

Marcus Clements

Head of Consumer Policy
Rail Markets and Economics

01 April 2020

Graham Kelly
Caledonian Sleeper
By Email

Dear Graham,

Approval of Serco Caledonian Sleeper's Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting your draft Accessible Travel Policy (ATP) for approval.

I confirm that we have reviewed the ATP against the 2019 "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 Disabled Persons Transport Advisory Committee, Transport Focus and the Mobility Access Committee for Scotland (MACS) and had several exchanges with you to clarify its commitments.

I can confirm that Caledonian Sleeper's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

During the course of our exchanges we discussed Caledonian Sleeper's implementation of the reduced notice period for booking assistance to enable passenger to book up to 10pm the night before travel. We agreed that due to the unique nature of its services, as indicated in the approved policy, Caledonian Sleeper will until 31 March 2021 accept assistance bookings up to 10pm for the following evening's service, but is not obliged to take bookings at 10pm for services departing the same evening or in the early hours the following morning. As part of this, Caledonian Sleeper has committed to extending its Passenger Assist helpline to 10pm. As required by the guidance, Caledonian Sleeper has committed to the reductions in the notice period to 6 and then 2 hours, from 1 April 2021 and 1 April 2022 respectively.

I highlight the following initiatives to which Caledonian Sleeper have committed. I shall be grateful to Caledonian Sleeper to provide updates on these until completion.

- A tool for guests with non-visible impairments to signal to your hosts that they may need assistance by October 2020.
- A trial of vibrating pillow pads to alert Deaf guests in the event of an emergency alarm.
- A personal emergency evacuation plan that will ensure you identify each guest's individual needs by 1 July 2020.

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 a branded version by 1 May 2020.

By 31 July 2020 Caledonian Sleeper is required to provide a report to ORR setting out its progress against delivery of its staff training commitments and complete delivery of those commitments by 31 July 2021.

Please note that ORR has now concluded the consultation on changes to the guidance with respect to the provision of accessible rail replacement services. Whilst your ATP meets the requirements of the current iteration of the guidance, on publication of any revised guidance we will set out the timescales for submitting a revised policy document for approval, if one is required.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'M. Clements', written in a cursive style.

Marcus Clements



Making Rail Accessible: Helping Older and Disabled Passengers

ACCESSIBLE TRAVEL POLICY **APRIL 2020**

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1. Introduction

At the heart of our service is outstanding hospitality that reflects the best of Scotland. We understand that improving accessibility for disabled guests often results in benefits for all guests. This leaflet sets out how to get assistance and useful information to plan your journey with us.



Our guests

In the rail industry, customers are generally referred to as 'passengers'. However, as we deliver a hospitality service, we consider our customers to be our guests and use this term in this leaflet.



On board hosts

These are our friendly members of staff who will greet and support you on board all of our trains. They will operate the on board ramps for you and assist you with luggage if needed.



Guest Service Centre

Our team of Guest Ambassadors work in the Guest Service Centre. Their job is to help you plan your journey, book tickets or rooms and give you any information about accessibility features so you can make informed choices. The contact details for the Guest Service Centre are on **page 22**.



More Information

We are more than just a train service; we want you to enjoy the full sleeper experience. We therefore recommend you plan and book your journey with us in this order:

1. Plan your journey

- Review our timetable and the stations we stop at
- Check the station you want to use is accessible
- Consider whether our overnight accommodation suits your needs

2. Buy your tickets

- Buy your Caledonian Sleeper ticket (or supplement if you already have national rail ticket). Contact us directly for the best prices, up to 12 months in advance

3. Assistance and Access Needs

- Let us know if you need an accessible room or wheelchair space
- Book assistance for your journey (if you wish to)

Our Guest Service Centre can help you with all of these steps in one go.



1
Plan
your journey



2
Buy
your tickets



3
Assistance and
Access Needs

2. Assistance: what is available and how to obtain it

You can book assistance to use our services but you don't have to. The benefit of booking is having the opportunity to talk through your access needs and make sure everything is in place to ensure a relaxed and comfortable experience.

2.1. Assistance available

We can assist you with:

- Planning your journey and reviewing your accommodation needs
- Getting on and off the train
- Booking your tickets (at the same time as you book assistance)
- Booking any room supplements (if you need this)
- Booking a wheelchair space in our seated accommodation
- Making a seat reservation in our seated accommodation
- Understanding what services and facilities are available on the train and at the station
- Carrying your luggage on and off the train
- Boarding with scooters or other mobility aids

Our staff are trained in assisting guests with both visible and non-visible impairments.

We can provide assistance with planning your journey, getting on and off the train and whilst you are on board. We do not have our own station teams at any stations so we are unable to assist you around the station or connecting to onward transport. However, some stations provide this assistance at times when their stations have staff on duty. We can check this for you if you contact us or you can review our interactive access map: <http://accessmap.nationalrail.co.uk/>

Please note, our on board hosts are unable to assist with personal care or manually handling (unless in emergency).

2. Assistance: what is available and how to obtain it

2.2. How to book Passenger Assist



Phone (Freephone): 0800 904 7267



By Next Generation Text: 18001 0800 904 7267
(for people who are Deaf, hard of hearing or speech impaired)



Our website: <https://www.sleeper.scot/contact-us/>
(Under Passenger Assist)

To ensure your assistance booking is logged and guaranteed please request your assistance by 10pm the day before the train is due to leave its originating station.

If you plan to stay in an accessible room, you need to book this in addition to your assistance.

If you are travelling by train to connect to our sleeper service or travelling on another service in the morning, we can book assistance for you with the other train services. We can also organise alternative accessible travel for you **(see page 7)**.



2.3. 'Turn up and go' assistance

You can turn up at a station (which you have checked is accessible to you) and be assisted on and off the train without booking assistance in advance. However, we recommend you contact us in advance if:

- You need a wheelchair/scooter space or an accessible room because these are limited availability.
- You have access needs related to overnight accommodation which are crucial to your safety, comfort and health. For example, power supply for medical equipment.

If you do turn up at an accessible intermediate station (i.e. not one of the major destination stations) it is likely that the train will call at a time when the station is not staffed. Please wait on the platform and our on board hosts will assist you on board. If there are any problems please use an Information Point or Help Point to get in touch. If needed, we can arrange alternative accessible transport for you **(see page 7)** but this may take some time to arrange if it has not been booked in advance.

2. Assistance: what is available and how to obtain it



2.4 Alternative Accessible Travel

If you need to travel to or from a station that is inaccessible to you (for example, because it is not step free) we will book alternative accessible transport for you at no extra charge to take you between the inaccessible station and the nearest or most convenient one that is accessible to you.

This would usually be a taxi that is suitable for your needs. To ensure you can make as much of your journey with us as possible, please get in touch as soon as possible so arrangements can be made. If we organise rail replacement services when there is disruption, this will be accessible for you.

3. What to expect – our commitment to you



3.1. Before you travel

Our Guest Service Centre colleagues can help you with any aspect of planning your journey with us. You might wish to plan your journey in the following order, with our help.



3.2. Our on board facilities

Our trains offer a timeless experience as you travel between Scotland and London, allowing you to travel overnight and unwind from the stress of everyday life. We want you to be comfortable, safe and relaxed in your overnight accommodation and understand that this may involve different considerations to normal daytime train journeys. Please review the information at **page 13** and contact our Guest Service Centre to discuss your accommodation needs before you travel.



3.3. Stations we call at

As part of our journey planning service, our Guest Service Centre can check the facilities of any station you wish to use. This includes staffing availability and parking facilities. You can look this up yourself if you prefer, on the relevant station page of National Rail Enquiries website: **www.nationalrail.co.uk/stations_destinations**



3.4. Your route

You can plan your journey via our website or by contacting our Guest Service Centre. They will also be able to advise you of any planned or emergency disruption.

3. What to expect – our commitment to you



3.5. Choosing your ticket

Everyone needs a valid ticket to travel on our services. We accept two types of tickets on board the Caledonian Sleeper:

1. Caledonian Sleeper tickets.

These tickets offer the best value for money. They are only valid for travel on the Caledonian Sleeper and include a reservation for seated or room accommodation.

2. National Rail tickets valid on all operators **ALONG WITH** a reservation on the Caledonian Sleeper.

The ticket type includes:

- Anytime
- Off peak
- Super off peak
- All Line Rover
- BritRail passes
- Inter-Rail Passes
- Eurail passes
- FIP Coupons for GB Passenger Railway





These tickets must be valid between stations served by Caledonian Sleeper for part or all of your complete rail journey. Please note, you also need to make a reservation to travel on the Caledonian Sleeper service through our Guest Service Centre. Unless you book a room supplement, a ticket and reservation allows you to travel in seated accommodation only.

If you plan to book a room for your journey (particularly for comfort and access needs) we recommend you book this directly with the Guest Service Centre to avoid disappointment as they are subject to availability. It is also cheaper to buy a Caledonian Sleeper ticket than to buy tickets and room supplements separately.

3. What to expect – our commitment to you

3.6. Where to buy a ticket

You can buy a ticket in several ways:

	Phone (Freephone):	0800 904 7267
	By Next Generation Text: (for people who are Deaf, hard of hearing or speech impaired)	18001 0800 904 7267
	Our website: (Under Passenger Assist)	https://www.sleeper.scot/contact-us/
	At a station with a ticket office: For a list see	www.nationalrail.co.uk

When you book tickets with us, we will send you an e-ticket by email. You can either show this to staff on your phone or print them out before you travel. If this is not accessible for you, we can post your ticket to you on request.

If you are a disabled guest and unable to purchase a ticket at the station before your journey, you can buy this from us on board without penalty. Please remember, accessibility facilities and wheelchair spaces are subject to availability.

3.7. Discounts

Railcards offer discounts on rail travel to suit a wide range of needs and lifestyles, including:

- Disabled Persons Railcard – 1/3 off rail fares for you and a friend
- Senior Railcard – 1/3 off rail fares for anyone aged 60 and over
- Two Together - 1/3 off rail fares when you and a friend travel together

You are entitled to at least 1/3 off your ticket without having a disabled persons railcard if you are:

- a wheelchair user staying in your wheelchair during the journey (the discount also applies to one person travelling with you); or
- visually impaired (blind or partially sighted) and travelling with one other person. You are not entitled to this discount if you are travelling alone. You must provide written evidence of your visual impairment to get the discount.

