

Jacqui Russell
Head of Consumer Policy
Strategy, Policy and Reform



Email: ATP@orr.gov.uk

21 February 2023

David MacBean
Acting Head of Contracts
Hanson & Hall, Rail Services Solutions Ltd
By Email

Dear David,

Approval of Hanson & Hall, Rail Services Solutions Ltd's Accessible Travel Policy (Condition 5 of the GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting Hanson & Hall, Rail Services Solutions Ltd's (referred to as Hanson & Hall hereinafter) Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators." I can confirm that Hanson & Hall's ATP now meets the requirements of Condition 5 of its GB Statement of National Regulatory Conditions: Passenger (SNRP).

We recognise that the obligations which we could reasonably place upon Hanson & Hall, as a charter operator, may need to be different to those placed on larger mainline operators. We therefore agreed on a proportionate approach that ensured an ATP that suitably reflected your operations and the principles set out in the ATP Guidance. As we work with other 'bespoke operators', we may refine our approach and revise our expectations for ATPs of this kind.

In particular, we note some of the main areas in which Hanson & Hall differs from a mainline operator:

- The passenger-facing website will be that of the promoter for each tour, therefore they will publish (or provide a link to) Hanson & Hall's ATP on their websites (although Hanson & Hall will also publish these on its own website);
- Hanson & Hall will not typically be selling tickets directly. This will be done via a booking agent, who will be the main passenger interface for booking assistance and for the majority booking of tours (Hanson & Hall will ensure that accessibility information is available from the booking agent);
- Hanson & Hall will not participate in the national Passenger Assist system for booking assistance, as it will be running only pre-booked charter services;

- Hanson & Hall will not accept Disabled Persons Railcards; and
- The rolling stock used by Hanson & Hall will vary from tour to tour, including some carriages which were built in the 1950s and 1960s. Where this entails accessibility restrictions then you will provide relevant information on this.

You have confirmed that when the promoter and booking agent are appointed, a contract / service level agreement will be put in place that will reflect your ATP commitments.

During the course of our exchanges, you confirmed that links to any relevant information located elsewhere (for instance, station information on National Rail Enquiries) would be added to the assisted travel part of your website, in accordance with A2.5.3 of the ATP Guidance. Additionally, you committed to Hanson & Hall frontline staff having fully received relevant training by the end of December 2023 or taking over on-train responsibilities (whichever is earlier), in line with section B6 of the ATP Guidance.

In the final version of your ATP you have committed to making available accessibility information about the stations you will call at and the rolling stock you will use, as required by sections A2.2.6 and A2.2.7 of the ATP Guidance. Due to this information not being available until the individual tours are confirmed, you have stated that this will be made available on the promoter of the tour's website 6 weeks in advance of the tour taking place. The booking agent will also make this information available at the point of booking the tour and assistance, where applicable. Your ATP also confirms that you will take appropriate steps to communicate with station staff about any assistance needs that passengers may have.

Please provide a final proofed and branded version of all ATP documents by 20 March 2023. A copy of the approved ATP will then be published on our website along with a copy of this letter.

Yours sincerely,

Jacqui Russell

Jacqui Russell