

Making Rail Accessible

Helping older and
disabled passengers



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Introduction

We are committed to meeting the needs of all our passengers and we will help you if you need assistance in planning and making your journey. All our customer service staff are trained to anticipate the needs of passengers, particularly those who need some extra help when travelling, and we're working to make sure train travel is as accessible as possible.

Our aim is to 'work to provide an inclusive railway, which is available to as many people as possible through positive moves to increase accessibility'.

This booklet aims to provide you with an overview of the service we can offer when you travel with us and the assistance you can request to help you to travel.

This booklet, and all our printed information, is available in alternative formats such as Large Print, Audio or Braille.

If you would like any information in a format that is accessible to you, please contact our Assisted Travel team who will arrange this for you, free of charge, within seven working days.



Planning your journey - assistance for passengers

Most of our stations were built in a time when the needs of some passengers were not considered. This means that not all of our stations have step-free access onto some or all platforms.

Details of step free access and other information about the facilities at our stations are available in this booklet, on our website, on 'Stations Made Easy' through National Rail Enquiries website or from our Assisted Travel Team (see below). The information on the websites is updated within 24 hours of any changes. Information regarding accessibility at stations is also available from our Assisted Travel service and any staffed station.

All our written information is reviewed and updated at least once a year in line with the timetable change and is available in a format that is accessible to you.

If you are unable to use steps, we will arrange alternative transport (usually a taxi) at no extra cost to you. This transport will take you between the nearest or most convenient station to or from an accessible station from which you can continue your journey. The same arrangement will apply should it be necessary to replace trains with road transport due to planned engineering work or short-notice, unexpected disruption.

Some stations are unsuitable for passengers who need assistance because they are not staffed for all or part of the day. In these cases, we recommend you book in advance and we can then make arrangements to assist you.

Booking travel assistance in advance

If you need assistance during your journey, we recommend that you let us know at least 24 hours before you travel. You can do this by contacting our Assisted Travel team on Freephone **0800 52 82 100**, Textphone **0800 6920 792**, available 6am to 10pm every day, using the form on our website or in person at any staffed ticket office.

Ideally we need at least 24 hours notice, but if you cannot give this we will still do all we can to provide the help you need. When booking assistance, please provide as much information as you can about the help you might need.

When you book assistance we are able to:

- Help you plan the journey best suited to your needs.
- Check the accessibility of the stations you will be using.
- Confirm current staffing arrangements.
- Provide details of facilities at our stations.

- Arrange alternative accessible transport if necessary.
- Make wheelchair space reservations.
- Make seat reservations where available.
- Sell train tickets. These can be collected from the self-service ticket machines at our stations or we can post them to you (please allow 5 working days).
- Provide onward travel assistance. Taxis and London Underground for example.

Please be aware that there are limits to the amount of assistance we can provide. We cannot provide personal care (for example help with eating, drinking, taking medication or using the toilet) or personally escort customers throughout their journey.

At stations with platform staff, we can provide assistance to the station entrances and to taxi ranks and bus stops if they are next to the station building.

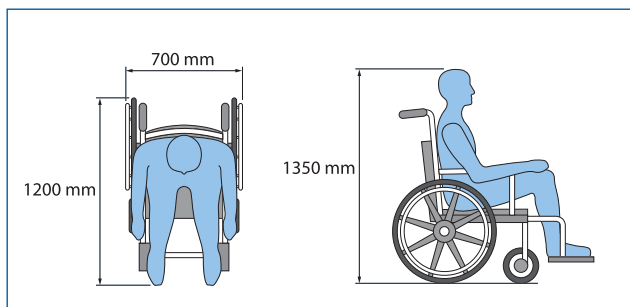
At Richmond, Wimbledon and Waterloo station assistance can be arranged to be met or taken to the Underground

By advising us in advance we are able to book your whole journey even if it involves another Train Operating Company. We currently use a system called APRS (Assisted Passengers Reservation System), a national system that allows bookings for any destination station in the country.