3. What to expect – our commitment to you



3.8. Room Supplements

We have a range of rooms to suit different budgets for solo or shared use. Please see section **page 13** for more information about our rooms and accessibility levels.

If you already have a valid ticket to travel and just need a room supplement, you can buy these via our Guest Service Centre **page 22** or on our website. However, if you have not yet got a ticket the simplest and cheapest option is to buy a dedicated Caledonian Sleeper ticket directly from us.



3.9. Wheelchair and Scooters

Like most trains across the UK, we can carry wheelchairs, scooters and rollators which are no larger than 70cm x 120cm and a combined weight of guest and wheelchair/scooter of 300kg. Guests are asked to check the size and weight before travelling to avoid disappointment.

If you wish to travel in the wheelchair space in seated accommodation, please contact us as soon as you can so we can reserve the space for you. We will also reserve the nearest seat for you as well if you are able and wish to transfer. Whilst we cannot assist with lifting, we can guide you to the seat if support is helpful.

3. What to expect – our commitment to you



3.10. At the station

We serve 48 stations, all of which are managed by other companies. Levels of accessibility at these stations vary considerably. Our Guest Service Centre can help you find out any information you need to assess the accessibility of these stations for your needs.

We have designated Information Points at most of the stations we call at which provide real-time departure information, in addition to customer information screens. Our new Information Points also offer live video-calling to our staff two hours before and after our trains call at the station.

There are also Help Points at the stations too. You can use these 24 hours a day for timetable information or to speak to someone who can contact us directly.

The majority of the stations we call at offer Blue Badge parking. We can check parking facilities for you if you contact us.

If you have booked assistance for a journey that starts at a station with staff on duty please go to the meeting point to let staff know that you have arrived. There is a dedicated mobility assistance point at London Euston, Glasgow Central and Edinburgh Waverley. For all other staffed stations, please go to the ticket office or the meeting point agreed when you booked assistance. If you wish to relax in the station lounge before your train arrives (where available), please speak to station staff first so you can agree where and when to meet for your assistance. At stations where our services start, guests can often board the train well before departure time and we let you know this 'boarding window' in advance. If you need assistance, please arrive at the meeting point of a staffed station during the boarding window but at least 30 minutes before the departure time of your train.

For stations without staff on duty, please be on the platform in time for your train to arrive. Our on board hosts can assist you on to the train.

3. What to expect – our commitment to you



3.11. On the train

Since 2019 we have replaced our fleet with brand new trains that significantly improved levels of accessibility.



Audio and visual information

Our seated coaches have visual information screens for station stops. We do not issue audio announcements throughout the night so as not to disturb our guests' sleep. If you are staying in a room, you can request a wake-up call or be notified of delays if you wish. On board hosts will visit your room personally if the intercom is inaccessible. The same applies to guests in our seated coach. Please advise our on board hosts if you need assistance with announcements or stopping times.



Seated Coach

You need a reservation to travel on the Caledonian Sleeper, in addition to your ticket. You will be assigned a room or seat as part of this process. If you have a preference on where you sit based on your access needs please advise us when you make your booking.

There is a dedicated wheelchair space in our seated coach. Guests are assigned a coach based on their destination because the train divides along the route. Priority for the wheelchair space is given to guests who have reserved the space in advance. If you are travelling with friends or family, please let our Guest Service Centre know when you make your booking so we can try to seat you close together (subject to availability).



Toilets

Each seated coach provides access to an accessible toilet. If you are not a wheelchair user but need to be close to the accessible toilet, please ask us during the reservation process.

Some rooms have an en-suite toilet in the room, whereas others offer a shared toilet facility for the coach. There is an accessible toilet just outside the accessible rooms.

3. What to expect – our commitment to you



Rooms

Every room on board our new trains captures the spirit of the Caledonian Sleeper, with handcrafted Glencraft mattress for the ultimate sleep. Here are some key features of our different room options.



Caledonian Double

- Double bed
- Breakfast included
- En-suite toilet shower
- In-room washbasin
- Station lounge access
- Priority Club Car access
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users



Club Room

- Twin bunk or single bed options
- Breakfast included
- En-suite toilet shower
- In-room washbasin
- Station lounge access
- Priority Club Car access
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users

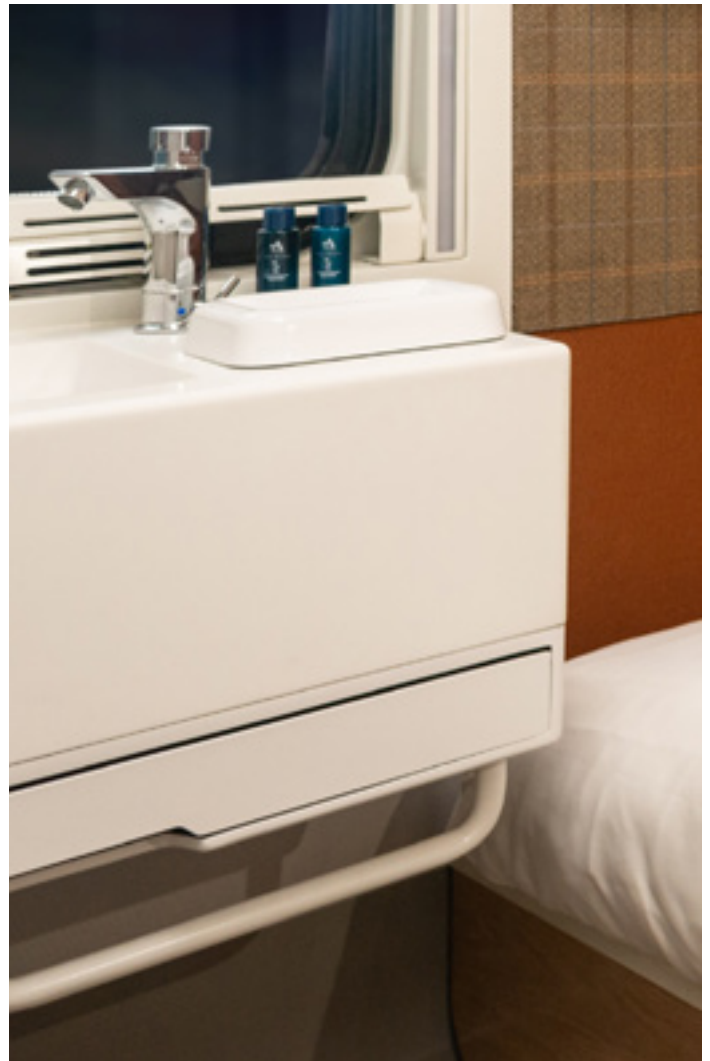


3. What to expect – our commitment to you



Classic Room

- Twin bunk beds
- Breakfast available to purchase
- In-room washbasin
- Interconnecting door option
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users



3. What to expect – our commitment to you



Accessible Room

There are two accessible rooms on every train and four accessible rooms on our services to and from Glasgow Central. These are more spacious and provide a turning circle for wheelchair users.



- Double bed and bunk bed options
- In-room lowered washbasin and table
- Two emergency alarms
- Wifi
- Mobile Charging Points*
- Room service
- For access to the Club Car see 'catering' see below
- An accessible toilet is adjacent to each accessible room. Please note that these are not ensuite access **and do not** have shower facilities
- Access to Station Guest Lounge (see section below for shower facilities)
- Keycard entry system
- Temperature control and dimmable lights



* Charging information on next page.



Charging Information

-  Please be aware that the Mobile Charging Points on board are designed for items like mobile phones, tablets and laptops.
-  We are unable to offer a power supply for charging wheelchairs or medical equipment such as ventilators. However, subject to availability, we would be able to offer this in our dedicated station lounges.

3. What to expect – our commitment to you



Shower Facilities

Our Caledonian Double and Club Rooms have en-suite showers. There are no shower facilities provided for guests in our seated coach.

There are no accessible shower facilities on board our trains. However, guests staying in accessible rooms can use the accessible shower facilities at London Euston, Glasgow, Aberdeen, Fort William, Dundee, Leuchars, Perth, Stirling and Inverness free of charge. Our Guest Service Centre can provide further information.



Catering and Club Car access

Our trains provide a range of catering options depending on your ticket. For guests travelling in our seated coach, we offer an at-seat service of hot and cold meals, snacks and drinks. Our Club Car has accessible seating options, including a table suitable for wheelchair access.

Our Caledonian Double and Club room guests can expect a range of breakfast options included in their booking and our Classic room guests can purchase breakfast from our room service menu. We provide room service and complimentary breakfast to guests staying in our accessible rooms – this is Club Room service but provided at no extra cost than Classic Room rates.

On every train, one of these accessible rooms has direct wheelchair access to the Club Car. Whilst the other room has access to the Club Car, the route is not wheelchair accessible due to coach width constraints. Please note that on our Euston to Fort William service there is no wheelchair access from any of the accessible rooms to the Club Car as both accessible rooms are positioned mid-way through the train.

If you are staying in our accessible rooms and are restricted from (or for any other reason unable to access) the Club Car, we will provide a full room service offering (at no extra cost to the Classic Room rate) to ensure you are able to enjoy our dining and drinks experience. We will discuss this with you when you contact us to make a reservation for an accessible room.

We also offer adapted cutlery with larger handles for guests who may find these easier to use. All menus are available in large print and online from www.sleeper.scot, but our staff would of course be happy to talk through the menu on request.



Wheelchairs and Scooters

See **page 10** for the size of wheelchair and scooter we can carry on our trains. Scooter users can stay in their scooter if they wish but may prefer to transfer to a seat.

