



# Making Rail Accessible

January 2026

Helping Older and  
Disabled Passengers

## Introduction

Everyone is welcome to travel with us, and we want you to enjoy the experience. We know that disabled and older people experience barriers to train travel. This leaflet provides information on the kind of assistance we can provide, what you can expect from us, and how to get more information.

## Assistance: what is available and how to obtain it

### How we can help you

We can support you in the following ways as part of our Passenger Assist service:

- Helping you to plan your journey
- Checking what services and facilities are available on the train and at the station
- Buying your ticket (including Advance fares when booking assistance)
- Reserving seats or wheelchair spaces for other train companies (where reservations are available)
- Assisting you on and off the train and finding your seat or space
- Use of a ramp to get on or off the train
- Help with luggage
- Helping you to change to a connecting train

- Providing a wheelchair to help you from the train or to a connecting train (if one is available)
- At stations with staff we can help you to enter or leave the station.
- All staff who provide assistance are trained to help customers with visible and non-visible disabilities.

We are not able to support with lifting or with personal care (e.g. using a toilet and eating).

If you need assistance with your journey you can turn up on the day or book assistance up to two hours in advance.

To book assistance in advance you can call the assisted travel booking line on; **Freephone 0800 024 8998;**  
**Next Generation Text: 18001 0800 024 8998.**

Please note telephone lines are open 24 hours a day, 7 days a week, 363 days a year. We are closed on Christmas Day and Boxing Day.

The Passenger Assist system is used by all train companies around the network to provide seamless supported journeys.

## Turning up on the day

We appreciate that it is not always possible to book assistance prior to travel. We will provide you with assistance if you turn up at the station without having pre-booked. There may be a wait as staff may have other safety-critical duties to carry out, such as security checks around the station, however we aim to provide you with the assistance you need with a minimal delay to your journey.

Where a station is staffed, the staff can help arrange your assistance and let the destination station know you are coming. You can find out which stations are staffed and at what times by contacting the Passenger Assist team, or Customer Relations team, and details are on page 19 of this leaflet. This information is also on our website, [www.lnr.co.uk](http://www.lnr.co.uk)

If the station is unstaffed, please use a help point (usually located by the station entrance or waiting area/ticket office) to speak to staff who can help you.

Our Senior Conductors will assist you on and off the train or alternative accessible transport will be arranged at no additional cost for you.

## Booking assistance

You can book assistance in advance of your journey. Our Passenger Assist team can help you plan your journey and book any assistance you need. Contact details are on page 3 of this leaflet.

Our Passenger Assist team are available 24 hours a day, 7 days a week, 363 days a Year (closed Christmas Day and Boxing Day). You can contact us at any time to arrange your assistance requirements.

To make a Passenger Assist booking for anywhere on the national network, including seat reservations for journeys with other train companies, please get in touch with us up to two hours before your departure. For your awareness, seat and wheelchair spaces reservations are not available on London Northwestern Railway. We can book assistance for journeys with multiple connections, even if they are with other train companies.

## Alternative Transport

We want you to make as much of your journey with us by train. Sometimes we might need to make alternative arrangements for you. You will not be charged for this.

If a station is not accessible to you, (e.g. it is not step free) then we can arrange a taxi suitable for your needs to take you to the nearest accessible station.

In case of planned disruption, we will organise rail replacement services. This will draw on a range of transport options including bus, coach, accessible and standard taxis. We will find an accessible service for you. Alternatively, we will use our best efforts to find you a different route

by train with another operator at no extra cost if this better meets your specific access needs.

In cases of unplanned disruption, we might need to arrange rail replacement transport for you (see below).

If you use a scooter or wheelchair, when organising rail replacement services, we will discuss the options with you taking into consideration:

- Your preferences and individual needs.
- If your scooter or wheelchair can fold or be lifted safely in component parts.
- Which vehicles can transport your scooter or wheelchair safely.

## What to expect – our commitment to you

### Before you travel

We promise to give you the information you need to plan your journey. We understand why this is very important for our Disabled and older customers.