Wheelchair users

We are able to give assistance to manual and electric wheelchair users with wheelchairs that are no wider than 700mm, no longer than 1200mm, no higher than 1350mm and no heavier than 300kg (including the weight of the passenger). The maximum weight is limited by:

- The capabilities of the individual member of staff assisting passengers
- The safe working load of the ramp.



6 Planning your journey - assistance for passengers

Powered mobility scooter users

Powered scooters are not generally designed for use on public transport due to their size, weight and manoeuvrability. We operate a 'Scooter Card' scheme which allows customers with scooters to travel on South West Trains services (does not include Island Line Trains), subject to their scooter being safe for travel. Please note that customers with powered wheelchairs do not require a Scooter Card. Powered mobility scooters cannot be carried at times when alternative transport is provided.

Please note that scooters cannot be carried on any Island Line Trains services.

Three-wheeled scooters

For a three-wheeled scooter to be eligible for a Scooter Card, it can be up to 700mm wide, 1200mm long and 1350mm high. The weight limit is a maximum of 300kg (including the weight of the passenger).

Four-wheeled scooters

For a four-wheeled scooter to be eligible for a Scooter Card it can be up to 560mm wide, 1200mm long and 1350mm high. The weight limit is a maximum of 300kg (including the weight of the passenger).

How to apply for a Scooter Card

Please call our Assisted Travel Team to request a Scooter Card application, or visit our website. Please allow 7 to 10 working days when applying for a Scooter Card.



Reserving a wheelchair space

All South West Trains services have at least one dedicated wheelchair space. You can reserve a wheelchair space on most of our longer distance services. Wheelchair reservations are not available on some of our London area services. However, most of these services are frequent and have at least two dedicated wheelchair spaces per train.

Reserving a ramp

We have portable ramps on most of our trains and stations to assist wheelchair users and other mobility impaired passengers on and off our services. At an unstaffed station, the guard on the train will provide assistance with the wheelchair ramp. If you would like to use a ramp, please let us know when you make your booking.

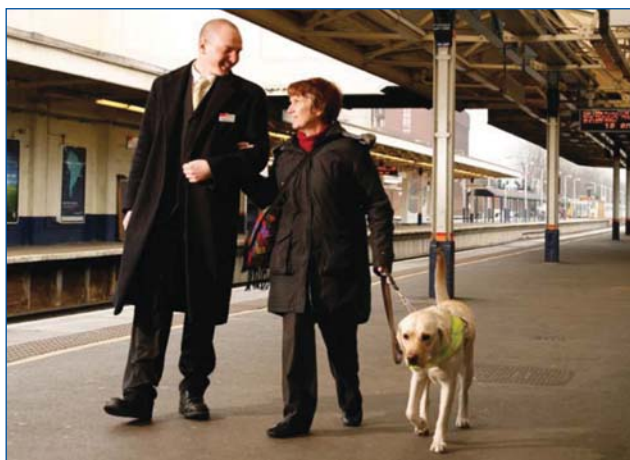
Seats

Seat reservations are not available on South West Trains services but we can make seat reservations for the other parts of your journey where seat reservations are available.

All our trains (with the exception of those on the Isle of Wight) have priority seats. These are positioned near the doors in each carriage and are marked with a sign asking other passengers to give the seat up if required. Our on train staff will do their best to find you a seat for your journey. Our employees can ask other passengers to give up their seat but cannot enforce it if they refuse to do so.

Assistance dogs

Assistance dogs are welcome on all of our services, free of charge. If you are traveling with an assistance dog and there are no Standard Class seats available, you can upgrade to First Class for free without having to wait for the guard's approval.



Tickets and fares

There are many different ways to purchase your tickets,

- At the ticket office
- Using the ticket vending machine
- When booking Assisted Travel
- By phoning our UK-based Customer Service Centre (see back cover of this leaflet for details).