3. What to expect – our commitment to you



Assistance Dogs

Assistance dogs are warmly welcomed on board. Please let an on board host know how we can make your dog comfortable eg providing water. If you are travelling with us in seated accommodation, please contact our Guest Service Centre in advance to reserve a seat next to you at no additional cost to enable your dog to sit safely at your feet. Subject to availability we will upgrade you to a classic room free of charge.



Assistance during the journey

Our on board staff will do everything they can to ensure you are comfortable and safe during your journey. Please note that they cannot help with personal care or physical assistance inside your cabin (unless you fall or you need emergency help).

When assistance has been booked in advance, we are committed to assisting you off the train as soon as possible on arrival at your destination, and within a maximum of 5 minutes of the train's final destination wherever reasonably practicable. Your on board host will ensure that your booked assistance is carried out as planned and be on hand to assist you.

3. What to expect – our commitment to you



3.12. If things do not go as planned

We aim to provide the best quality service possible for all guests to make your stay with us as comfortable as possible. However, we know that things don't always go entirely to plan and will do everything we can to put things right. There are several ways to let us know there is a problem:

- From home: contact our Guest Service Centre (**contact details on page 22**);
- At the station: using a Caledonian Sleeper Information Point (via video call) or a Help Point (**see page 11**);
- On the train: speak to an on board host or use the intercom system if you are in a room.

If our services are disrupted, we will take all reasonable steps to provide alternative accessible transport to take you (and a companion travelling with you) to the nearest or most convenient accessible station. If that transport is not available, we will offer to arrange accommodation for you and onward travel the following morning at no additional charge.

If there is planned engineering work, our Guest Service Centre will contact you in the way you said you would prefer to be contacted when you booked assistance. They will tell you about any planned disruption and discuss what alternative arrangements might need to be put in place at no additional charge.

At the station, disruption or delays will be displayed on the Caledonian Sleeper Information Points, customer information screens and on our social media accounts.

During the journey, if you would like to be notified of delays or disruption please let a member of staff know.

We have comprehensive evacuation procedures in the event of emergencies and all of our on board staff have regular training. Each train service has several members of staff that can assist in an emergency. Our policy is not to evacuate guests with significant mobility impairments (including wheelchair users) without the support of the emergency services unless there is threat to life. Guests will never, however, be left on the train alone.

If you have booked assistance and this has not been provided to you, you are entitled to compensation. This may involve a partial or full refund depending on the circumstances. We will consider each case carefully on a case-by-case basis. Please get in touch with us via the Guest Service Centre and we will find out what went wrong (**page 22**).



4. Where to get more information and how to get in touch

You can get further information, advice and help planning your journey free of charge from our Guest Service Centre.

We can send you this leaflet in large print, free of charge. Please phone 0800 904 7267.

We can also send you:

- A copy of our Accessible Travel Policy - This explains our policies and processes, including details of our training programme and how we plan to improve services. This can also be downloaded from our website **www.sleeper.scot**.
- A copy of this leaflet or the Accessible Travel Policy in alternative accessible formats
- Station and train accessibility information - These can also be downloaded from our website **www.sleeper.scot**.
- Information on our Accessibility Panel and how you can get involved with our work with disabled people to improve accessibility.

If you have any queries or issues on the day of your journey please contact our Guest Service Centre.

Guest Service Centre

 Email: enquiry@sleeper.scot

 Phone: 0330 060 0500 Free Phone: 0800 904 7267

Monday to Friday (8.30am to 8.30pm) Saturday (8.30am to 3.30pm)

Sunday (2pm to 8.30pm)

Charged at standard local rate



By Next Generation Text: 18001 0800 904 7267
(for people who are Deaf, hard of hearing or speech impaired)



Twitter: [@CalSleeper](https://twitter.com/CalSleeper)



Facebook: [@caledoniansleeper](https://www.facebook.com/caledoniansleeper)









Post: Caledonian Sleeper Refunds, 1 Union Street, Inverness, IV1 1PP.

4. Where to get more information and how to get in touch





Complaints

Any complaints should be sent to our Guest Service Centre and they will investigate and coordinate a response to you. If you are not satisfied with the way your complaint is dealt with you can contact the Rail Ombudsman directly:

-  Phone: 0330 094 0362
-  Free Phone: 0800 904 7267
-  Text: 07427 580 060
-  Textphone: 0330 094 0363
-  Email: info@railombudsman.org
-  Post: FREEPOST – RAIL OMBUDSMAN

Passenger Assist

There is also a national freephone Passenger Assist booking line:

-  Phone: 0330 094 0362
-  Free Phone: 0800 904 7267
-  Text: 60083
-  Textphone: 0845 60 50 600



www.sleeper.scot



Accessible Travel Policy

ACCESSIBLE TRAVEL POLICY **APRIL 2020**

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Welcome

At the heart of our service is outstanding hospitality that reflects the best of Scotland. We understand that improving accessibility for disabled guests often results in benefits for all guests.

This policy gives more information about our accessibility strategy and plans, and forms part of our overall Accessible Travel Policy. Our Accessible Travel Policy also includes;

- Making Rail Accessible: Helping Older and Disabled Passengers – this summary leaflet gives key information for planning your journey and booking assistance,
- Station Accessibility Guide – this gives comprehensive information about the stations we call at, and
- Train Accessibility Guide – this gives you information about features on our trains.



Our guests

In the rail industry, customers are generally referred to as 'passengers'. However, as we deliver a hospitality service, we consider our customers to be our guests and use this term in this leaflet.



On board Hosts

These are our friendly members of staff who will greet and support you on board all of our trains. They will operate the on board ramps for you and assist you with luggage if needed. On each service, there is one train manager, one team leader and two or three on board hosts.



Guest Service Centre

Our team of Guest Ambassadors work in the Guest Service Centre. Their job is to help you plan your journey, book tickets or rooms and give you any information about accessibility features so you can make informed choices.



1. Commitments to providing assistance



1.1. Booking and providing assistance

We commit to participating in Passenger Assist, the nationwide reservation system for booking assistance for train travel.

Our Guest Service Centre responds to requests for Passenger Assist and answers any questions as part of the booking process. Our Guest Ambassadors are trained and experienced colleagues who understand our Services. Each day, our Guest Service Centre reviews all Passenger Assistance reservations for the Caledonian Sleeper made through Passenger Assist to make sure that they have been made correctly and that appropriate assistance is in place on board and at the stations we serve. We commit to providing sufficient resources to maintain and improve the standards of Passenger Assist.

In order to book Passenger Assist, guests need to contact us by 10pm the day before the train is to due to leave its originating station. However, over the next few years we, along with all operators, will be reducing the notice period for booking assistance as follows:

- From 1 April 2021 you can book 6 hours before the train is to due to leave its originating station
- From 1 April 2022 you can book 2 hours before the train is to due to leave its originating station

You do not of course need to book assistance but given the unique nature of our services we encourage you to contact us in advance to discuss your access needs so we can help ensure a comfortable experience.

Please contact us 48 hours in advance for international travel bookings.

We do not manage any stations. All stations we stop at are managed by different train operators, who are responsible for staffing. We record all our bookings on a national database for Passenger Assist which station operators use to check what assistance is needed at their stations each day. Each station operator has different policies on what assistance they can provide and at what times. We can give advice on this for any guest's journey through our Guest Service Centre, including arranging meeting points for your assistance.

Although we do not have staff working at stations, we commit to providing assistance to our guests on and off our trains and on board our services when booked in advance through Passenger Assist.

The times that each station is staffed are listed on the relevant station page of the National Rail Enquiries (NRE) website. Our Guest Service Centre can look up any queries for you.

When you book assistance through our Guest Service Centre our team will review the accessibility levels of the stations you plan to use using the NRE website and check that they meet your needs.

1. Commitments to providing assistance

We can provide this information by post, on request.

When assistance has been booked in advance, we are committed to assisting you off the train as soon as possible on arrival at your destination, and within a maximum of 5 minutes wherever reasonably practicable. If assistance is being carried out by station staff, our on board hosts will ensure this is carried out as planned or will assist you off the train if there is a problem.

If you have not booked assistance and the station is not staffed on arrival, our on board hosts will help you on and off the train. You will need to be on the platform when your train arrives and get the attention of an on board host who will always step onto the platform and look for guests waiting to board at each station that our service calls at.

If the station is staffed on your arrival to board our services, the station team will provide assistance to you within the station where you have not booked this in advance, if they reasonably can. As we do not operate these stations we cannot control the delivery of this but we do work with the operators to find ways to improve guest experience. We follow agreed 'handover protocols' with other operators. For example, if your destination station is staffed we will phone them directly so they can be ready to greet you and give you additional support around the station if possible.

There are ramps at all of the step-free staffed stations that we serve. We also have portable ramps on all of our trains which our on board hosts will use if they are helping you on or off the train (for example at an unstaffed station we call at). A ramp will always be available whether you have booked assistance in advance or not.

Whilst we do not operate any stations, we are very mindful that our service will often call at stations during the night when stations are not staffed. We will explain this to you as part of the process for booking assistance so you know what to expect.

We work closely with the operators of stations which our services call at to improve the experience of our guests. If you book assistance through Passenger Assist you can plan assistance for a journey which involves more than one operator all in one booking. The booking process will check you have enough time to make connections.

As we do not operate any stations, our on board hosts are unable to assist you beyond the platform, onto the station concourse or connecting transport. **Please see section 1.2.2** of this document for more information on station accessibility. The best place to find information on any temporary limits on accessibility is the station page of the NRE website – you can access this yourself at www.nationalrail.co.uk/stations_destinations or contact us and we would be happy to check for you. In any case, we will check this as part of the process if you book assistance with us through our Guest Service Centre.

1. Commitments to providing assistance

If you are travelling with luggage, we are happy to help you. However, we are only aware you will need help if you have booked the service through Passenger Assist. If you aren't able to book, we will offer help whenever we can but cannot guarantee it. There is no charge for helping with your luggage. Please consider the weight, size and quantity of your luggage as there is limited space available on board and they must be a safe weight for our staff to lift. If possible, please only have:

- one item of hand luggage (that you must be able to hold on your lap if necessary); and
- up to two items of luggage each no bigger than 30cm x 70cm x 90cm.