### Buying your ticket

There are many ways to buy a ticket:

- At a station with a ticket office
- From a ticket machine at a station
- By phoning **0333 311 0006**
- From our website: **www.lnr.uk**

You can get help with buying a ticket from staff at ticket offices (where available) or over the phone. If you are disabled and cannot buy a ticket before you board the train, you can buy your ticket from the Senior Conductor on the train, or at your destination station. There will be no penalty, and you can still get any discount that applies to you.

There are a range of discounts available to older and disabled people.

## Disabled Persons Railcard

This railcard will save you and a companion 1/3 off train fares. However, see overleaf for automatic discounts without a Disabled Persons Railcard.

## Senior Railcard

If you're over 60, this railcard will save you a 1/3 off most train fares.

## Two Together Railcard

With this railcard you and the person you travel with the most will get 1/3 off rail fares when you travel together.

## Travelling without a Disabled Persons Railcard

Some disabled passengers are automatically entitled to discounts so it may be worth checking this out before buying a railcard.

The discounts are as follows:

- 34% off First Class or Standard Anytime Single tickets
- 50% off First Class or Standard Anytime Day Return tickets
- 34% off First Class or Standard Anytime Return tickets

You are entitled to these discounts 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 this discount both when purchasing your ticket and during your journey.

Please note that:

- In some cases it might be cheaper to buy a full-rate off-peak or advance ticket; and
- You cannot buy tickets with these discounts online or from ticket machines, only from ticket offices or Senior Conductors.

## Planning your journey

Our Passenger Assist team can help you plan your journey. They can give you information on:

- Accessibility features of trains
- Accessibility features at stations (e.g. disabled parking, staff availability or whether certain things like lifts are out of order)
- Toilet facilities
- Train times and routes
- Whether your planned journey is affected by delays or disruption
- Whether your journey would involve changing trains, and talk you through the best option for your personal requirements
- Restrictions on what wheelchairs and scooters we can carry on trains
- How to ask for a Assistance Card or Priority Seating Card

## The JAM cards and Sunflower Lanyard Schemes

- JAM Cards allows people with a learning difficulty, autism, or communication barrier to tell others they need 'Just A Minute' discreetly and easily.
- Sunflower lanyards are a symbol for individuals with non-visible disabilities, allowing them to discreetly signal their need for support or understanding in public spaces.

You can also find the following information on our website or request a printed copy or in an alternative format from our Customer Relations team:

- Information on the accessibility of all our stations. This includes which stations are step-free and a summary of the other facilities available.
- Information on the accessibility of our trains, outlining what facilities and information provision you can expect on the different types of train – and which routes you will find them running on.



## At the station

We are committed to making our stations accessible for everyone and will assist any customer with a disability or older customer who needs assistance.

We manage 150 stations – a mixture of large and small stations, some with old historic features and others with brand new facilities.

Here are some examples of station facilities:

- Some stations have car parks. Parking for blue badge holders is free.
- Wider ticket gates for wheelchairs, pushchairs, and luggage. These will be left open when staff are not on duty.
- Many stations make announcements and have screens with train times.
- You can use a Help Point if there are no staff on duty at a station. There is a Help Point at every station. The green button is to call the emergency services (e.g. fire, police, or ambulance). The blue button is for help with your journey or to contact the Passenger Assist team.

For detailed information on facilities at each station, including staffing hours, please contact the Passenger Assist team or review our station accessibility information. Alternatively, you can also check the National Rail Enquiries website for station details. We will include as much relevant information as possible to help you make

informed decisions about your own door to door journey and whether the station is appropriate for you.

If you need assistance, on arrival at the station, make your way to the ticket office (or the meeting place you have been given) 10 minutes before your train so a member of staff can assist you.

Please allow extra time if you need to buy a ticket or prefer to travel around the station at a relaxed pace. The type of help we can provide is on page 2.

If the station is unstaffed and you have not booked assistance, please wait on the platform in time for your train to arrive and the Senior Conductor will be able to help you get on and off the train (using the on-board ramp or station ramp if you need this).

Senior Conductors always step off the train and check the platform for people waiting to board.

If there is a problem, please use a Help Point or contact our Passenger Assist team for advice.

## On the train

We are investing in more accessible trains for everyone and will always assist any disabled or older customers to use our services.