We have also introduced a service called 'Ticket on Departure'. You can book your ticket by phone or visiting our website, up to 2 hours before departure. You can collect the tickets from any of our self-service ticket machines by using a credit card and a booking reference.

If the ticket office is closed and you are unable to use the self-service ticket machine, you can buy your ticket on the train from the guard or the destination station without a penalty. The full range of tickets will be available to you.

Discounted fares

The following discounted fares are available:

Disabled Persons Railcard

Disabled Persons Railcard holders get one-third off most tickets. A one year Railcard costs £20 or a three year Railcard costs £54*. To receive a Disabled Persons Railcard please apply to the Disabled Persons Railcard Office.

You can do this by:

- Returning a completed application form from the Association of Train Operating Companies' (ATOC) 'Rail Travel Made Easy' leaflet available at all staffed stations
- Calling the application helpline on **0845 605 0525** (textphone **0845 601 0132**)
- Applying online at **disabledpersons-railcard.co.uk**

Concessionary fares

Registered visually-impaired passengers who travel with a companion are entitled to discounts of up to 50% on the full Anytime fare, for both themselves and a companion. You must show a document confirming your impairment when you buy your ticket and when travelling. It must be from a recognised institution (Social Service for example), your Local Authority, The Royal National Institute for the Blind (RNIB) or St. Dunstan's.

*Prices correct at time of print in February 2011.

If you travel in your own wheelchair and do not have a Disabled Persons Railcard the same discounts will apply. The same discount will also apply to one companion, although a wheelchair may travel alone and still receive the reduction.

First Class/Standard Anytime Singles or Returns	34% off
First Class/Standard Anytime Day Single	34% off
First Class/Standard Anytime Day Return	50% off

Further details of these discounts are available from any staffed station or by calling our Customer Service Centre or in the leaflet 'Rail Travel Made Easy'.

Season Tickets

Registered blind or visually impaired people can purchase an adult season ticket which allows a companion to travel with you at no additional cost. The companion does not have to be the same person on every journey. These tickets can be purchased from any staffed station.

Freedom Passes

Older or disabled passengers who live in the London area and have a Freedom Pass are entitled to free travel on South West Trains services after 0930 Monday – Friday and any time at weekends or public holidays.

Oyster Cards

Oyster Cards are valid for travel in the London Area and must be touched in at the start of the journey and touched out at the end. Railcard discounts do apply to Oyster Cards. For more information about Oyster Cards please go to tfl.gov.uk/oyster or nationalrail.co.uk/oyster



At the station

Aural and Visual information

All our stations have real-time train running customer information systems on all platforms and booking halls. Automated aural announcements are designed to be clear and easy to understand and anyone who makes manual announcements is trained to make clear, jargon free announcements.

Written information is designed to help people with hearing and visual impairments. Our customer service staff in the ticket office and on the platform are trained in disability awareness and understand the need to speak clearly and to write information down to assist.

Information Points and Displays

All our ticket offices can provide information on rail services, tickets and assisted travel. There are induction loops at every station ticket office to help hearing aid users. At many of our larger stations we are also installing a split height ticket office window, which will allow wheelchair users and people of short stature to access the office. Details of stations with split height windows are detailed in the station table at the back of this leaflet.

London Waterloo station has a dedicated Information Point on the central concourse. Here information can be given on South West Trains' services, onward travel from London Waterloo and is the meeting point for Assisted Travel.

Where possible, timetable information and leaflets are located in areas that are easily accessible, but if you do need help our staff will be happy to assist you.

Portsmouth Harbour and Windsor & Eton Riverside have a dedicated assistance point. We are aiming to introduce more over the next year. When you arrive at the station and have booked or require assistance please make yourself known to a member of staff. They can then make arrangements for your assistance.

Help Points

There are Help Points on every platform at all our stations. These Help Points are staffed 24 hours a day, seven days a week. Our Help Point operators are able to give train service updates, and to advise on train and station accessibility. When it is necessary, they can also arrange alternative transport.