Everyone needs a reservation to travel on the Caledonian Sleeper, in addition to your ticket. You will be assigned a room or seat as part of this process.

There is a dedicated wheelchair space in our seated coach. Guests are allocated a coach based on their destination because the train divides along the route. Priority for the wheelchair space is given to guests who have reserved the space in advance.

Assistance dogs are warmly welcome on board. Please let an on board host know how we can make your dog comfortable eg providing water. If you are travelling with us in seated accommodation, please contact our Guest Service Centre in advance to reserve a seat next to you at no additional cost to enable your dog to sit safely at your feet. Subject to availability we will upgrade you to a classic room free of charge.

1. Commitments to providing assistance

1.2.1. Accessible Travel Policy documentation including alternative formats

Our leaflet 'Making Rail Accessible: Helping Older and Disabled Passengers' is available:

- on the leaflet racks at stations which our services call at
- on our website as an accessible PDF
- in alternative formats, such as audio, on request within 7 days
- on request by post from our Guest Service Centre
- in prominent locations such as tourist information centres

This policy document is available:

- on our website; and
- by post on request within 7 working days free of charge.

Any posters or signage at stations relating to our services are at a height which means they can be easily read by wheelchair users and guests of short stature.

1.2.2. Stations and train accessibility information

Although we do not operate any stations, we commit to seeking up-to-date information on a regular basis about accessibility features of stations we call at directly from the operators. We will keep this up to date and make this information available:

- on our website **www.sleeper.scot**; and
- by post on request within 7 working days free of charge.

We will publish a Station Information Guide by 1 May 2020. This guide will provide a comprehensive range of information about the stations our services call at including the availability and accessibility levels of toilets, waiting areas, staffing hours and help points. We are working with the station operators to source all the information we need about their stations to ensure accuracy. We commit to verifying the accuracy of the information contained in the guide as part of our annual review of our Accessible Travel Policy. In the meantime, we will keep our website up to date and continue to do this. Although we have effective information-sharing channels with the station operators, we also commit to asking them in writing, every four months, to review and confirm whether or not there have been any changes to the information we publish about their stations.

1. Commitments to providing assistance



1.2.3. Passenger Journey Information

The Caledonian Sleeper service runs during the night so we do not issue audio or visual announcements, except during an emergency. Our trains have a public address system on board. If you wish to receive audio or visual updates during the journey (for example to let you know that you are approaching your stop), you can request this when you board from our on board hosts and they will speak to you at the appropriate time, giving you sufficient warning to leave the train.

We have designated Caledonian Sleeper Information Points at most of the stations we call at which provide real-time departure information, in addition to customer information screens. Our new Information Points also offer live video-calling to our staff and this operates two hours before and after our trains call at the station.

There are also Help Points at the stations too. You can use these 24 hours a day for timetable information or to speak to someone who can contact us directly.

If your train is expected to be disrupted (for example due to planned engineering works) our Guest Service Centre will contact you in the way you said you would prefer when you booked assistance. If you would find this useful please get in touch and ensure we have your correct contact details. We will explain the expected impact of the disruption and discuss the options for alternative arrangements.

We do not issue audio announcements throughout the night so as not to disturb guests' sleep. If you are staying in a room, you can request a wake-up call or be notified of delays if you wish. Staff will visit your room personally if the intercom is inaccessible. The same applies to guests in our seated coach. Our seated coaches have visual information screens for station stops.

We strive for you to have a comfortable and relaxing journey. If you experience a problem on board our trains, please tell a member of staff who will try to find a solution to minimise any inconvenience. If you find a fault at a station, please let our Guest Service Centre know so we can raise it with the station operator. If there are any restrictions in use of our on board accessibility features, such as a serious fault with an accessible room you have booked, we will contact you in advance via your preferred method of communication to agree an appropriate resolution.

1. Commitments to providing assistance



1.2.4. Information points, help points and contact centres

As promoted in our leaflet, you can get all the information you need to plan and prepare for your journey with us from our Guest Service Centre.

We have designated Information Points at most of the stations we call at which provide real-time departure information, in addition to customer information screens. Our Information Points also offer live video-calling to our staff two hours before and after our trains call at the station.

If you book assistance, we will agree a meeting point with you. Larger stations usually have a designated place (eg a booking office or mobility assistance lounge) but if there are not staff on duty at a station we will usually agree to meet you on the platform as the train arrives. The meeting point will be confirmed in your booking confirmation.

There are also Help Points at the stations too. You can use these 24 hours a day for timetable information or to speak to someone who can contact us directly.

If staff are not on duty at stations that our service calls at, any ticket gates are locked open to enable you to access the platform with ease.

All of our telephone services, for example the Guest Service Centre, include a text relay service. We currently use Next Generation Text.

1. Commitments to providing assistance



1.2.5. Websites

We are working with Shaw Trust to improve the accessibility of our website. The website will be tested by users who themselves are disabled and use assistive technologies such as JAWS, NVDA screen readers, Dragon voice activation software and Zoom Text magnification. We are aiming for WCAG Level AA in 2020 and will then explore further improvements.

We have a dedicated page on our website called “Accessible Travel” which can be accessed from our homepage. This page includes the following:

- a clear and simple summary of Passenger Assist
- the contact details to book Passenger Assist and purchase a ticket
- information on discounts such as railcards
- a list of our on board facilities, particularly features within accessible rooms
- a link to download our Accessible Travel Policy and details of how to get this in alternative formats
- information on how to make a complaint and seek redress if your booked assistance was not provided

1. Commitments to providing assistance



1.3 Tickets and fares

The easiest and cheapest way to buy a ticket to travel on the Caledonian Sleeper is directly from us. At the same time we can also address access needs and book assistance if needed. When you book tickets with us, we will send you an e-ticket by email. You can either show this to staff on your phone or print them out before you travel. If this is not accessible for you, we can post your ticket to you on request.

Alternatively, you can use a valid National Rail ticket provided you also have a reservation to travel on the Caledonian Sleeper. You can buy National Rail tickets from ticket machines at stations, which can apply discounts for Disabled Persons Railcard holders. These tickets must be valid between stations served by Caledonian Sleeper for part or all of your complete rail journey. Please note, you also need to make a reservation to travel on the Caledonian Sleeper service through our Guest Service Centre. Unless you book a room supplement, a ticket and reservation allows you to travel in seated accommodation only.

You cannot buy or collect dedicated Caledonian Sleeper tickets from station ticket machines. We will send you an e-ticket by email to present on your phone or to print at home if you prefer. We can send this ticket to you but post if this is not accessible for you.

If you are a disabled guest and unable to purchase a ticket before your journey, you can buy this from us on board without penalty with any eligible discounts. However, please remember that our wheelchair spaces and accessible rooms are subject to availability.

Reservations for wheelchair spaces and accessible rooms need to be made by contacting our Guest Service Centre. It is not possible to book these on our website. The reason for this is to prevent a potential guest from buying a ticket online and making plans only to then find that another operator has reserved the space for someone else under the Passenger Assist system. We are also aware that, because our accessible rooms are comparatively very spacious, they are potentially open to abuse by being booked by guests without access needs. We keep this policy under regular review and consult with our Accessibility Panel.

1. Commitments to providing assistance



1.4. Alternative accessible transport

We want to welcome as many disabled and older guests as possible, however we are very mindful that there are additional considerations for safety and comfort when travelling on an overnight service. In turn, we take care to think through the consequences of a potential breakdown in a disabled or older person's ability to access the service in the way that was expected.

As part of the journey planning and assistance booking process our Guest Service Centre will talk with you regarding:

- Accessibility of the stations you plan to use;
- Accessibility of our trains including rooms, toilets and shower facilities
- Staffing levels at the stations you plan to use

From these discussions, it might become apparent that we need to arrange alternative accessible transport for you at no extra cost, eg if you wish to use a station that is inaccessible to you (for example, because of stairs). Alternative accessible transport will take you between the inaccessible station and the nearest or most convenient one that is accessible to you.

When we organise rail replacement services because of planned or unplanned disruption, we draw on a range of suppliers to coordinate vehicles given the remote locations and night-time nature of our services. We will always ensure there is an accessible option for you. For this reason, we will discuss your needs before booking rail replacement, giving you the added choice to re-book your travel with us or explore other travel options based on your individual access needs.

We are aware that travelling long distances by road or staying in a hotel might be difficult for a disabled or older person. For this reason, we encourage you to contact our Guest Service Centre to discuss your needs in advance. Our policy is to be open and transparent and to enable you to make informed decisions.

Please be aware that accessible taxis are usually unable to carry scooters and so we cannot guarantee the arrangements set out above can be offered to scooter users. If you are a scooter user, we will explore and discuss with you what options are available. This will include understanding if your scooter can be folded and whether your scooter can be safely secured in a vehicle under the manufacturer's recommendations. If neither of these options are possible, we will work with you to look at alternatives eg support you to travel home (securing your scooter safely overnight) and arranging transport for you to collect your scooter the next day or as soon as practicably possible.

1. Commitments to providing assistance



1.5. Scooters and mobility aids

Like most trains across the UK, we can carry wheelchairs, scooters and rollators which are no larger than 70cm x 120cm and a combined weight of guest and wheelchair/scooter of 300kg. Guests are asked to check the size and weight before travelling to avoid disappointment.

Scooter users can stay in the scooter if they wish but may prefer to transfer to a seat.

Please note the restrictions in 1.4 above regarding alternative transport for scooter users.

1. Commitments to providing assistance



1.6. Delays, disruptions and emergencies

We understand that disruption to facilities and services can have a significant impact on accessibility and on the confidence of disabled people in rail travel. Where disruption happens we do everything possible to ensure that, wherever possible, you are able to continue your journey.

In cases of planned disruption, we do everything we can to secure accessible rail replacement vehicles. Given the rural locations of our services and unsociable hours of operation, sometimes we depend on accessible taxis to meet the access needs of our guests. This is an issue that is always high on the agenda of discussions with our rail replacement suppliers.

We do not manage any stations along our route so we are unable to escort guests to connecting trains. If our train is re-platformed at short notice and you are due to be met by staff at that station, we will make sure you are assisted off the train in time and wait with you until the staff member arrives.

