes
GTR	Dormans	Southern	B3	Step-free access to platform 1 (to London) via moderate ramp. Steps to platform 2 (to East Grinstead).	Partially staffed	No	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	Yes	Yes	Front of station	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Downham Market	Great Northern	B1	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes 0540-1730 Platform 2 accessible Platform 1 not accessible, two small steps down	Ticket office	Visual & aural	No	Yes
GTR	Drayton Park	Great Northern	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	Yes	No	Ticket office	Visual & aural	No	No
GTR	Durrington-on-Sea	Southern	B2	Access to platform 1 (to London / Brighton) via steep ramp. Ramp to platform 2 (to Littlehampton / Portsmouth). Long step-free route between platforms via the street (longer than 400m, above 1:10 gradient).	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	Yes – booking hall	Ticket office	Visual & aural	No	No
GTR	Earlswood	Southern	B3	Level access to platform 1 (towards London). Steps to platform 2 (towards Gatwick).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes, ticket office and waiting room on platform 1	Ticket office	Visual & aural	No	Yes
GTR	East Croydon	Southern	A	This station has step-free access to all platforms. Lifts to overbridge from all platforms and side entrance. Long steep ramps to platforms from main entrance. (over 1:10 gradient)	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes 24 hours	Info point on station concourse	Visual & aural	Yes	Yes
GTR	East Dulwich	Southern	B2	Steep ramp to platform 1 (to London Bridge). Steep ramp to platform 2 (to Tulse Hill). Ramps are longer than 400m/above 1:10 gradient).	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	Yes	No	Platform 1 Help Point	Visual & aural	No	No
GTR	East Grinstead	Southern	B3	Step free access to platform 2 (most trains to London). Footbridge with steps to platform 1. Interchange between platforms is possible via country end crossing boards for manual wheelchair users with staff assistance only.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes	Ticket office	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	East Worthing	Southern	B1	Step free access to platforms via relatively steep ramps (below 1:10 gradient).	Not staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	Help Point	Visual & aural	No	No
GTR	Eastbourne	Southern	A	This station has step-free access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	Yes	Yes – available during staffing hours.	Concourse	Visual & aural	No	Yes
South Western Railway	Eastleigh	NA	A	This station has step-free access to all platforms	Fully staffed	Yes	Yes	Ticket office/Ticket machines	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Edenbridge	Southern	B3	Level access to platform 2 (to Tonbridge). Steps to platform 1 (to Redhill). No step-free interchange between platforms. Assistance Meeting Point is at the front of the station.	Not staffed	Yes	No	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Station entrance	Visual & aural	No	No
GTR	Edenbridge Town	Southern	B3	Level access to platform 1 (to London) via side gate. Steps to platform 2 (to Uckfield).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes both platforms when station staffed	Platform 1	Visual & aural	No	No
South Western Railway	Effingham Junction	NA	B2	Steps to Platform 1 (for trains towards London). Long ramp to Platform 2 (for trains towards Guildford) at approx 1:17 gradient	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Elephant & Castle	Thameslink	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up -Oyster only 2 x TVMs next to the T/O	Yes Opening times – Monday-Saturday – 06.00-20.00, Sunday – 09.00-16.00	No	No	Yes 1 x plat.1 & 1 x plat.4 Opening times – Monday-Friday – 06.00-21.00, Saturday – 09.00-21.00	Ticket office	Visual & aural		Yes -vending machines only

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Elstree & Borehamwood	Thameslink	A	This station has step-free access to all platforms.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes on all on platforms and level access	Booking hall	Visual & aural	No	Yes
Abellio Greater Anglia	Ely	NA	A	Step free access to all platforms via ramps.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes	Platform 1 next to Supervisor's office	Visual & aural	No	Yes
GTR	Emsworth	Southern	B2	Step-free access to both platforms via long ramps (over 400m).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	Ticket office	Visual & aural	No	Yes
GTR	Enfield Chase	Great Northern	C	This station does not have step-free access.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes, (no on NRES)	Concourse	Visual & aural	No	Yes cafe on platform
GTR	Epsom	Southern	A	This station has step-free access to all platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes – available during staffing hours. on both platforms	Concourse	Visual & aural	No	Yes
GTR	Epsom Downs	Southern	A	This station has step-free level access to all platforms.	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Under the canopy above help point	Visual & aural	No	No
GTR	Eridge	Southern	C	This station does not have step-free access.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes	Outside main entrance	Visual & aural	No	On platform

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Essex Road	Great Northern	C	This station does not have step-free access.	Fully staffed	No	No	Ticket office Smart ticketing top up	No	No	No	No	Concourse	Visual & aural	No	No
GTR	Ewell East	Southern	B2	Step free access to both platforms via separate entrances and long ramps. (longer than 400m, above 1:10 gradient). Access between platforms via street and footpath, uneven in places.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	Booking hall platform 1.06.00-13.00	Platform 1 by Help Point	Visual & aural	No	Yes
Southeastern	Eynsford	NA	B3	Level access to platform 2 (to Sevenoaks). Steps to platform 1 (to London).	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	Ticket office	Visual & aural	No	No
GTR	Falmer	Southern	B1	Step-free access to both platforms via separate entrances. Access between platforms via long ramps.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes DDA toilet Accessible toilet (NRES)	Yes	Booking Hall only open when Ticket Office is open	Platform 1 adjacent to ladies toilets	Visual & aural	No	No
South Western Railway	Fareham	NA	A	This station has step-free access to all platforms	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Farringdon	Thameslink	A	This station has step-free level access to all platforms.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Oyster top-up	No	No	Yes	No waiting room at this station	Ticket office	Visual & aural		No
GTR	Faygate	Southern	B1	Level access to each platform from side entrances. Access between platforms via street.	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Platform 1	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Finsbury Park	Great Northern	B3	Step free access to platform 1/2 only (towards London). Access to all other platforms via steps.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Oyster top-up	Yes – available during staffing hours on platforms 3/4 and 7/8.	No	Yes	Waiting room platform 7/8 heated – not accessible	Ticket office	Visual & aural	No	Yes
GTR	Fishbourne	Southern	B2	Steep ramps to platforms. Interchange between platforms via level crossing. Narrow platforms (2m) ramps cannot be deployed.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No waiting rooms, open shelter only on both platforms	Help Point	Visual & aural	No	No
GTR	Fishersgate	Southern	B2	Step-free access to both platforms via separate entrances. Access between platforms via footbridge with steps, or long step-free route via street (700m). Platform has restricted width which may hinder use of train to platform ramps	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Help Point	Visual & aural	No	No
GTR	Flitwick	Thameslink	B3	Step free access to ticket office and to platform 4 only (irregular trains to Bedford only). Footbridge with steps linking all other platforms	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours	No	Platform 1 and ticket office on platform 4	Left side of main entrance before platform 4	Visual & aural	No	Yes
GTR	Ford	Southern	B1	Short steep ramps to platforms. Interchange between platforms via level crossing.	Partially staffed	Yes	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes, platform 1 & 2	Station entrance	Visual & aural	No	No
London Overground	Forest Hill	NA	B1	Step free access to ticket office and platform 1 (level) and platform 2 via footbridge/lifts	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	Yes	TBC (check with station operator)	Visual & aural	TBC (check with station operator)	TBC (check with station operator)
GTR	Foxton	Great Northern	B2	Step free access to both platforms via short ramps interchange between platforms via the level crossing.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No – shelters only and not accessible	Help Point	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
South Western Railway	Fratton	NA	A	This station has step-free access to all platforms	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Gatwick Airport	Gatwick Express	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes	Yes	No	Yes	Assistance desk on the main concourse	Visual & aural	Yes	Yes
Southeastern	Gillingham (Kent)	NA	A	Step free access to all platforms and interchange via lifts	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Gipsy Hill	Southern	B3	Platform 1 (towards London via Tulse Hill) via side gate. Steps to platform 2 (towards East Croydon/London Bridge via Forest Hill).	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes, ladies and gents on platform 1	Booking Hall	No	Yes	Platform 1 side entrance	Visual & aural	No	Yes – Booking Hall only.