There are some differences between our trains, and we are investing in our fleet. Full details of what you can expect on board our different trains can be found on our website. Here are some examples of facilities you will find on some of our trains:

- An on-board ramp for anyone who needs this
- Visual screens that show the next stop.
- Announcements on trains.
- Wheelchair spaces with companion seats.
- Priority seats.
- Standard and accessible toilets.

On the train, the Senior Conductor can help you buy a ticket if you need one and guide you to facilities, like the toilet. There is a call-for-aid button in the wheelchair space which you can press to get in contact with the Senior Conductor.



The member of station staff helping you to board the train will check the wheelchair space is free before you board. If there are passengers or luggage in the space, they will ask passengers to vacate the space.

Wheelchair spaces cannot be reserved and access to these areas, for wheelchair and mobility scooter users, is on a first come first served basis.

When a train reaches its destination, we aim to assist you off the train within 5 minutes of arrival.

We are able to carry wheelchairs, mobility scooters, and mobility aids up to a certain size for safety reasons and to meet turning circle restrictions. The maximum size dimensions are:

- 700mm by 1200mm;
- 300kg (combined weight of passenger and wheelchair/mobility scooter)

If your scooter or wheelchair is particularly large, staff may ask you to confirm the dimensions to ensure your safety on our services. If you are not sure of these, please contact your wheelchair or mobility scooter provider before you travel.

## If things do not go as planned

We recognise that disruption to facilities and services can have a significant impact on rail services to disabled people, and on confidence levels of those travelling with us. We will therefore do everything we can to ensure disabled and older customers are able to continue their journey and are safe and comfortable.

As part of the booking process for assisted travel, we check and tell you if your journey might be affected by planned engineering works. This enables you to make an informed decision about whether to change your plans, or what alternative arrangements can be made.

If you have booked assistance in advance and, and before your journey takes place planned disruption is announced, (such as engineering works), we will contact you (where contact details have been provided), to discuss the impact on your journey and go through the options with you. We want you to be fully informed of your travel choices, so if we need to make changes to the booking, we have time to make that happen.

In times of unplanned disruption, at the station and on board a train, we will use audio and visual announcements to tell you what is happening. We will also put information on our website and on social media.

At a station, please make yourself known to a member of staff who will help get you on your way as comfortably as possible. If you need assistance whilst on the train, please use the call-for-aid button which is located next to the wheelchair space to speak to staff on the train.

Our staff keep customers safe in times of emergencies. We will not evacuate disabled passengers from our trains without appropriate support from the emergency services, unless it is a life-threatening situation.



If you book passenger assistance for one of our services and it is not provided, and you tell us about it, we will investigate what went wrong. We will explain why the assistance was not provided as expected, tell you what we will do to stop this happening again, and provide any compensation you are entitled to.

You can find more information on this in our Accessible Travel Policy and on our website [www.lnr.co.uk](http://www.lnr.co.uk)

Any compensation will be in addition to your entitlement to Delay Repay (see our Passengers' Charter for further details). Compensation will reflect how serious the assistance failure was and the effect that it had. Compensation may be provided in different ways, such as a monetary payment, a voucher or another appropriate gesture of apology.

## Where to get more information and how to get in touch

### Customer Relations

Contacting Customer Relations is the most efficient and effective way to deal with any issues you have, including any feedback or failure of passenger assistance. To tell us about your experience, we will need you to share the date and time of the journey you took, what stations you visited, and what has gone wrong. Once we have this information, we may need to ask you some more questions which will help us

to investigate what has happened, we will always explain to you what we need and the stages of your complaint.

Our Customer Relations Team are available:

- 7am to 7pm Monday to Friday
- 8am to 4pm on weekends and on bank holidays. We are closed on Christmas Day and Boxing Day.

**phone** 0333 311 0006

**next generation text** 18001 0333 311 0006

**website** [www.lnr.uk/contact-us](http://www.lnr.uk/contact-us)

**by post** FREEPOST - London Northwestern Railway Customer Relations

**X** @LNRailway

**Facebook** @LondonNorthwesternRailway

**Instagram** @londonnorthwesternrailway

## Alternative formats

Customer Relations can send you this leaflet in the following formats:

- A printed copy
- A printed copy in large print
- Audio
- Easy read
- Braille

**If you want a copy of the information in this leaflet in large print, contact Customer Relations on 0333 311 0006**

## Accessible Travel Policy

We have a separate policy document that forms part of our overall Accessible Travel Policy. This provides more detail about our ongoing plans to improve accessibility.