Our on board hosts and staff in the depot who check and maintain our trains report any serious faults in our accessibility features. Where a fault impacts our ability to deliver an accessible facility, we will contact any disabled or older guests before they travel to explain and discuss the options.

Where rail replacement services are not accessible for you we will organise alternative accessible transport suitable for your needs **(see 1.4 page 12)**.

Where you have booked assistance in advance for a journey departing the next day (or further notice) that because of disruption is no longer appropriate, our Guest Service Centre will contact you in the way you said you would prefer to be contacted. They will tell you about the anticipated disruption and discuss what alternative arrangements might need to be put in place at no additional charge. If you would find this useful please get in touch and ensure we have your correct contact details.

If you already travelling with us when disruption happens with no advance warning, our on board hosts will discuss this with you and coordinate any arrangements that need to be made to get to you to your destination. If you have not yet boarded the train and are waiting at an unstaffed station, please contact us for more information via an Information Point or Help Point.

We understand that you may need additional assistance in an emergency. All of our on board staff are trained in these procedures, particularly relating to evacuation. In most cases, it is safer to stay on the train if there is an incident. However, our on board hosts will help all guests off the train (including those with mobility issues) if there is risk of danger to life. We will then also organise onward travel for you and accommodation if appropriate.

1. Commitments to providing assistance



1.7. Station facilities

We do not operate any stations. However we understand station accessibility may be a key issue in planning your journey and so our Guest Service Centre can provide you with the information you need. At a strategic level, we keep station facilities (eg sufficient Blue Badge parking) under review in our discussions with station operators.



Accessible shower facilities

On board our trains, there are only en-suite shower facilities in Club rooms. There are no shower facilities provided for guests in our seated coach or accessible rooms.

Whilst there are no accessible shower facilities on board our trains, guests staying in accessible rooms can use the accessible shower facilities at London Euston, Glasgow, Aberdeen, Fort William, Dundee, Leuchars, Perth, Stirling and Inverness free of charge. These are gender-neutral facilities. Our Guest Service Centre can provide further information.



Left Luggage

There are staffed left luggage facilities with step-free access the following stations

Glasgow Central	Monday to Saturday 6am to midnight. Sunday 7am to midnight
Edinburgh Waverley	Monday to Sunday, 7am to 11pm
Inverness	Monday to Sunday, 7am to 9pm
London Euston	Monday to Sunday, 7am to 11pm



Parking

You can find information about parking facilities, including Blue Badge Bays, in our station accessibility guide.

1. Commitments to providing assistance



1.8. Redress

If you experience a problem, please let our on board hosts know so we can try to resolve the issue immediately.

When assistance has been booked in advance, confirmed and not provided to you, please tell us and we will investigate this thoroughly. When you contact us with any complaint (by phone, post or email) we aim to respond fully in 10 working days. If there is a reason we can't do that, we will keep you updated until we can respond.

After we have investigated the matter, we will explain to you why assistance was not provided to you and what steps will be taken to ensure it doesn't happen again. We may also offer compensation, eg a full or partial refund. Alternatively or additionally, you may want reassurance that our staff training programmes have been updated to help stop the issue happening again. This will be determined on a case-by-case basis to ensure we do the right thing.

We will own and coordinate any claim about assistance which failed if you were travelling on, or due to travel on, one of our train services. If you booked assistance with us for a journey to travel with more than one operator (including our services) you only need to make one claim. We will coordinate the response for you unless the bulk of the failed assistance was provided by another operator, in which case they may respond to you directly. If we make arrangements for the claim to be passed to another operator, we will ask your permission first.

2. Strategy and Management



2.1. Strategy

Consultation is paramount. We actively seek feedback from our guests and our new Accessibility Panel is an essential part of our planning processes. We understand that the unique nature of our service makes it a convenient and appealing option for disabled travellers. We strive to ensure that our service is accessible to all guests and actively seek to improve our facilities.



2.2. Management arrangements

We consider accessibility in everything we do and recognise this is part of a cycle of continuous improvement. Our Guest Experience Director has overall responsibility for our Accessible Travel Policy.

Our Guest Experience Director makes sure that accessibility is a central part of our business plans and of the planning stage of all relevant major projects. This involves leading a culture of valuing inclusion in all areas of the business. We consciously lead accessibility from the Guest Experience division of the business because we understand that standards must go beyond 'minimum standard accessibility' and consider the whole experience of a valued disabled guest.

In terms of implementing our policy, the following colleagues report to the Guest Experience Director:

- Head of Guest Experience Service Delivery
- Head of Guest Experience Support
- Guest Experience Relations Manager
- Learning and Development Manager

All of our managers and staff receive disability awareness training which includes outcomes to ensure they understand their role in fulfilling this policy. Our on-board team, who provide assistance and information to our older and disabled guests everyday, are actively encouraged to suggest improvements. These are recorded and reviewed by our Guest Experience Director personally.

Our Guest Experience Director champions accessibility within our business and ensures all senior leaders within the business are fully aware of the requirements of their own teams in fulfilling our accessibility commitments and obligations.

In 2019 we began introducing our new trains with enhanced levels of accessibility and options for guests with access needs. The whole fleet was replaced in 2019. In terms of return on investment, at this stage we monitor ticket sales and focus on customer experience and feedback.

2. Strategy and Management



2.3. Monitoring and evaluation

To ensure the standards and commitments in this policy are consistently achieved, we have monitoring and evaluation mechanisms in place.

We record all feedback, including complaints and compliments, received from our guests about accessibility. These may relate to the journey planning process (including booking assistance) or the journey experience. Our Guest Experience Director reviews these personally.

To proactively source feedback from disabled and older customers we have:

- Implemented a survey programme on a guest's experience (including any assistance booked and/or delivered) which aims to secure feedback from 10% of guests who have booked assistance for our services.

We also monitor:

- the number of ticket sales for our services using a Disabled Persons Railcard (DPRC); and
- Passenger Assist bookings made by guests and delivered by staff (whether booked or not).

To enable the Office of Rail and Road (ORR) to independently monitor our progress we commit to sharing our performance data. As part of our annual review we provide the ORR with details on key actions we are taking in order to improve our performance.



2.4. Access improvements

Access to the stations we serve, and the facilities and assistance available, varies considerably. Most of the stations that we serve were built in the 19th century when inclusion of disabled people was rarely considered. Key improvements have been made at a number of stations across the National Rail network and we will work with station operators to continue to improve the stations we serve. We have processes and policies in place to combat inconsistency and maximise a disabled guest's experience, such as providing assistance and/or alternative accessible transport.

Any improvements we make will meet the Persons of Reduced Mobility Technical Specification (PRM TSI) and the Joint Code of Practice. If this is not possible, we will apply for derogations against the PRM-TSI and/or dispensations against the Joint Code of Practice, after every effort has been made to comply with the requirements.

2. Strategy and Management

Since we took responsibility for Caledonian Sleeper services in 2015, we have implemented a range of significant improvements.

- In 2019 we introduced new trains with: accessible rooms, wheelchair spaces in seated coaches and intercom in rooms to contact on board hosts
- In 2018-19 we installed Caledonian Sleeper Information Points at most stations we serve which also offer video calling.
- We have invested in waiting rooms at stations operated by ScotRail. Remote activation means the facilities can be opened for use when our services operate.
- In 2018-19 we installed accessible shower facilities at Stirling, Perth, Leuchars, Fort William and Dundee, in addition to our existing facility in Inverness.

We have initiated a full project review of accessible travel on our services, in line with the introduction of our new trains. We will report on this in our update of this policy next year.

We plan to introduce the following initiatives in 2020:

- A tool for guests with non-visible impairments to signal to our hosts that they may need assistance. This is likely to include a range of options such as a wearable item (eg the Sunflower Lanyard) or a discreet card (eg the JAM card). We will consult with our Accessibility Panel to select appropriate initiatives. Work on these schemes will take place throughout 2020, with the aim to have them in place and operation by October 2020.
- A trial of vibrating pillow pads (to alert Deaf guests in the event of an emergency alarm) will be conducted by 31 June 2020.
- An initiative where we offer all guests with access needs a personal emergency evacuation plan (PEEP). This will ensure that we identify each guest's individual needs and ensure these are understood by our hosts. We plan to seek consent of the guest to keep it on record so that it does not need to be completed on each journey unless circumstances change. We aim to have the PEEP in operation by 1 July 2020.

We have a budget of £25,000 a year for minor work to improve access at stations. Each year, our Guest Experience Director, working with our new Accessibility Panel, plans how we will spend this in consultation with the Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Network Rail and the relevant train operators managing the stations.

2. Strategy and Management

2.5. Working with disabled guests, local communities and local authorities

In 2020 we launched our Accessibility Panel who meet at least twice a year. The Panel is comprised of:

- Guests who have travelled on our services and potential guests who might have identified barriers to using our services
- People who have experience of receiving assistance from us to use our services
- People with visible and non-visible impairments
- People who experience a range of access barriers (related to a range of impairments and to characteristics such as age, income and confidence levels).
- Organisations and charities which represent a broad range of disabled people

The purpose of the Accessibility Panel is to be an internal sounding board for us on accessibility issues, to critique our plans and propose ideas for improving the experiences of our disabled and older guests. They also help us to prioritise our investment plans and advise on how to raise awareness of assisted travel by signposting us to influential organisations in their networks.

Accessibility consultants with lived experience of disability are commissioned to regularly critique our progress and provide expert advice in improving access to our older and disabled guests.

Our Guest Experience Director works with and involves groups representing disabled people and other stakeholders such as Mobility Access Committee Scotland.

We address accessibility issues as they arise during our regular stakeholder meetings with regional transport partnerships in Scotland, local authorities, councils and community rail partnerships and interest groups. We also invite our guests and interested stakeholders to give us feedback at our 'Meet the Manager' events every three months, by contacting our Guest Service Centre or via our website.