GTR	Glynde	Southern	B3	Step - free access via long ramp to platform 1 (towards Lewes). Steps to platform 2 (towards Eastbourne)	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Platform 2 station entrance	Visual & aural	No	No
GTR	Godstone	Southern	B3	Step - free access via long and steep ramp (over 400m and over 1:10 gradient) to platform 2 (to Tonbridge). Steps to platform 1 (to Redhill).	Not staffed	Yes	No	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Station entrance	Visual & aural	No	No
GTR	Gordon Hill	Great Northern	C	This station does not have step-free access.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up Ticket Office	No	No	No	No	Station entrance	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Goring-by-Sea	Southern	B1	Ramps below 400m Short steep ramps (below 400m and less than 1:10 gradient) to platforms. Interchange via level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up	No	No	No	Booking hall during ticket office opening times	Ticket office	Visual & aural	No	No
GTR	Grange Park	Great Northern	B2	Step-free access to platforms via long and very steep ramps (over 400m and above 1:10 gradient). Due to platform gaps we are unable to provide boarding ramps at this station.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	Next to ticket office window	Visual & aural	No	Yes
Southeastern	Gravesend	NA	A	Direct step free access to Platform 0 via the main entrance. Step free access to Platform 2 via the side entrance on Clive Road. Step free access to Platform 1 from Platform 0. All platforms and interchange via lifts or steps from the station overbridge	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
Southeastern	Greenhithe	NA	A	Step free access to platform 2 via the booking hall or side gate. Step free access to Platform 1 via lift. Step free interchange via lift.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
Southeastern	Greenwich	NA	A	Step free access to platform 1 via ramp. Step free access to platform 2 via station entrance. Step free interchange via DLR lift to/from DLR subway. For stepped access between platforms via station subway.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
Network Rail	Guildford	NA	B1	There is level access to the booking hall and all platforms from the main entrance in Walnut Tree Close. There is no step free access from the Guildford Park Road entrance.	Partly staffed	Yes	TBC (check with station operator)	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Hackbridge	Southern	B2	Level access to both platforms. Step-free access between platforms is via the street (length above 400m and steep gradient). Assistance Meeting Point is at the Help Point on platform 1.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours	No	Booking hall platform 1.	Platform 1 help point	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Hadley Wood	Great Northern	B3	Step free access to/from platform 4 only (Northbound towards Potters Bar) via a moderate slope. For customers travelling towards London who require step-free access, an easement has been created that allows them to circulate step-free via Potters Bar station on the outward journey. The Hadley Wood Rail User Group has produced guidance on their website which can be found at http://www.hadleywood.org.uk/step-free-	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up not available yet	No	No	Partially Seats compliant in new shelter on plat 4.	Yes – Ticket all open until 8pm Mon-Fri	Platform 1	Visual & aural	No	No
GTR	Ham Street	Southern	A	This station has step-free level access to all platforms.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes	Side of station opposite lift	Visual & aural	No	No
South Western Railway	Hamble	NA	B2	Both platforms have step-free access from Hamble Lane via footpaths, on the Platform 2 (trains towards Portsmouth) side this includes a short steep section of up to 1:4 gradient.	Not staffed	No	No	Accessible ticket machine(s)	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Hampden Park	Southern	B1	Level access to both platforms via separate entrances. Access between platforms via level crossing (below 400m distance). Assistance Meeting Point is on platform 1 near the ticket office.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Yes – when Ticket Office is staffed	Platform 1 near ticket office	Visual & aural	No	No
GTR	Harlington	Thameslink	B3	Level access to platform 4 (irregular trains to Bedford only). Steps to all other platforms. Assistance Meeting Point is at the station entrance.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes – Platform one only	Station entrance	Visual & aural	No	No
GTR	Harpenden	Thameslink	A	This station has step-free level access to all platforms.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Platform one and two/three	Front of station booking hall entrance	Visual & aural	No	No
GTR	Harringay	Great Northern	C	This station does not have step-free access.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up at ticket machine.	No	Yes – toilets & radar key (NRES)	No	Yes – Waiting room platform 1/2 not heated	On bridge outside ticket office	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
LU	Harrow & Wealdstone	NA	B1	Customers need to be aware that there is a step between the train and the platform of up to 300mm for London Underground services.	TBC (check with station operator)	Yes	TBC (check with station operator)	Accessible ticket machine(s) Oyster top-up	Yes – available during staffing hours	Yes – available during staffing hours	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Hassocks	Southern	A	This station has step-free level access to all platforms.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Booking Hall Mon-Fri 0610-1935 Sun 0900-1700	Ticket office	Visual & aural	No	Yes
Southeastern	Hastings	NA	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Hatfield	Great Northern	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Platform 2&3; fully accessible	Platform 1	Visual & aural	No	Yes
South Western Railway	Havant	NA	B1	There is level access to main entrance and Platform 2 (for trains towards Portsmouth and Southampton).	Partly staffed	Yes	TBC (check with station operator)	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Haydons Road	Thameslink	B3	Step - free access to platform 1 (towards Sutton). Steps to platform 2 (towards London). Assistance Meeting Point is the Ticket Office.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office	No	No	No	No	Ticket office	Visual & aural		No
GTR	Haywards Heath	Southern	A	This station has step-free level access to all platforms. Assistance Meeting Point is the Ticket Office.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes	No	Yes – 0600-2200	Ticket office	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
LNWR	Hemel Hempstead	NA	B2	There are lifts providing step free access between the subway and all platforms. Alternatively there are 28 steps up to platform 4, 28 steps up to platform 3 and 2 and 28 steps up to platform 1. There is level access via main entrance to Booking Hall and subway; also level access direct to subway via side gate.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours	Yes – available during staffing hours	No	No	TBC (check with station operator)	Visual & aural	No	TBC (check with station operator)
GTR	Hendon	Thameslink	B3	Step - free access from the car park to platform 1 (for trains towards London). There are steps to all other platforms. Assistance Meeting Point is the front of the station next to the bike rack	Partially staffed	Yes	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	No	No	Front of station next to bike rack	Visual & aural	No	No
Southeastern	Herne Hill	NA	A	This station has step free access to all platforms - Step free access to booking hall via side entrance. Step free access to all platforms and interchange via lifts from subway. Stepped access to platforms via subway.	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up Oyster top-up	Yes – available during staffing hours	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	Visual & aural	No	TBC (check with station operator)
GTR	Hertford North	Great Northern	B3	Step free access to booking office and platforms 2&3. Steps to platform 1 (some trains to London). Assistance Meeting Point is the station foyer opposite the ticket office.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes	No	No	Yes, platform 1 & 2, unsure of accessibility	Station foyer opposite booking office	Visual & aural	No	Yes