All our Help Points are fitted with an induction loop.

Station Entrances

We will not permanently close an entrance or exit to the station if it is going to reduce accessibility. Any layout changes to a station will follow the necessary consultation procedures and approval from the Department for Transport (DfT).

Ticket Machines

We have over 400 self-service ticket machines at our stations. These are accessible to wheelchair users and can sell a wide range of tickets for travel, including those with Senior Railcards and Disabled Persons Railcard discounts. We are working to make these machines more accessible, particularly for those with visual impairments.

Ticket Gates

Many of our stations have ticket gates at the entrance and exit to the platform. Where stations have ticket gates there is a wide aisled gate to allow extra room to pass through. All our ticket gates when in operation have a member of staff available that can help. When the ticket gates are not in operation they will be left in the open position for passengers to enter or leave the station unrestricted.

Luggage

At some stations our staff can help you with your luggage. If you would like help with your luggage when travelling please arrange this at the time of the Assisted Travel booking. Space to carry luggage on our trains is limited so please give thought to its size and weight. At stations with long walking distances between platforms we provide luggage trolleys.

Left Luggage

London Waterloo station is the only station on the South West Trains' network with a Left Luggage facility. This is available from Monday to Sunday 7am to 11pm.

Car parking

All of our stations with car parks include designated parking spaces for blue badge holders who are using our trains. Where these spaces are within the main car park, normal car park charges apply. If you are unable to use the ticket machines, you can buy car park tickets from the ticket office. Please see the 'Station facilities' section in this leaflet for details.

Our car parks are patrolled to prevent drivers who do not have a valid blue badge using blue badge spaces.

Toilets

There are passenger toilets at many of our stations, but are only available when the station is staffed. Those stations with accessible toilets are shown in the 'Station facilities table' and the 'Step-free access' map at the back of this leaflet. All our accessible toilets are part of the RADAR National Key Scheme.

Other facilities on stations

Where facilities are provided by a third party on the station, such as catering facilities or shops, we make every effort to ensure they are accessible to disabled passengers.

Help and information on the train

On train staff

For your safety we have guards on all of our trains. Our guards provide train service updates and are able to help passengers getting on and off trains. When they are able to, our guards will move through the train to check tickets and answer enquiries. If you need help in any way, such as getting on and off the train or receiving information, please let the guard know as soon as you can.

Announcements on train

All our trains have aural and visual information announcements that include train journey information, safety information and connection information. Aural and visual announcements are also made on the approach to each station to alert passengers and give sufficient warning to prepare to alight. Written information is designed to help people with hearing and visual impairments. Our guards are trained in disability awareness and understand the need to speak clearly, especially when making passenger information announcements.

Catering on trains

Our on-train catering is provided in partnership with Rail Gourmet. It is provided by an at-seat trolley service, depending on the route and time of day. Our on-train staff will liaise with Rail Gourmet stewards to make sure passengers who cannot access this service are able to buy refreshments.

Toilets on trains

Many of our trains, and all those that run on longer distance routes, have toilets. Each of these trains has at least one toilet which is accessible to wheelchair users.

Train Information

All our trains have a guard that is trained in disability awareness and how to make manual announcements clearly and jargon free. Our guards are also trained in the use of the on board wheelchair ramps and station wheelchair ramps. The guard will provide the assistance on or off the train where there is no station staff available.

All our trains have CCTV and aural and visual announcements with the exception of Island Line Trains services that just have aural announcements.

The aural and visual information on train is designed to give the calling pattern of the train after every station and to announce/show the next station stop in time for someone to get ready to leave the train in plenty of time.

Under current law, all new trains introduced into service should be built in compliance with the Rail Vehicle Access Regulations (RVAR) or Technical Specification for Interoperability Persons with Reduced Mobility (TSI PRM). These regulations set the standard for access to services for disabled people.

The table on the following pages gives details of the different types of train, the routes on which they operate, the facilities on board and the RVAR status. All our trains introduced since 1998 are RVAR compliant. The trains built before 1998 are not, but modifications have been made to ensure these trains do provide access for disabled people.