2. Strategy and Management



2.6. Staff training

All of our on board hosts and colleagues in our Guest Service Centre receive disability awareness training every year. This half day course, called 'Just Ask', was developed with a specialist disability organisation and an accessibility specialist. A key outcome is for staff to communicate clearly and feel confident to respectfully ask guests with a range of access needs and impairments how they can best meet individual needs. Staffs also learn about key equipment (such as ramps and in-room intercoms).

The training also includes guidance on assisting guests with visible and non-visible impairments. We provide an annual report to Transport Scotland and the ORR on the training our staff have received.

By July 2021 we will implement a new comprehensive training programme with enhanced learning outcomes, including

- Understanding disabled people's everyday challenges
- Equality legislation
- Defining disability
- Recognising guests who need assistance
- Rail regulatory framework
- Passenger Assist
- Communication
- Station accessibility
- Providing safe assistance

We are conducting a gap analysis, comparing our current course with the new learning outcomes. This will be finalised in February 2020. Our Accessibility Panel will support us to identify any specific outcomes relevant to our unique sleeper service which are important for guests with access needs, for example how to complete a personal emergency evacuation plan. We will also conduct a review of what training is in place by our rail replacement suppliers. At present we do not provide taxi companies with training, as this is not practical. However, if we were to receive a complaint or concern from a guest about a bus or taxi driver's behaviour we would investigate this thoroughly and establish what training they have received. Depending on the circumstances we might offer to share training materials with the company the driver works for.

2. Strategy and Management

As a minimum we will ensure that by July 2021:

- all new staff, including senior and key managers, receive training in the first six outcomes as part of their induction
- all new staff who interact with guests receive training in all nine outcomes as part of their induction
- our existing staff, who interact with guests, receive refresher training which achieves consistency with the new outcomes
- agency and temporary staff receive a condensed version of the course to include the last three outcomes (where practicable)
- Staff at our Guest Service Centre receive a bespoke version of the course to include the last three outcomes **(see below)**.

We commit to providing refresher training at least every two years. However, we provide our staff with an annual training programme and we are required to ensure this covers content of this Accessible Travel Policy. This annual programme is ideally suited for existing and refresher training.

In terms of new staff, we expect to designate at least one full day to disability equality and the outcomes above in the classroom environment. This will include interactive learning (eg through quizzes, exercises and discussion) as well as a robust evaluation system to monitor effectiveness.

We recognise that as we do not have a staff presence at stations, a great deal of support and advice is provided by our Guest Service Centre. This course will be bespoke to their role and specifically include guidance and exercises which include case studies and scenarios they might have to deal with eg asking appropriate questions about access needs to ensure a disabled person can travel with us comfortably when planning a journey and how to responsibly manage the process in real-time of a guest needing support at an unstaffed station.

Our programme will ensure the voices and stories of disabled people are heard by staff and will be developed in consultation with disabled people. We plan to create bespoke videos for the programme to enhance the learning experience by hearing directly from disabled people.

As part of our review and planning in early 2020 we will carefully consider how we can deliver the most effective training on an annual rolling programme. We hope to have this new course ready to run as a pilot by July 2020, when we will also report to the ORR on our progress.



www.sleeper.scot



Station Accessibility Guide

ACCESSIBLE TRAVEL POLICY **APRIL 2020**

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Station Accessibility

This guide provides accessibility information for all stations that Caledonian Sleeper trains may call at. Each station is given a step-free access category which is explained in the key below:

Step-Free Access Categories

Each information has been assigned a step-free category based on how accessible the station is for users who require step-free access. These categories range from A-C, with A denoting step-free and accessible stations and C denoting stations with no step-free access.

A Category A
Category A stations has step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps (in accordance with new-build standards re gradient/length).

B Category B
Category B stations do not meet category A but has step-free access to either all platforms or at least one platform. In some cases, the station may be usable for some disabled and older people, but in others major barriers may exist which are likely to restrict the ability of some disabled or older people to use the station. This may include long or steep ramps, access between platforms that may be via the street, and there may not be stepfree access to or between all station areas.

C Category C
Category C stations do not have step-free access to any platform.

Aberdeen – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Aberdeen station has visual and audio announcements
Standard Toilets	Yes. Open during ticket office opening hours (below)	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	4	Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	16 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Friday: 6.15am to 9.30pm Saturday: 6.15am to 7pm Sunday: 6.15am to 9.30pm		
Station Staff (other than ticket office staff)	Monday to Saturday: 4.45am to 12.30am midnight Sunday: 8.45am to 1.30am		
Passenger assistance meeting point			
Accessibility information	Accessible to all platforms		

Arbroath – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B1	Visual and audio announcements	Arbroath station has visual and audio announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar Key toilets available	Shelter	Yes
Number of ticket machines	1	Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	3 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 7am to 7.30pm Sunday: 9.10am to 4.30pm		
Station Staff (other than ticket office staff)	Monday to Sunday: 6.15am to 11pm		
Passenger assistance meeting point			
Accessibility information	Accessible to all platforms		

Ardlui – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	C	Visual and audio announcements	Ardlui station has visual screens only and no audio announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key toilets available	Shelter	Yes
Number of ticket machines	1	Catering	
Accessible ticket machines	Yes	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	3 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Stairs to the island platform but step-free access elsewhere	

Arrochar and Tarbet – Abellio ScotRail

Step-free access	No	Induction loop	Yes
Step-free category	C	Visual and audio announcements	Arrochar and Tarbet station has no audio and visual announcements
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	There are no ticket machines at Arrochar and Tarbet station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		No step-free access to island platform	

Aviemore – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B2	Visual and audio announcements	Aviemore station has visual and audio announcements
Standard Toilets	Standard toilets. Open during ticket office opening hours (below)	Seating	Yes
Accessible Toilets		Shelter	No
Number of ticket machines	There are no ticket machines at Aviemore station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Friday: 7.30am to 9.25pm Saturday: 7.35am to 2.30pm Sunday: 9.40am to 5.20pm		
Station Staff (other than ticket office staff)	Unknown		
Passenger assistance meeting point			
Accessibility information	Level to platform 1 (to Inverness). Connecting footbridge with stairs to platform 2 (to Perth) or step-free route via level crossing using the Strathspey Railway entrance at south end of platform		

Blair Atholl – Abellio ScotRail

Step-free access	Limited stepfree access	Induction loop	Yes
Step-free category	B3	Visual and audio announcements	Blair Atholl station has visual and audio announcements
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	There are no ticket machines at Blair Atholl station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Level to platform 1. Connecting footbridge with stairs to platform 2 or step-free route via level crossing and separate ramped entrance to platform 2 at south end of platform. Step-free route between platforms via street exceeds 400m	

Bridge of Orchy – Abellio ScotRail

Step-free access	No	Induction loop	Yes
Step-free category	C	Visual and audio announcements	Bridge of Orchy station has visual screens only and no audio announcements
Standard Toilets	No	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	There are no ticket machines at Bridge of Orchy station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		No step-free access. Stairs to island platform	

Carlisle – Avanti West Coast

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Carlisle station has both visual and audio announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key toilets available	Shelter	Yes
Number of ticket machines		Catering	Yes
Accessible ticket machines		Wheelchair availability	Yes
Accessible ticket counters		Disabled parking	14 Spaces
Caledonian Sleeper Information Point	No	Help Point	
Ticket office opening hours	Monday to Saturday: 5am to 8pm Sunday: 9am to 8pm		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point	Information kiosk within the booking hall		
Accessibility information	Step-free access to all platforms via the subway using the lifts provided.		

Carnoustie – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B1	Visual and audio announcements	Carnoustie station has visual and audio announcements
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	1	Catering	No
Accessible ticket machines	Yes	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	2 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Ramps to both platforms. Connecting footbridge with stairs between platforms or level crossing available	

Carrbridge – Abellio ScotRail

Step-free access	Step-free to platform 2 only	Induction loop	Yes
Step-free category	B3	Visual and audio announcements	Carrbridge station has visual and audio announcements
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	1	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Step-free access to platform 2. No step-free access to platform 1 because the route to platform 1 is via a footbridge with steps	

Carstairs – Abellio ScotRail

Step-free access	No	Induction loop	Yes
Step-free category	C	Visual and audio announcements	Carstairs station has visual and audio announcements
Standard Toilets	Standard toilets that are not wheelchair accessible. Open during ticket office opening	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	No	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 7.20am to 2.24pm Sunday: Closed		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	No step-free access down to island platform due to stairs		

Corroul – Abellio ScotRail

Step-free access	No	Induction loop	Yes
Step-free category	B	Visual and audio announcements	Corroul station has visual screens only and no audio announcements
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	No	Catering	
Accessible ticket machines	No	Wheelchair availability	
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Step-free access although there is a rough path to the island platform	

Crewe – Avanti West Coast

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Crewe station has both audio and visual announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key toilets available	Shelter	Yes
Number of ticket machines		Catering	Yes
Accessible ticket machines		Wheelchair availability	Yes
Accessible ticket counters		Disabled parking	18 Spaces
Caledonian Sleeper Information Point	No	Help Point	
Ticket office opening hours	Monday to Friday: 5.30am to 8pm Saturday: 4am to 2am Sunday: 6am to 2am		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point	Ticket Office on Concourse There is also a Calm Corner on Platform 5		
Accessibility information	Step-free access to all platforms. Lifts provided.		