GTR	Hever	Southern	B3	Level access to Platform 2 (to Uckfield). Steps to Platform 1 (to London).	Not staffed	Yes	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	Help Point	Visual & aural	No	No
Southeastern	Higham	NA	B3	Step free access to platform 1. Step only access to platform 2. No step free interchange between platforms.	Partly staffed	Yes	TBC (check with station operator)	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours	No	No	No	TBC (check with station operator)	TBC (check with station operator)	No	TBC (check with station operator)
GTR	Highbury & Islington	Great Northern	C	This station does not have step-free access.	Fully staffed	No	No	LU – Accessible ticket machine(s)	No	No	No	No	Ticket office	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
South Western Railway	Hilsea	NA	B2	Step-free access is possible to both platforms via short steep ramps (up to 1:5 gradient in places, but generally 1:9). Interchange between platforms is either via footbridge with steps, or via long step-free route using cycle lane, crossing Norway Road and secluded path.	Not staffed	No	No	Accessible ticket machine(s)	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	No	TBC (check with station operator)
GTR	Hitchin	Great Northern	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes	Yes	No	Yes – within staffed hours	Front of station next to night gate	Visual & aural	No	Yes
GTR	Holmwood	Southern	B3	This station has level access via side gate to platform 2 (towards Horsham). Steps to platform 1 (towards London).	Not Staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	Help Point	Visual & aural	No	Yes
London Overground	Honor Oak Park	NA	A	TBC. Please contact station operator	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Oyster top-up	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	No	TBC (check with station operator)
GTR	Horley	Southern	A	This station has step-free level access to all platforms.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes	Yes	No	Platform 2&3 Booking hall, unsure if this is heated	Ticket office	Visual & aural	No	Yes
GTR	Hornsey	Great Northern	C	This station does not have step-free access.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	Yes	No	Outside ticket office	Visual & aural	No	No
GTR	Horsham	Southern	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes	Yes	No	Yes	Ticket office	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
South Western Railway	Horsley	NA	B3	Steps to Platform 1 (for trains towards London). Level access to Platform 2 (for trains towards Guildford) - or short slope from car park at approx 1:5 gradient	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours	No	No	No	TBC (check with station operator)	TBC (check with station operator)	No	TBC (check with station operator)
GTR	Hove	Southern	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes	Yes	No	Yes	Ticket office	Visual & aural	No	Yes
GTR	Huntingdon	Great Northern	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes	Yes	No	No	Ticket office	Visual & aural	No	Yes
GTR	Hurst Green	Southern	B2	Level access to each platform via separate entrances. Step free route between platforms is via street with no footpath (over 400m and gradient above 1:10).	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes	No	No	Yes	Station front next to ticket machine	Visual & aural	No	Yes
GTR	Ifield	Southern	B2	Step-free access to each platform via short, steep ramps on either side of station. No step-free interchange between platforms. Narrow platforms (2m) ramps cannot be deployed.	Partially staffed	No	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	No	Ticket office	Visual & aural	No	No
London Overground	Imperial Wharf	NA	A	Step free access from booking office from street level. Step free access from booking office to each platform via lifts.	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Oyster top-up	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Kenley	Southern	B3	Step-free access to both platforms via separate entrances. Access between platforms is via a narrow, steep footpath with 1 kerb.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	Yes, booking hall, plat 1	Platform 1 near info point	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
London Overground	Kensington Olympia	NA	B2	Platform 1&2 are accessible from the Olympia Way entrance. Platform 3 is fully accessible from the Russel Road entrance only. There is no accessible interchange between platforms.	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office Oyster top-up	Yes – available during staffing hours	No	No	Yes	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Kentish Town	Thameslink	C	This station does not have step-free access.	Fully staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)- Oyster only	No	No	No	Yes 1 x plat.1 not heated 1 x plat.2 opened 24 h	On footbridge leading to all platforms	Visual & aural		No
GTR	King's Lynn	Great Northern	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes	Ticket office	Visual & aural	No	Yes
GTR	Kingswood	Southern	B3	Step-free access to both platforms via separate entrances. No step-free access between platforms - footbridge with steps; route via street and road overbridge is narrow and steep in places.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	No	Yes	Platform 1 next to help point	Visual & aural	No	Yes
GTR	Knebworth	Great Northern	C	This station does not have step-free access.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	No	Outside ticket office	Visual & aural	No	No
GTR	Lancing	Southern	B1	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	No	Booking Hall – Open when Ticket Office is Staffed	Ticket office	Visual & aural	No	No
GTR	Leagrave	Thameslink	B3	Step free access to main entrance on platform 4 only. Steps to platform 1 and footbridge with steps to all platforms.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No, platform one has a heated sheltered area for the barriers	Platform 4 next to ticket office	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Leatherhead	Southern	B1	Step-free access to each platform from either side of the station. Step-free route between platforms via street.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes Waiting rooms on both Platforms	Outside main station entrance next to small staircase/ramp leading to booking hall	Visual & aural	No	Yes
GTR	Leigh	Southern	B2	Step-free access to both platforms via long and steep ramps (over 400m long and above 1:10 gradient) Access between platforms via street with no pavement.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	Yes	Yes	Bottom of ramp leading to platform	Visual & aural	No	No
LNWR	Leighton Buzzard	NA	B2	Ramp to booking hall entrance and step free access to platforms via lifts.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Letchworth Garden City	Great Northern	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	No	Yes – available during staffed hours	Inside booking office	Visual & aural	No	Yes
GTR	Lewes	Southern	B2	Steep ramp to platforms 2 and 3 (to London / some trains to Seaford / Eastbourne). Ramp is over 400m long and above 1:10 gradient). Lifts to all other platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	No	Ticket office	Visual & aural	No	Yes
GTR	Lingfield	Southern	B3	Step free access to platform 1 (to London). Steps to platform 2 (to East Grinstead). No step free interchange between platforms possible.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes	Ticket office	Visual & aural	No	No
GTR	Littlehampton	Southern	A	This station has step-free level access to all platforms. Assistance Meeting Point is on station concourse opposite the ticket office.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes platform 3	Station concourse opposite the ticket office	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Littlehaven	Southern	B2	Step-free access to both platforms via steep ramps (over 400m long and above 1:10 gradient).	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	Yes	No	Ticket office	Visual & aural	No	No
GTR	Littleport	Great Northern	A	Step free access to both platforms. Platform 1 (southbound) services are accessible via the underpass north end of Platform 2 via ramp.	Not staffed	Yes	Yes	Accessible ticket machine(s)	No	No	No	No	Station entrance	Visual & aural	No	No