Train Type	Routes	Wheelchair Spaces	RVAR compliant	Wheelchair ramp	Accessible toilets
Class 458	<ul style="list-style-type: none"> • Waterloo to Reading • Ascot to Guildford 	2	Yes	Yes	Yes
Class 444	<ul style="list-style-type: none"> • Waterloo to Weymouth • Waterloo to Portsmouth Harbour • Waterloo to Alton 	2	Yes	Yes	Yes
Class 450	<ul style="list-style-type: none"> • Waterloo to Windsor • Waterloo to Weybridge/Hounslow • Waterloo to Weymouth • Waterloo to Portsmouth Harbour • Waterloo to Alton • Southampton to Portsmouth 	2	Yes	Yes	Yes



Train Type	Routes	Wheelchair spaces	RVAR compliant	Wheelchair ramp	Accessible toilets
Class 158 & 159	<ul style="list-style-type: none"> • Waterloo to Exeter St Davids • Waterloo to Bristol Temple Meads • Waterloo to Salisbury 	1	No	No	Yes
Class 455	All suburban services on the lines to Chessington, Dorking, Guildford, Hampton Court, Hounslow, Kingston and Shepperton.	2 plus 2 flexible spaces	No	No	No toilets
Class 483	Island Line Trains, Isle of Wight	No but sufficient space on train	No	Yes	No toilets

Connections to other train services

All our assisted travel bookings use Assisted Passenger Reservation System (APRS), where the journey involves a change in train, the interchange station will be aware of your journey and will be available to help you make your connection. There are laid down connection times for individual stations and these will be taken into account when you book your journey. We can allow longer connection times when booking your journey to make sure that we allow enough time to provide the assistance that is required.

Disruptions to facilities and services

Planned engineering works

We do have planned engineering works that will involve a replacement bus or coach service. Where possible we use accessible transport. If this is inaccessible to you we will provide a taxi or an alternative rail route at no extra cost to you.

Unplanned disruption

There are occasions when the train service is disrupted. During these times we will make every effort to ensure that your needs are met and that you are advised of any changes to the services. If the train services are delayed and you are at an unstaffed station, all our platforms have a Help Point that a member of staff will answer and be able to help you. They can also arrange alternative transport, accessible to you, if required for you to continue your journey.

There are occasions where we need to re-platform trains at very short notice. This can only happen at the larger stations and in the majority of cases they do have step free access. If a train is re-platformed at a station with no step-free interchange, alternative arrangements will be made for you to complete your journey.

Emergency situations

All our staff are trained in how to deal with the rare occurrence of an emergency situation. The training covers how to effectively communicate with all our passengers during an emergency and what to do if a train or station needs to be evacuated. All our trains do have an on-train guard who has specific training to ensure the needs of older and disabled passengers are not compromised and provide the assistance required.

Short notice alteration to facilities

Lifts

There are occasions when station lifts are not working. Any lift not working will be faulted immediately and every effort made to repair the lift within 2 hours. Information regarding the lifts is sent out to all the staff affected so that prompt communication and alternative arrangements are made for passengers requiring step-free access to continue their journey. Every station with lifts has a local plan detailing what alternative arrangements are to be made when the lifts are not working.

Station wheelchairs

Very occasionally at stations with station wheelchairs they may not be available. If you have booked assistance to use the station wheelchair and it is not available every effort will be made to relocate another wheelchair.

Long term alterations to facilities

Any long term alterations will be posted on our website and the National Rail Enquiries website where possible consultation with local groups affected will also take place and local media will be used to disseminate the information. A recent example when this took place is at Woking station where the lifts were replaced with modern, compliant lifts. The work took 12 weeks and during that time alternative arrangements were made to provide assistance to passengers.

What to do if you want to report a fault at a station

If you notice any faults or alteration to facilities please advise a member of staff or if at an unstaffed station please use the Help Point.