Crianlarich – Abellio ScotRail

Step-free access	No	Induction loop	Yes
Step-free category	C	Visual and audio announcements	Crianlarich station has visual screens only and no audio announcements
Standard Toilets	Standard toilets available from 7.30am to 6pm	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	There are no ticket machines at Crianlarich station	Catering	Yes
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	1 space
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Stairs up to single platform. No step free access	

Dalmuir – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Dalmuir station has visual and audio announcements
Standard Toilets	Standard toilets. Open during ticket office opening hours (below).	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	1	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	Yes	Disabled parking	4 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 5.45am to 12am midnight Sunday: 8.10am to 12am midnight		
Station Staff (other than ticket office staff)	Unstaffed		
Passenger assistance meeting point			
Accessibility information	Accessible to all platforms		

Dalwhinnie – Abellio ScotRail

Step-free access	Step-free access to platform 1 only	Induction loop	Yes
Step-free category	B3	Visual and audio announcements	Dalwhinnie station has visual and audio announcements
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	There are no ticket machines at Dalwhinnie station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Level to platform 1. Not level to platform 2. Connecting footbridge with stairs to platform 2	

Dumbarton Central – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B2	Visual and audio announcements	Dumbarton Central station has visual and audio announcements
Standard Toilets	Standard toilets. Open during ticket office opening hours (below).	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	1	Catering	Yes
Accessible ticket machines	This station has an accessible ticket machine	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 6am to 12am midnight Sunday: 8.10am to 10.10pm		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	Steep ramps up to platforms No unassisted wheelchair access		

Dunblane – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Dunblane station has visual and audio announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key toilets available	Shelter	Yes
Number of ticket machines	1	Catering	No
Accessible ticket machines	This station has an accessible ticket machine	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	2 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Friday: 6.40am to 1.32pm Saturday: 7.40am to 2.32pm Sunday: Closed		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	Accessible to both platforms		

Dundee – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Dundee station has visual and audio announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key toilets available	Shelter	Yes
Number of ticket machines	1	Catering	Yes
Accessible ticket machines	This station has an accessible ticket machine	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	No
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 6.25am to 7.30pm Sunday: 8.30am to 7.30pm		
Station Staff (other than ticket office staff)	Monday to Sunday 5.30am to 0.30am the next day		
Passenger assistance meeting point			
Accessibility information	Accessible to both platforms		

Dunkeld & Birnam – Abellio ScotRail

Step-free access	Step free access to platform 1 only	Induction loop	Yes
Step-free category	B3	Visual and audio announcements	Dunkeld & Birnam station has visual and audio announcements
Standard Toilets	No	Seating	Yes
Accessible Toilets	No	Shelter	
Number of ticket machines	No	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Step-free to platform 1 (southbound). No stepfree access to platform 2 due to footbridge with steps. Station has low platforms. Many wheelchair users and people with reduced mobility will not be able to board or get off the train at this station	

Edinburgh Waverley – Network Rail

Step-free access	Yes	Induction loop	Yes
Step-free category	B2	Visual and audio announcements	Edinburgh Waverley station has visual and audio announcements
Standard Toilets	Radar key toilets available	Seating	Yes
Accessible Toilets	Radar key toilets available	Shelter	Yes
Number of ticket machines	Yes	Catering	Yes
Accessible ticket machines	This station has an accessible ticket machine	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours			
Station Staff (other than ticket office staff)			
Passenger assistance meeting point		Mobility assistance lounge (small groups) and opposite platform 2 (large groups).	
Accessibility information		Accessible to both platforms	

Falkirk Grahamston – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B2	Visual and audio announcements	Station has both visual and audio announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key toilets available	Shelter	Yes
Number of ticket machines	1	Catering	No
Accessible ticket machines	This station has an accessible ticket machine	Wheelchair availability	No
Accessible ticket counters	Yes	Disabled parking	13 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Friday: 6.20am to 10pm Saturday: 6.30am to 10pm Sunday: 9.30am to 10pm		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	Level to platform 1. Steep ramp to platform 2, wheelchair users will require assistance. Connecting footbridge with stairs. Alternative access via public roads		

Fort William – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Fort William station has visual and audio announcements
Standard Toilets	Standard toilets. Open during ticket office opening hours (below)	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	There are no ticket machines at Fort William station	Catering	Yes
Accessible ticket machines	No	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	2 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Friday: 7am to 8pm Saturday: 7am to 5.45pm Sunday: (Summer) 9.30am to 8.30pm Sunday: (Winter) 4.30pm to 8pm		
Station Staff (other than ticket office staff)	Monday to Saturday 7am to 10.30pm Sunday 9am to 10.30pm		
Passenger assistance meeting point			
Accessibility information	Accessible to all platforms		

Garelochhead – Abellio ScotRail

Step-free access	No	Induction loop	Yes
Step-free category	C	Visual and audio announcements	Garelochhead station has visual screens only and no audio announcements
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets	No	Shelter	No
Number of ticket machines	There are no ticket machines at Garelochhead station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information		No step-free access to island platform	

Glasgow Central – Network Rail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Glasgow Central station has both visual and audio announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key toilets available	Shelter	Yes
Number of ticket machines		Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 5.30am to 9.30pm Saturday: 5.30am to 9.30pm Sunday: 9.15am to 9.30pm		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	<p>Customers requiring local trains in Lanarkshire, between Dalmuir and Motherwell / Larkhall, will need Platforms 16 and 17 at the underground Low Level part of the station. However, journeys on most routes from Glasgow Central will be from High Level Platforms 1-15.</p> <p>High Level Platforms 1-15 are all on the same level and require no step free access. To access Low Level Platforms 16 & 17 there are escalators. Disabled passengers should use the lift behind the ticket barriers on platforms 11-15. Disabled passengers can also leave by lifts to Hope Street and can leave all other exits by foot except Union Street. For step free access to Union Street disabled passengers should exit by Gordon Street.</p>		

Glasgow Queen Street (Low level) – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Garelochhead station has visual screens only and no audio announcements
Standard Toilets		Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	There are no ticket machines at Glasgow Queen Street Low level but there are some available in the high level section	Catering	Yes
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours	Ticket facilities are located in the same station but at the high level section above		
Station Staff (other than ticket office staff)	Monday – Sat: 5am to 12am midnight Sunday: 7.30am to 12am midnight		
Passenger assistance meeting point			
Accessibility information	Accessible to both platforms		

Gleneagles – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Gleneagles station has visual and audio announcements
Standard Toilets	Standard toilets available. Opening times unknown	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	There are no ticket machines at Gleneagles station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	2 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Unstaffed		
Station Staff (other than ticket office staff)	Unstaffed		
Passenger assistance meeting point			
Accessibility information	Accessible to both platforms		

Helensburgh Upper – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B2	Visual and audio announcements	Helensburgh Upper has no visual or audio announcements
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	There are no ticket machines at Helensburgh Upper station	Catering	Yes
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Steep ramp up to single platform. This might pose problems for unassisted wheelchair users	

Inverkeithing – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Inverkeithing station has both audio and visual announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key toilets available	Shelter	Yes
Number of ticket machines	2	Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	No
Accessible ticket counters	Yes	Disabled parking	6 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 6.30am to 7.30pm Sunday 10.10am to 5.30pm		
Station Staff (other than ticket office staff)	Monday to Saturday: 6am to 11.45pm Sunday: 8.15pm to 11.30pm		
Passenger assistance meeting point			
Accessibility information	Accessible to both platforms		

Inverness – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Inverness station has both audio and visual announcements
Standard Toilets	Standard toilets available from 6.30am to 7.30pm	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	2	Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	3 spaces
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Friday: 6.30am to 8.30pm Saturday: 6.30am to 6.30pm Sunday: 9.15am to 8.20pm		
Station Staff (other than ticket office staff)	Monday to Saturday: 4.45am to 12.15 midnight Sunday 9am to 12.15 midnight		
Passenger assistance meeting point			
Accessibility information	Accessible to all platforms. There is a RNIB REACT guidance system in operation which is an audible direction system for visually impaired individuals. A fob is required to activate the system		

Kingussie – Abellio ScotRail

Step-free access	Platform 1 only	Induction loop	Yes
Step-free category	B3	Visual and audio announcements	Kingussie station has both audio and visual announcements
Standard Toilets	Standard toilets. Open during ticket office opening hours (below).	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	There are no ticket machines at Kingussie station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	Yes	Disabled parking	1 space
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 8.26am to 3.30pm Ticket office closed on Sunday		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	Level to platform 1 and connecting footbridge with stairs to platform 2 (low platform)		

Kirkcaldy – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Kirkcaldy station has both audio and visual announcements
Standard Toilets	Standard toilets. Open during ticket office opening hours (below)	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	2	Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	15 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 6.30am to 7pm Sunday: 8am to 7.15pm		
Station Staff (other than ticket office staff)	Monday to Friday: 6.30am to 9pm Saturday: 10am to 1.30pm No station staff on Sunday (other than ticket office staff)		
Passenger assistance meeting point			
Accessibility information	Accessible to both platforms. Ramps up to both platforms – level access to ticket office and connecting underpass with lifts to both platforms. There is a RNIB REACT guidance system in operation which is an audible direction system for visually impaired individuals. A fob is required to activate the system		

Leuchars (for St Andrews) – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B	Visual and audio announcements	Leuchars station has both audio and visual announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key toilets available	Shelter	Yes
Number of ticket machines	1	Catering	Yes
Accessible ticket machines	This station has an accessible ticket machine	Wheelchair availability	No
Accessible ticket counters	Yes	Disabled parking	4 spaces
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 6.20am to 9.45pm Sunday: 10.10am to 10.15pm		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	Accessible to island platform but with a ramp		

London Euston – Network Rail

Step-free access	Yes	Induction loop	Yes
Step-free category	B1	Visual and audio announcements	London Euston station has both audio and visual announcements
Standard Toilets	Standard toilets. Open during ticket office opening hours (below).	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	Yes	Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	No
Accessible ticket counters	Yes	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Friday: 6am to 12am midnight Saturday: 6am to 11pm Sunday: 7am to 12am midnight		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point	External- help point at taxi rank staffed 7am to 11pm Internal – dedicated assistance reception on main concourse 7am to 11pm		
Accessibility information			

Montrose – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Montrose station has both audio and visual announcements
Standard Toilets	Standardtoilets. Open during ticket office opening hours (below)	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	1	Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	6 spaces
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 6.20am to 7.30pm Sunday: 9.10am to 4.30pm		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	Fully accessible. Lifts and footbridge		

Motherwell – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B1	Visual and audio announcements	Motherwell station has both audio and visual announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key Toilets available	Shelter	Yes
Number of ticket machines	1	Catering	Yes
Accessible ticket machines	This station has an accessible ticket machine	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	3 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 6.15am to -12am midnight Sunday: 8.10am to 11.30pm		
Station Staff (other than ticket office staff)	Monday to Saturday: 5.45am to 12.15am midnight Sunday: 7.30am to 11.45pm		
Passenger assistance meeting point			
Accessibility information	Accessible to all platforms		