GTR	London Blackfriars	Thameslink	A	This station has step-free level access to all platforms via lifts..	Fully staffed	No Only staff car park	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)- Oyster only	Yes – available daily 07.00-23.00	Yes – available during staffing hours. Radar key controlled.	No	No waiting room at this station	Ticket office	Visual & aural		Yes Coffee shop Southbank & Costa Coffee north end
Network Rail	London Bridge	Southern	A	This station has step-free level access to all platforms via lifts..	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	TBC (check with station operator)	Visual & aural	No	Yes
Network Rail	London King's Cross	Great Northern	A	This station has step-free level access to all platforms via lifts..	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	Yes	No	Travel desk/Info point as per NRES	Visual & aural	No	Yes
GTR	London Road (Brighton)	Southern	B2	Step-free access to platform 1 (to Brighton) via side gate and steep ramp (over 400m long and above 1:10 gradient). Step-free access from separate entrance to platform 2 (to Lewes). Access between platforms via long and steep street.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	Yes	Booking Hall – Open when Ticket Office is Staffed	Outside main front doors	Visual & aural	No	No
South Western Railway	London Road Guildford	NA	B3	There is no step free access to platform 1 (trains to Effingham Junction, Surbiton and London Waterloo)	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
Network Rail	London St Pancras International	Thameslink	A	This station has step-free level access to all platforms via lifts..	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)- Oyster only. 3 x TVMs main concourse next to the info desk + 1 x TVM next to the T/O	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No waiting room at this station	Midland Road	Visual & aural		Yes, mobile coffee boots on each platform
Network Rail	London Victoria	Southern	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	TBC (check with station operator)	Visual & aural	No	Yes
GTR	Loughborough Junction	Thameslink	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)- Oyster only 2 x TVMs & 1 x permit to travel machine located next to the T/O	No	No	No	No waiting rooms or shelters at this station	Station entrance	Visual & aural		No
GTR	Luton	Thameslink	B3	Step free access via lift to platform 5 only (some trains to Bedford/ the East Midlands) only. Steps to all other platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Yes – All platform apart from platform five	Ticket office	Visual & aural	Yes	Yes
GTR	Luton Airport Parkway	Thameslink	A	This station has step-free level access to all platforms via lifts..	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Platform 2/3 only and platform 4 has the upper concourse waiting area . None on platform 1	Booking hall	Visual & aural	Yes	Yes
Southeastern	Maze Hill	NA	B2	Step free access to platform 2 via ramp from Tuskar Street. Step free access to Platform 1 from main entrance. No step free interchange between platforms.	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Meldreth	Great Northern	B3	Step-free from main entrance to platform 2 (to Cambridge). Steps to platform 1 (to London).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	No	Yes platform 2, during staffed hours	Next to the cycle rack in the car park	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Merstham	Southern	B1	Level access to platform 1 (to London) from main entrance. Step-free access to platform 2 (to Redhill) from rear entrance via steep access path. No step-free interchange between platforms.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	No	Yes	Ticket office	Visual & aural	No	Yes
GTR	Mill Hill Broadway	Thameslink	C	This station does not have step-free access.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	No	Booking hall next to the gateline	Visual & aural	No	Yes
LNWR	Milton Keynes Central	NA	A	This station has step-free level access to all platforms via lifts.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Mitcham Eastfields	Southern	B1	Ramps to both platforms. Step-free interchange between platforms via street, and level crossing or lifts.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	Yes – available during staffing hours. Radar key controlled.	No	No	Ticket office	Visual & aural	No	No
GTR	Mitcham Junction	Southern	B2	Level access to both platforms via separate entrances. Access between platforms via street (over 400m and gradient above 1:10).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	Yes – available during staffing hours. Radar key controlled.	No	Yes – platform 1	Ticket office	Visual & aural	No	Yes
GTR	Moorgate	Great Northern	C	This station does not have step-free access.	Fully staffed	No	No	LU ticket machines	No	No	No	No	Platform office	Visual & aural	No	Yes
GTR	Morden South	Thameslink	C	This station does not have step-free access.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)- Oyster only	No	No	No	No	Station entrance	Visual & aural		No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Moulsecoomb	Southern	B3	Step-free access to platform 2 (to Lewes) from rear entrance only. Steps to platform 1 (to Brighton).	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	Yes	No	Shelter on platform above help point	Visual & aural	No	No
South Western Railway	Netley	NA	B2	There is level access to both platforms.	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	New Barnet	Great Northern	C	This station does not have step-free access. Assistance Meeting Point is opposite the ticket office.	Fully staffed	Yes *2	Yes London bound side	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	Yes platform 1	Ticket office	Visual & aural	No	Yes coffee shop platform 1
London Overground	New Cross Gate	NA	A	Interchange is via a footbridge with steps	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Oyster top-up	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	New Southgate	Great Northern	C	This station does not have step-free access.	Partially staffed	Yes	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	Yes in shelters	No	Opposite ticket office	Visual & aural	No	No
GTR	Newhaven Harbour	Southern	B3	Step free access to Platform 1 only (for services towards Seaford). However, there is step free access available at Newhaven Town station for services to Lewes/London (0.5 miles from Newhaven Harbour)	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	Yes	No	Adjacent to entrance gate on platform 1	Visual & aural	No	No
GTR	Newhaven Town	Southern	B1	Step-free access to both platforms via separate entrances. Access between platforms via level crossing.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	Yes	Booking Hall and on Platform 1 only open when Ticket Office is staffed	Entrance to platform 2	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Norbury	Southern	B2	Step-free access to all platforms via long and steep ramps (over 400m long and above 1:10 gradient).	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Yes. 06 – 00 to 20 – 00	Booking hall. Sign next to ticket machine	Visual & aural	No	Yes
GTR	Normans Bay	Southern	B2	Step-free access to both platforms via separate entrances and short steep ramps. Access between platforms via level crossing (over 400m apart)	Not Staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	Shelter on platform 2	Visual & aural	No	No
GTR	North Dulwich	Southern	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	No	No	Booking hall opposite ticket office	Visual & aural	No	No
Southeastern	Northfleet	NA	B3	Step free access to platform 2 for services away from London from main entrance. Stepped access only to platform 1 for services towards London via subway. No step free interchange between platforms.	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
London Overground	Norwood Junction	NA	B3	Step free access from main entrance to Ticket Office and platform 1 only. Subway with steps to all other platforms. Rear (Woodside) entrance - steps to all platforms. Step-free route from rear entrance to main entrance via public subway outside station. Nearest step-free stations are Anerley, West Norwood or East Croydon	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office Oyster top-up	Yes – available during staffing hours.	No	No	Yes	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Nun head	Thameslink	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)- Oyster only 1 x TVM on the platform	No	No	No	No waiting room at this station	Ticket office	Visual & aural		No