We also provide information about accessibility features on our trains and what is available at each of our stations.

This information is available on our website in various accessible formats. A copy of any of these documents can also be sent to you by post or by email, free of charge, by contacting Customer Relations. This includes accessible formats such as audio or large print.

## Day of travel queries or issues

To speak to a member of the team, contact us on 0333 311 0006. They're here to help with:

- Telesales and journey planning (7-days a week: 8am – 10pm)
- Online sales support (7-days a week: 8am – 10pm)
- Assisted travel bookings and information about assisted travel (7-days a week, 24hrs a day - except Christmas day and Boxing day)
- Customer relations queries (Monday to Friday: 7am – 7pm. Weekends and Bank Holidays: 8am – 4pm)
- Next generation Text: 18001 0333 311 0006

If you prefer to contact us via Social Media, the team are available 24/7, 363 days per year (closed on Christmas Day & Boxing Day).

**X** (formerly known as Twitter)  
@LNRailway

**Facebook**  
www.facebook.com/  
LondonNorthwesternRailway

**Instagram**  
@londonnorthwesternrailway

We monitor and respond to social media as soon as possible. We may ask you to send us more information in a more suitable but accessible way to properly investigate a matter.

## Rail Ombudsman

If you do not receive the assistance you needed, or something has gone wrong, please contact our Customer Relations team in the first instance, details of which are on page 16 of this leaflet.

If you are not happy with the way we have dealt with your complaint, you can also contact the Rail Ombudsman.

**phone** 0330 094 0362  
**SMS text** 07427 580 060  
**textphone** 0330 094 0363  
**email** info@railombudsman.org  
**website** www.railombudsman.org  
**by post** FREEPOST- RAIL OMBUDSMAN



## National Rail

National Rail offers a Passenger Assist booking service.

**freephone** 0800 0223720  
**SMS text** 60083  
**textphone** 0845 60 50 600  
**website** www.disabledpersons-railcard.co.uk/travel-assistance

## Stakeholder Equality Group

Our Stakeholder Equality Group is made up of a wide range of people who provide us with very helpful views on the accessibility of our trains and services. It includes customers with a disability and older customers who provide feedback, ideas and help us improve accessibility of our services. For more information on the group's activities and how to get involved please contact our Accessibility Manager on [accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk)

## Travel Assistance Card

Our Travel Assistance Cards are free for anyone who may need that extra bit of help. The card can be useful for people with learning difficulties, memory loss, hearing impairments, or to support communication.

Cards are free of charge and you can request a card by completing the online form via our website, [www.lnr.co.uk](http://www.lnr.co.uk) or call **0333 311 0006**.



## Priority Seating Card

All our trains have designated priority seats for customers with a disability, and older or pregnant customers. When asked politely, most people will be quite happy to move from the seat (unless they need it too) to allow you to sit there instead. However, we understand that not everyone is comfortable or able to ask, so we can provide a Priority Seating card to use when you travel to make this a little easier. Cards are free of charge, and you can request a card by completing the online form via our website, [www.lnr.uk](http://www.lnr.uk) or call **0333 311 0006**.