Newtonmore – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Newtonmore station has both audio and visual announcements
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	There are no ticket machines at Newtonmore station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	1 space
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Accessible to single platform	

Perth – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Perth station has both audio and visual announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key Toilets available	Shelter	Yes
Number of ticket machines	3	Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	7 spaces
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Friday: 6.45am to 7.30pm Saturday: 7.45am to 7.15pm Sunday: 8.15am to 7.15pm		
Station Staff (other than ticket office staff)	Monday to Saturday: 5am to 12am midnight Sunday: 7.30am to 11.40pm		
Passenger assistance meeting point			
Accessibility information	Step free to all platforms. Level to ticket office. Lifts available		

Pitlochry – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B2	Visual and audio announcements	Pitlochry station has both audio and visual announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key Toilets available	Shelter	Yes
Number of ticket machines	There are no ticket machines at Pitlochry station	Catering	No
Accessible ticket machines	No	Wheelchair availability	Yes
Accessible ticket counters	No	Disabled parking	2 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 8.05am to 6.30pm Sunday 10.40am to 6.20pm		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	level to platform 1. Ramp to platform 2 at the end of the northbound platform and connecting footbridge with stairs between platforms. Step-free route between platforms via street exceeds 400m		

Preston – Avanti West Coast

Step-free access	Yes	Induction loop	Yes
Step-free category	B	Visual and audio announcements	Preston station has both audio and visual announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key Toilets available	Shelter	Yes
Number of ticket machines		Catering	Yes
Accessible ticket machines		Wheelchair availability	Yes
Accessible ticket counters		Disabled parking	No
Caledonian Sleeper Information Point	No	Help Point	18 spaces
Ticket office opening hours	Monday to Friday: 5.45am to 10pm Saturday: 4.45am to 9pm Sunday: 8am to 10pm		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point	Information kiosk within waiting room on platform 3		
Accessibility information	Step-free access to all platforms via the subway (with steep ramps) or using the lifts provided		

Rannoch – Abellio ScotRail

Step-free access	No	Induction loop	Yes
Step-free category	C	Visual and audio announcements	Rannoch station has no audio or visual announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key Toilets available	Shelter	Yes
Number of ticket machines	There are no ticket machines at Rannoch station	Catering	Yes
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		No step-free access to island platform	

Roy Bridge – Abellio ScotRail

Step-free access	No	Induction loop	Yes
Step-free category	C	Visual and audio announcements	Roy Bridge station has visual screens only and no audio announcements.
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	There are no ticket machines at Roy Bridge station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information		No step-free access to single platform	

Spean Bridge – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B2	Visual and audio announcements	Spean Bridge has visual screens only and no audio announcements
Standard Toilets	No toilets available	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	There are no ticket machines at Spean Bridge station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Rough ground. Level to platform 1, ramp down to platform 2	

Stirling – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Stirling station has both audio and visual announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key Toilets available	Shelter	Yes
Number of ticket machines	3	Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	10 spaces
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 6.20am to 9pm Sunday: 8.50am to 10pm		
Station Staff (other than ticket office staff)	Monday to Friday: 5.15am to 12am midnight Saturday: 5.30am to 12am midnight Sunday: 8.30am to 11.45pm		
Passenger assistance meeting point			
Accessibility information	Lifts to platforms 3-8. Connecting footbridge with stairs to platform 9/10		

Stonehaven – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	B1	Visual and audio announcements	Stonehaven station has both audio and visual announcements
Standard Toilets	Standard toilets. Open during ticket office opening hours (below)	Seating	Yes
Accessible Toilets		Shelter	Yes
Number of ticket machines	1	Catering	No
Accessible ticket machines	This station has an accessible ticket machine	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	4 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Friday: 7.10am to 6.55pm Saturday: 6am to 3.04pm Sunday: Closed		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	Ramps to both platforms and connecting underpass with stairs between platforms. Alternative route is available under rail bridge		

Tulloch – Abellio ScotRail

Step-free access	Yes	Induction loop	Yes
Step-free category	C	Visual and audio announcements	Tulloch station has visual screens only and no audio announcements
Standard Toilets	No	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	There are no ticket machines at Tulloch station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	No
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)		Unstaffed	
Passenger assistance meeting point			
Accessibility information		Rough ground. Level to platform 1. Barrow crossing to platform 2 (not wheelchair accessible). Rough ground surfaces of both platforms unsuitable for unaided wheelchair users	

Upper Tyndrum – Abellio ScotRail


Step-free access	No	Induction loop	Yes
Step-free category	C	Visual and audio announcements	Upper Tyndrum has visual screens only and no audio announcements
Standard Toilets	No	Seating	Yes
Accessible Toilets	No	Shelter	Yes
Number of ticket machines	There are no ticket machines at Upper Tyndrum station	Catering	No
Accessible ticket machines	No	Wheelchair availability	No
Accessible ticket counters	No	Disabled parking	10 spaces
Caledonian Sleeper Information Point	Yes	Help Point	There is a help point at this station
Ticket office opening hours		Unstaffed	
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information		No step-free access to island platform. Rough ground	

Watford Junction – West Midlands Railway

Step-free access	Yes	Induction loop	Yes
Step-free category	A	Visual and audio announcements	Watford Junction station has both audio and visual announcements
Standard Toilets		Seating	Yes
Accessible Toilets	Radar key Toilets available	Shelter	Yes
Number of ticket machines	Yes	Catering	Yes
Accessible ticket machines	Yes	Wheelchair availability	Yes
Accessible ticket counters	Yes	Disabled parking	10 spaces
Caledonian Sleeper Information Point	No	Help Point	There is a help point at this station
Ticket office opening hours	Monday to Saturday: 5.30am to 11pm Sunday: 6.30am to 10.30pm		
Station Staff (other than ticket office staff)			
Passenger assistance meeting point			
Accessibility information	Level access from main entrance to subway. Lifts to platforms 1-4 and 6-10. Platform 11 can be accessed step-free via platform 10 and walking route via pathway behind buffer stop		

More Information

Please contact us and we will be more than happy to help you plan your journey and give you the information you need to make informed choices.

 Email: enquiry@sleeper.scot

 Phone: 0330 060 0500

 Free Phone: 0800 904 7267

Monday to Friday (8.30am to 8.30pm)

Saturday (8.30am to 3.30pm)

Sunday (2pm to 8.30pm)

Charged at standard local rate

 Letter: 1 Union Street, Inverness IV1 1PP

 Twitter: @CalSleeper

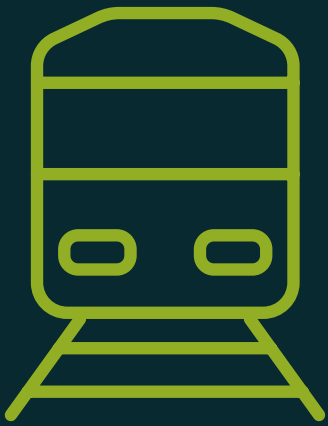
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Operated by **serco**



Train Accessibility Guide

ACCESSIBLE TRAVEL POLICY **APRIL 2020**

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Train

Train Accessibility Guide



Type of Train

We operate British Rail Mark 5 (CAF) on all routes.



Staffing

All of our trains are served by a team of onboard hosts who can provide assistance to guests.



Ramps to board the train

We have ramps onboard on every train.



Wheelchair and Scooters

We can convey scooters and wheelchairs up to 70 x 120 cm and 300kg (combined weight of scooter and passenger).

Each of our services has one or two seated coaches which each provide a wheelchair space. Guests travelling to and from Fort William need to change seated coaches at Edinburgh Waverley station by getting off the train and boarding again in another part of the train. Our onboard hosts can assist you with ramps, luggage and guidance.

Train Accessibility Guide



Seated Coach

All guests need a ticket and seat reservation to travel on our services. If you have a preference on where you sit based on your access needs, please advise us when you make your booking. Our Club Car has accessible seating options, including a table suitable for wheelchair access.



Accessible Toilets

Each seated coach provides access to an accessible toilet. For guests staying in an accessible room, there is an accessible toilet adjacent to the room. Standard toilet facilities or en-suite facilities are available for guests staying in other (non-accessible) rooms.



Audio announcements

As we run sleeper services, we only make audio announcements in emergencies and for final destinations. Please advise our onboard hosts if you need assistance with announcements or stopping times.



Visual announcements

Each coach provides a screen which displays passenger information such as next stop, points of interest, current location, destination and times. Please advise our onboard hosts if you need assistance with information or stopping times.

Rooms



Caledonian Double

- Double bed
- Breakfast included
- En-suite toilet shower
- In-room washbasin
- Station lounge access
- Priority Club Car access
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users



Club Room

- Twin bunk or single bed options
- Breakfast included
- En-suite toilet shower
- In-room washbasin
- Station lounge access
- Priority Club Car access
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users





Classic Room

- Twin bunk beds
- Breakfast available to purchase
- In-room washbasin
- Interconnecting door option
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users



Accessible Room

- Double bed or bunk bed options
- In-room lowered washbasin and table
- Two emergency alarms
- Multiple Mobile Charging Points*
- Access to Club Car: There is only a limited number of accessible rooms which provide wheelchair access to the Club Car. This will be discussed and agreed with you before making your booking
- Accessible Toilet: There is an accessible toilet adjacent to each accessible room. Please note that these are not en-suite access or have shower facilities. They are accessible to anyone that needs to use them during the journey
- Access to the Station Guest Lounge, with accessible showers at selected stations.
- Wifi
- Room service
- Keycard entry system
- Temperature control and dimmable lights



* Charging information on next page.




Charging Information



We are unable to offer a power supply for charging wheelchairs or medical equipment such as ventilators. However, subject to availability, we would be able to offer this in our dedicated station lounges.

More Information

Please contact us and we will be more than happy to help you plan your journey and give you the information you need to make informed choices.

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