GTR	Nutbourne	Southern	B2	Short, steep ramps to platforms (over 400m long and above 1:10 gradient).	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	Help Point	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Nutfield	Southern	B2	Step-free access to both platforms via separate entrances. Long step-free route between platforms via street (over 400m long and above 1:10 gradient).	Not staffed	Yes	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	Platform 2	Visual & aural	No	No
GTR	Oakleigh Park	Great Northern	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	Platform 4 Mon-Fri 06 – 30-12 – 55 Sat 08 – 30-14 – 30	On bridge outside ticket office	Visual & aural	No	Yes platform 1
GTR	Ockley	Southern	B3	Level access to platform 2 (to Horsham). Steps to platform 1 (to London).	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	Help Point	Visual & aural	No	No
GTR	Old Street	Great Northern	C	This station does not have step-free access.	Fully staffed	No	No	LU Ticket machines	No	No	No	No	Platform office	Visual & aural	No	No
GTR	Ore	Southern	B3	Step-free access to platform 2 (to Ashford). Steps to platform 1 (to Brighton).	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	On the platform	Visual & aural	No	No
Southeastern	Orpington	NA	A	Step-free access to all platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	Ticket office	Visual & aural	No	Yes
Southeastern	Otford	NA	B2	Level access to platform 1 (to London). Long ramp to platform 2 (to Sevenoaks).	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	Ticket office	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Oxted	Southern	A	This station has step-free level access to all platform via lifts. Level step free access to Ticket Office and platform 1 (to London). Step free access to platforms 2 and 3 (to East Grinstead/ Uckfield) via lift. Step-free interchange between platforms via lift and ramped subway.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes Ticket Office & Plat 2	Station entrance	Visual & aural	No	Yes
GTR	Palmers Green	Great Northern	C	This station does not have step-free access.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Oyster top-up	Yes – available during staffing hours.	No	No	No	Ticket office	Visual & aural	No	Yes
GTR	Peckham Rye	Southern	C	This station does not have step-free access.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office (no accessible counter) No Smart ticketing or Oyster top-up	Yes – available during staffing hours.	No	No	Platform 3 – 06 – 00 – 20 – 00	Ticket office	Visual & aural	No	Yes
London Overground	Penge West	NA	B3	Step free access to Ticket Office and platform 1 (to London Bridge) only. Footbridge with steps to platform 2 (to Croydon). Nearest step-free staffed station is East Croydon	Fully staffed	Yes	No	Accessible ticket machine(s) Ticket office Oyster top-up	Yes – available during staffing hours.	No	No	Yes	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Penshurst	Southern	B2	Step-free access to both platforms via separate entrances. No step-free access between platforms.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Station entrance	Visual & aural	No	No
LNER	Peterborough	NA	A	Step free access to all platforms via ramps and lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	Ticket office	Visual & aural	No	Yes
Southeastern	Petts Wood	NA	C	Steps to all platforms.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office (no accessible counter) Smart ticketing and Oyster top-up	Yes – available during staffing hours.	No	No	No	Ticket office	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Pevensey & Westham	Southern	B1	Level access to platform 2 (to Hastings). Ramp access (less than 400m and below 1:10 gradient) to platform 1 (to Brighton). Level crossing between platforms.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes – booking hall when Ticket Office is staffed	On wall in carpark	Visual & aural	No	No
GTR	Pevensey Bay	Southern	B1	Step-free access to both platforms via separate entrances and short (below 400m) ramps (below 1:10 gradient). Access between platforms via level crossing.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	Yes	No	Platform 1 entrance	Visual & aural	No	No
GTR	Plumpton	Southern	B2	Step-free access to Platform 2 (to Lewes) via side gate and short, steep ramp (above 1:10 gradient). Step-free access to Platform 1 (to London) via level crossing and side entrance. Step-free access from Platform 1 to racecourse via short steep ramp (above 1:10 gradient) and tarmac path. Distance between platforms exceeds 400m and 1:10 gradient)	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office (no accessible counter) Smart ticketing top up	Yes – available during staffing hours.	No	Yes	Booking hall when ticket office is staffed	Station front to the left of main door	Visual & aural	No	No
Southeastern	Plumstead	NA	C	Steps to all platforms.	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing and Oyster top-up	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Polegate	Southern	B1	Step-free access to both platforms via separate entrances and short ramps (below 400m and less than 1:10 gradient). Access between platforms via level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office (no accessible counter) Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes on both platforms and booking hall when station is staffed	Main entrance to platform 2	Visual & aural	No	No
South Western Railway	Portchester	NA	B3	Platform 2 (trains to Portsmouth) is accessible via a very steep ramp. Some wheelchair users may require assistance. There is no step-free access to platform 1 (trains to Southampton and London Waterloo via Basingstoke).	Partly staffed	No	No	Accessible ticket machine(s) Ticket office	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Portslade	Southern	B2	Step-free access to both platforms via separate entrances and short steep ramps (above 1:10 gradient) Access between platforms via level crossing (over 400m).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office (no accessible counter) Smart ticketing top up	Yes	No	Yes	Waiting room	Ticket office	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
South Western Railway	Portsmouth & Southsea	NA	A	This station has step-free access to all platforms	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
South Western Railway	Portsmouth Harbour	NA	B2	Steps or 20m ramp (approx. 1:11 gradient) to main entrance, or steps to side entrance. 32m ramp (gradient up to 1:8) from Wightlink loW ferry terminal. Level access to all platforms. Stepped footbridge between platforms is also available	Fully Staffed	No	No	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Potters Bar	Great Northern	B2	Step-free access to all platforms via long, steep ramps (over 1:10 gradient)	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing and Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours.	Yes in waiting rooms	Yes	Subway near main entrance	Visual & aural	No	Yes, plat 1
GTR	Preston Park	Southern	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office (no accessible counter) Smart ticketing top up	Yes – available during staffing hours.	No	No	No	Outside ticket office on platform 1 & 2	Visual & aural	No	No
GTR	Pulborough	Southern	B3	This station has step-free access to platform 2 (towards the coast) via side entrance and short steep ramps (over 1:10 gradient). Steps to platform 1 (towards London).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office (no accessible counter) Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes, booking hall, plat 1	Platform 2 outside booking hall door under the canopy	Visual & aural	No	Yes
GTR	Purley	Southern	A	This station has step-free level access to all platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes	Platform 6 above the waiting room	Visual & aural	No	Yes
GTR	Purley Oaks	Southern	C	This station does not have step-free access.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office (no accessible counter) Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours. NOT radar key controlled.	No	Yes	Subway next to stairs to platform 3	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Queens Road Peckham	Southern	A	This station has step-free level access to all platforms.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office No Smart ticketing or Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	Above the help point on the platform	Visual & aural	No	No