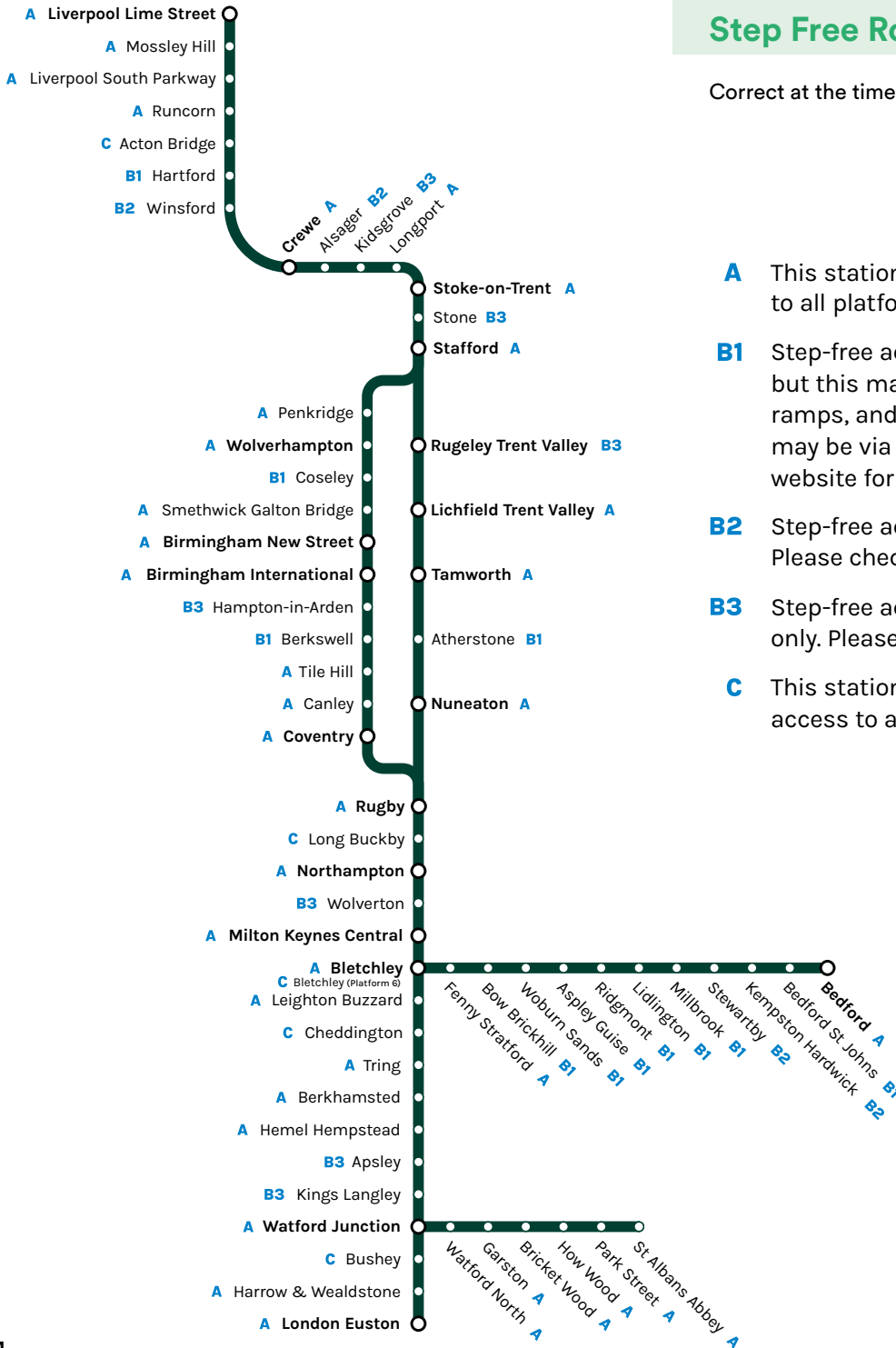
## Baby on board badge

Travelling on the train can be tricky while pregnant but having a Baby on board badge makes it easier by letting other passengers know that you have a very good reason to need a seat. We will supply a badge free of charge and one Baby on board badge will be issued per person.

You can request a card by completing the online form via our website, [www.lnr.uk](http://www.lnr.uk) or call **0333 311 0006**.

## Step Free Route Map

Correct at the time of printing



- A** This station has step-free access to all platforms
- B1** Step-free access to all platforms, but this may include long or steep ramps, and access between platforms may be via the street. Please check our website for details
- B2** Step-free access to some platforms. Please check our website for details
- B3** Step-free access may be in one direction only. Please check our website for details
- C** This station does not have step-free access to any platform





## Who to talk to about our accessibility strategy?

We would love to hear from you if you would like to get involved and help us improve accessibility and inclusivity here at London Northwestern Railway. Please contact us to tell us what areas you are interested in and how you would like to be involved.

### Get-in-touch

[www.lnr.uk/contact-us/customer-relations](http://www.lnr.uk/contact-us/customer-relations)

We also welcome any questions or comments about our Accessible Travel Policy.