GTR	Radlett	Thameslink	C	This station does not have step-free access.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing and Oyster top-up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes on all platforms. Waiting room on platform 2 is not level with the platform, one step up.	Station front, by booking hall near the bike rack.	Visual & aural	No	Yes
Southeastern	Rainham (Kent)	NA	A	Step-free access to all platforms	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Ravensbourne	Thameslink	B3	Step free access to platform 2 only (towards Sevenoaks).	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM) - Oyster only. 1 X TVM front of the station	No	No	No	Yes plat. 2 Opening times, Monday-Friday – 06.30-13.00	Ticket office	Visual & aural		No
GTR	Redhill	Southern	A	This station has step-free level access to all platforms via lifts..	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes x 3	Ticket office	Visual & aural	No	Yes
GTR	Reedham	Southern	B3	Level access to platform 2 (to Tattenham Corner). Steps to platform 1 (to London).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	No	Ticket office	Visual & aural	No	No
GTR	Reigate	Southern	B1	Step-free access to both platforms via separate entrances. Access between platforms via street and level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes, ticket office	Ticket office	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Riddlesdown	Southern	B2	Step-free access to platforms via long and steep ramps (over 1:10 gradient).	Partially staffed	No	No	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	No	Yes	Yes, plat 1	Platform 1 next to help point under the canopy	Visual & aural	No	No
Southeastern	Rochester	NA	A	Step-free access to all platforms via lifts.	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Royston	Great Northern	B1	Step-free access to both platforms via separate entrances. Access between platforms via the street, steep in places.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes, on both platforms during staffing hours	Taxi bay at front of the station	Visual & aural	No	Yes
GTR	Rye	Southern	B2	Step-free access to both platforms via separate entrances. Long access route between platforms via a car park, street and level crossing (over 400m length).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	Yes	Booking Hall when Ticket Office is staffed	Station front	Visual & aural	No	Yes
GTR	Salfords	Southern	B3	Level access to platform 1 (to London). Steps to platform 2 (to Gatwick).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	Ticket office	Visual & aural	No	No
GTR	Sanderstead	Southern	B2	Level access to both platforms via separate entrances. Long access route between platforms via street, steep in places (over 400m and gradient above 1:10).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes, ticket office	Between toilets on platform 1	Visual & aural	No	yes
GTR	Sandy	Great Northern	B1	Level access to platform 2 (to Peterborough) via main entrance. Long ramp (approx 400m) from separate entrance to platform 1 (to London). Access between platforms via street, steep in places.	Partially staffed	Yes	Yes	Yes	Yes – available during staffing hours.	Yes – available during staffing hours. Radar controlled	No	No	Ticket office	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Seaford	Southern	A	This station has step-free level access to the platform.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes, booking hall & plat 2	Platform 2 (the only platform at this station) adjacent to toilet	Visual & aural	No	Yes
GTR	Selhurst	Southern	A	This station has step-free level access to all platforms via lifts.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Platform 1 06 – 00 20 – 00	Paid side in the subway behind gatelines	Visual & aural	No	No
Southeastern	Sevenoaks	NA	A	Step-free access to all platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	Ticket office	Visual & aural	No	Yes
London Overground	Shepherd's Bush	NA	A	Step-free access to all platforms via lifts.	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Oyster top-up only	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Shepreth	Great Northern	B1	Step-free access to both platforms via separate entrances. Access between platforms via street and level crossing.	Not staffed	Yes	Yes	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	Help Point	Visual & aural	No	No
South Western Railway	Sholing	NA	B3	There is step-free access to Platform 2 (for trains to Fareham) using a long ramp (40m) at approx 1:10 gradient (up to 1:7 in places). There is no step-free access to Platform 1 (towards Southampton, which is accessed via a stepped footbridge only)	Not staffed	No	No	Accessible ticket machine(s)	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
Southeastern	Shoreham (Kent)	NA	B3	Step-free access to platform 2 (to Sevenoaks) via short ramp. Steps to platform 1 (to London).	Not staffed	Yes	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	Help Point	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Shoreham-by-Sea	Southern	B1	Step-free access to both platforms via separate entrances. Access between platforms via street and level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	Yes	Separate waiting room available of ticket hall, not reliant on station tenant	Ticket office	Visual & aural	No	Yes
Southeastern	Shortlands	NA	C	Steps to all platforms.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	Ticket office	Visual & aural	No	No
Southeastern	Slade Green	NA	B2	Step-free access to all platforms though not between platforms	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Oyster top-up (at TVM)	Yes – available during staffing hours.	TBC (check with station operator)	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	South Bermondsey	Southern	C	This station does not have step-free access.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Oyster top-up (at TVM)	No	No	No	No	On the platform shelter	Visual & aural	No	No
GTR	South Croydon	Southern	C	This station does not have step-free access.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours.	No	No	Ticket office	Visual & aural	No	No
GTR	South Merton	Thameslink	C	This station does not have step-free access.	Not staffed	No	No	Accessible ticket machine 1 x TVM & 1 x permit to travel machine front of the station	No	No	No	No waiting room, only open shelter	Help Point	Visual & aural		No
South Western Railway	Southampton Airport Parkway	NA	A	This station has step-free access to all platforms	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Southbourne	Southern	B1	Step-free access to both platforms via separate entrances and short, steep ramps (over 1:10 gradient). Access between platforms via level crossing.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	No waiting room at this station, only open shelter	Ticket office	Visual & aural	No	No
GTR	Southeast	Southern	B1	Step-free access to both platforms via separate entrances and short ramps (below 400m and less than 1:10 gradient). Access between platforms via level crossing.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	Platform 2 entrance	Visual & aural	No	No
GTR	Southwick	Southern	B2	Step-free access to platforms via steep ramps (over 1:10 gradient)	Partially staffed	No	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	Yes	Available when station staffed	Ticket office	Visual & aural	No	No
GTR	St Albans City	Thameslink	A	This station has step-free level access to the platform.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	Yes	Yes all platforms	Ticket office	Visual & aural	No	Yes
South Western Railway	St Denys	NA	B3	This station has step-free access from Osborne Road South to Platform 1 (for some trains towards Eastleigh/ London Waterloo) via long ramps at a gradient of approximately 1:12. There is level access from Adelaide Road to Platform 4 (for some trains towards Southampton) via a separate entrance. There is no step-free access to Platforms 2 and 3 (for some trains towards Southampton, trains towards Portsmouth/ London Victoria, and some trains towards	Partly staffed	Yes	No	Accessible ticket machine(s) Ticket office	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	St Helier	Thameslink	C	This station does not have step-free access.	Not staffed	No	No	Accessible ticket machine(s) 1 x TVM	No	No	No	No waiting room at this station, only open shelter	Help Point	Visual & aural		No
Southeastern	St Leonards Warrior Square	NA	B2	Step-free access to all platforms though not between platforms	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
Southeastern	St Mary Cray	NA	C	This station does not have step-free access.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at ticket office)	Yes – available during staffing hours.	No	No	No	Ticket office	Visual & aural	No	Yes
GTR	St Neots	Great Northern	A	This station has step-free level access to the platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	Yes	No	Ticket office	Visual & aural	No	Yes
GTR	Stevenage	Great Northern	A	This station has step-free level access to the platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	Yes	Yes	Ticket office	Visual & aural	No	Yes
Southeastern	Stone Crossing	NA	C	Steps to all platforms	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Streatham	Southern	B3	Step-free access to platform 1 (to Croydon/Sutton) via Hopton Road footpath and side entrance. Steps to platform 2 (to London).	Fully staffed	No	No	Accessible ticket machine(s) Ticket office	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Platform 1 06 – 00 to 20 – 00	Ticket hall next to the gateline	Visual & aural	No	Yes
GTR	Streatham Common	Southern	A	This station has step-free level access to all platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes 06 – 00 to 20 – 00	Platform 1 above the help point	Visual & aural	No	Yes
GTR	Streatham Hill	Southern	A	This station has step-free level access to all platforms via lifts.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Waiting room Plt 1 nit step free. Platform is accessible.	Ticket hall beside the ticket gates	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
Southeastern	Strood	NA	A	Step-free access to all platforms.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes	Yes	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Sutton	Southern	A	This station has step-free level access to all platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	Yes	Yes	Platform 2/3	Visual & aural	No	Yes
GTR	Sutton Common	Thameslink	C	This station does not have step-free access.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up -Oyster only. 1 x TVM at the entrance	No	No	No	No waiting room, only open shelter	Help point	Visual & aural		No
Southeastern	Swanley	NA	A	Step-free access to all platforms via lifts.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	Ticket office	Visual & aural	No	No
Southeastern	Swanscombe	NA	C	Steps to all platforms	Partly staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
South Western Railway	Swanwick	NA	B3	There is step-free access to Platform 1 (for trains towards Southampton Central). There is no step-free access to Platform 2 (for trains to Fareham and Portsmouth) which is accessed via a stepped footbridge only	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes	Yes	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
London Overground	Sydenham (London)	NA	B2	Step-free access to all platforms.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Tadworth	Southern	B2	Step-free access to both platforms via separate entrances and long ramps (over 400m). Step-free route between platforms via the street (over 400m)	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	Ticket office	Visual & aural	No	No
GTR	Tattenham Corner	Southern	A	This station has step-free level access to all platforms.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes	No	Yes	Outside booking hall carpark side	Visual & aural	No	No
GTR	Thornton Heath	Southern	A	This station has step-free level access to all platforms.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes	Booking hall near cash card machine	Visual & aural	No	Yes
GTR	Three Bridges	Southern	A	This station has step-free level access to all platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	No	Ticket office	Visual & aural	No	Yes
GTR	Three Oaks	Southern	B2	Step-free access to platform via steep ramp/ long steep footpath (over 400 and gradient above 1:10).	Not staffed	No	No	Accessible ticket machine(s)	No	No	No	No	Platform shelter	Visual & aural	No	No
Southeastern	Tonbridge	NA	A	Step-free access to all platforms via lifts.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes	Yes	No	Yes, on platform	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	Yes
GTR	Tooting	Thameslink	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up -Oyster only 3 x TVMs front of the station	No	No	No	No waiting room or shelter at this station	Ticket office	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
LNWR	Tring	NA	A	This station has step-free level access to all platforms via lifts (from summer 2020).	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Tulse Hill	Southern	C	This station does not have step-free access.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes	Ticket office	Visual & aural	No	Yes
GTR	Uckfield	Southern	A	This station has step-free level access to the platform.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours.	No	Yes	Booking Hall/Platform country end	Visual & aural	No	Yes
GTR	Upper Warrington	Southern	B3	Level access to platform 1 (to London). Steps to platform 2 (to Oxted).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes	Ticket office	Visual & aural	No	Yes
GTR	Waddon	Southern	B3	Step-free access via side gate to platform 2 (to Sutton). Steps to platform 1 (to London).	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No	Bottom of stairs on platform 1	Visual & aural	No	No
GTR	Wallington	Southern	B2	Level access to both platforms via separate entrances. Long access route between platforms via street or footpath (over 400m length).	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No	Yes	Front exit of station next to ticket machine	Visual & aural	No	Yes
GTR	Wandsworth Common	Southern	B3	Level access to platform 1 (to Croydon / London Bridge) via rear entrance. Steps to all other platforms.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	Yes – available during staffing hours.	No	No	Yes	Booking hall main entrance	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Warblington	Southern	B3	Step-free access to both platforms via separate entrances and short steep ramps. Access between platforms via level crossing. Narrow platforms (2m) ramps cannot be deployed.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No waiting room at this station, only open shelter	Ticket office	Visual & aural	No	No
GTR	Warnham	Southern	B2	Step free access to both platforms via separate entrances. Access to platform 1 (to London) is via steep ramp (over 1:10 gradient). No access between platforms.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up	No	No	No	No	Help Point	Visual & aural	No	No
GTR	Waterbeach	Great Northern	B2	Step-free access to both platforms via separate entrances . Access between platforms via level crossing (over 400m apart)	Not staffed	Yes	Yes	Accessible ticket machine(s)	No	No	No	No	Help Point	Visual & aural	No	No
LNWR	Watford Junction	NA	A	This station has step-free level access to all platforms via lifts.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office	Yes	Yes	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Watlington	Great Northern	B1	Step-free access to both platforms via separate entrances. Access between platforms via level crossing.	Not staffed	Yes	No	Accessible ticket machine(s)	No	No	No	No	Help Point	Visual & aural	No	No
GTR	Watton-at-Stone	Great Northern	B3	Step free access to platform 1 only (to London) via a ramp from the car park. General access to both platforms is via steps from the main entrance.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up	No	No	No	No waiting room at this station, only open shelter	Front of station next to ticket machine	Visual & aural	No	No
GTR	Welham Green	Great Northern	B3	Step-free access to platform 2 (to Welwyn Garden City) via short ramp from car park. Steps to platform 1 (to London).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	No	Platform 1 shelter Not fully accessible	Visual & aural	No	No

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Welwyn Garden City	Great Northern	A	This station has step-free level access to the platform.	Fully Staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes	Yes	Yes Plat 1/2 & 3/4 fully accessible	Outside ticket office	Visual & aural	No	Yes
GTR	Welwyn North	Great Northern	B1	Step-free access to both platforms via separate entrances. Step-free access between platforms via the street.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	No	Yes platform 1, not fully accessible due to step down	Platform 1, near coffee shop	Visual & aural	No	Yes
London Underground	Wembley Central	NA	B1	Ramps are available for Step free access for passengers using London Northwestern Railways only.	Partly staffed	No	No	No	Yes	Yes	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
London Underground	West Brompton	NA	B3	Step free access to all platforms. Step between train and platform of up to 200mm for LUL services only	Partly staffed	No	No	No	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
London Overground	West Croydon	NA	B2	Step free access to all platforms	Fully staffed	No	No	Accessible ticket machine(s) Ticket office	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	West Hampstead Thameslink	Thameslink	A	This station has step-free level access to the platform. Assistance Meeting Point is the main station entrance next to the bike rack and ticket machines.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)- Oyster only. 2 x TVMs main entrance + 1 x TVM old entrance	Yes – 24 hours	Yes – 24 hours	No	1 x plat.1 opened 24 h. Plat.2/3 & 4 - open shelters	Main entrance of the station next to bike rack and ticket machines	Visual & aural		Yes Coffee shop on plat.1
GTR	West Norwood	Southern	B1	Step-free access to both platforms via separate entrances. Step-free access between platforms via the street, steep in places.	Fully staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	No	Paid side of the main gates	Visual & aural	No	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	West Sutton	Thameslink	C	This station does not have step-free access.	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)- Oyster only. 1 x TVM at the station entrance	No	No	No	No	station entrance next to the TVM	Visual & aural	No	No
GTR	West Worthing	Southern	B1	Step-free access to both platforms via separate entrances. Access between platforms via level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	Yes	No	Ticket office	Visual & aural	No	No
Southeastern	Westcombe Park	NA	B2	Step free access to all platforms, though not between platforms	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up ticket office	Yes	Yes	No	Yes	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)
GTR	Whyteleafe	Southern	B1	Step-free access to both platforms via separate entrances and short, steep ramps. Access between platforms via level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	No	Yes, platform 1	Platform one, half way up the platform by the info point	Visual & aural	No	No
GTR	Whyteleafe South	Southern	B1	Step-free access to both platforms via separate entrances and short, steep ramps (below 1:10 gradient). Access between platforms via level crossing.	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	Yes, platform 2	Platform 1 outside waiting room	Visual & aural	No	No
South Western Railway	Wimbledon	NA	A	This station has step-free access to all platforms	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours. Radar key controlled.	No		Ticket office	Visual & aural	No	TBC (check with station operator)
GTR	Wimbledon Chase	Thameslink	C	This station does not have step-free access.	Not staffed	Yes	Yes – 1 bay	Accessible ticket machine(s) Smart ticketing top up (at TVM)- Oyster only. 1 x TVM station entrance	No	No	No	No waiting room at this station, only open shelter	Station entrance	Visual & aural	No	No










Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Winchelsea	Southern	B2	Step-free access to platform via short steep ramp (over 1:10 gradient).	Not staffed	No	No	Accessible ticket machine(s) Smart ticketing top up (at TVM)	No	No	No	No	Shelter	Aural	No	No
GTR	Winchmore Hill	Great Northern	C	This station does not have step-free access.	Fully Staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	Platform 1	Ticket office	Visual & aural	No	Yes
GTR	Wivelsfield	Southern	B3	Step free access to platform 2 (to Brighton/Lewes) via ramp accessed from Gordon Road. Steps only to platform 1 (to London). No step free access between platforms.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	Yes – available during staffing hours.	Yes	Yes – Booking Hall	Between booking hall and the subway entrance	Visual & aural	No	No
GTR	Woldingham	Southern	B3	Level access to platform 2 (towards East Grinstead). Steps to platform 1 (towards London).	Partially staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes – available during staffing hours.	No	No	Yes x 2	Car park entrance	Visual & aural	No	No
GTR	Woodmansterne	Southern	C	This station does not have step-free access.	Partially staffed	No	No	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	No	No	No	No	Platform 2 near help point	Visual & aural	No	No
South Western Railway	Woolston	NA	B3	Level access to Platform 1 (for trains towards Southampton). Steps to Platform 2 (for trains towards Portsmouth)	No	Yes	Yes	Yes	No	No	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	No
Southeastern	Woolwich Arsenal	NA	A	Step free access to both platforms via lift from new DLR station. Stepped access to both platforms via booking hall and station overbridge. Step free access from car park to Platform 1 via side gate with call device.	Partly staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes	Yes	No	No	TBC (check with station operator)	TBC (check with station operator)	TBC (check with station operator)	Yes

Station operator *	Station name	GTR brand	Step free category	Accessibility information	Staffing	Car park	Blue Badge parking	Ticket Sales Facilities	Unisex toilets (opening times)	Accessible toilets (opening times & whether radar key controlled)	Seating (compliant with Joint Code of Practice)	Heated waiting areas	Assistance Meeting Point (location)	Customer information systems (visual, aural or both)	Secure station accreditation	Catering facilities
GTR	Worthing	Southern	A	This station has step-free level access to the platform.	Fully staffed	Yes	Yes	Accessible ticket machine(s) Ticket office Smart ticketing top up (at TVM)	Yes	Yes	Yes	Yes	Ticket Office	Visual & aural	No	No



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Fleet accessibility information

	Brand	Class of train	Routes	Dedicated accessible carriage with space for wheelchair and user	Standard toilet	Accessible toilet (with area to transfer, colour contrasting features, support rails and call for aid)	Aural information	Visual information	Priority seats	Accessible signage on outside of train	Scooter/mobility aid acceptance	Boarding ramp	On-train staff
	Southern	377	Entire Southern network excluding Uckfield route and Ashford to Hastings (Marsh Link).	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes; see policy online	Yes	Check with staff
	Southern	171	London Bridge to Uckfield and Ashford to Hastings (Marsh Link) services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes; see policy online	Yes	Yes
	Southern	313/2	Brighton to Seaford, Portsmouth and Ore	Yes	No	No	Yes	Yes	Yes	Yes	Yes; see policy online	Yes	Yes
	Southern	455*	Southern metro services from London Bridge/London Victoria	Yes	No	No	Yes	Yes	Yes	Yes	Yes; see policy online	Yes	No
	Gatwick Express	387/2	All Gatwick Express services including some London to Brighton services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes; see policy online	Yes	Check with staff
	Great Northern	387/1	London King's Cross to Peterborough, Cambridge and Kings Lynn	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes; see policy online	Yes	No
	Great Northern	365	London King's Cross to Peterborough and Cambridge	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes; see policy online	Yes	No
	Great Northern	717	Moorgate to Hertford North, Welwyn Garden City & Stevenage	Yes	No	No	Yes	Yes	Yes	Yes	Yes; see policy online	Yes	No
	Thameslink	700	All Thameslink services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes; see policy online	Yes	No

* These carriages are fully accessible. For minor technical reasons these trains operate under a derogation from the Department of Transport. Further details are available on request.



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