After your journey

Comments and questions

We are always looking at ways to improve the service we offer to our passengers and would welcome your feedback. If you have any comments, questions or suggestions, please let our Customer Service Centre know. They can be contacted as follows:

e-mail	customerrelations@swtrains.co.uk
telephone	0800 52 82 100
text phone	0800 6920 792
fax	02380 728187

We may also contact you after you have booked assistance with us to receive specific feedback about your journey.

Liaison with external stakeholders

Our Access and Integration Manager is in frequent contact with passengers, other transport providers and organisations with an interest in our service. These include Passenger Focus, London TravelWatch as well as representatives from local access groups and national groups such as Guide Dogs.

A twice yearly newsletter is produced called 'Access Update' that gives information about South West Trains work with local disabled groups and updates on its service. The mailing list for the newsletter covers more than 200 groups and individuals who have an interest in accessibility.

The Access and Integration Manager is willing to talk to groups with an interest in our service and to provide updates and information about our services. If you would like to speak to them directly, or to receive the Access Update, please contact our Customer Service Centre.



New lifts at Clapham Junction.

Future improvements

'Access for All' is a £370 million scheme to improve access at stations nationally with Network Rail and the Department for Transport. Brockenhurst, Earlsfield, Fleet, Staines, Twickenham and Vauxhall stations will receive improvements to accessibility as part of the 'Access for All' scheme. The improvements will include lifts and step-free access throughout the station.

Clapham Junction is also part of the Access for All scheme. Work has begun on a new entrance/exit to the station that will provide level access throughout including a low-level accessible ticket office window and an accessible toilet. It is due for completion during 2011.

Portsmouth & Southsea, Aldershot and Andover are receiving improvements that include low-level ticket office counters.

Axminster, Crewkerne, Petersfield and West Byfleet are also receiving improvements that will include new accessible toilets.

Christchurch and Eastleigh are to have improvements that will include both low-level ticket office windows and new accessible toilets.

Making rail accessible: guide to policies and practices

Our 'Making rail accessible: guide to policies and practices' details the ways in which we will protect the interests of older and disabled passengers who use our services, and how we will comply with our responsibilities under the legislation relevant to this area of our business. A full copy is available from our Customer Service Centre and at southwesttrains.co.uk

Printed passenger information

If you need any information in an alternative format such as Braille, Audio, Large Print or Tactile, please contact our Assisted Travel team who will be able to provide you with free copies of any of our printed passenger information within seven working days.

Station facilities table

The table on the following pages is a guide to accessibility and facilities at our stations.

Key

- ✓ - facility available.
- ✓ - facility available when station staffed.
- ✓ - step-free interchange provided by level crossing.
- ✗ - facility not available.

Definition of terms

Step-free Access - station has level access onto the stations and platforms.

Step-free Platform Interchange - step-free access between platforms.

Station Staff - station has platform staff available to help, either part time (am only), full time (am and pm but not to close of service) or 24 hours. Please enquire for current hours of availability.

Ticket Office Staff - the ticket office is staffed either part time (am only), full time (am and pm but not to close of service). They are unable to provide assistance on or off the train.

Ticket Office Easy Access - the ticket office has an accessible ticket office window.

Blue Badge Parking - Blue Badge Parking is available at the station.

Compliant seating - all our stations have seating. This indicates whether the seating is compliant - has armrests for example.

Accessible toilets - the station has an accessible toilet.

Secure station - the station has got secure station accreditation.

Catering - refreshment facilities available on the station.

Station Wheelchair - a station wheelchair is available.

Waiting Room - the station has a waiting room that is open when the station is staffed.

Accessible Taxi - accessible taxis are available from the station either from a taxi rank or pre-booked.

Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
Addlestone	✓	✗	Unstaffed	Part-time	✗	✗	✗	✗	✗	✗	✗	✓	✓
Aldershot	✓	✓	Full time	Full time	✗	✗	✓	✓	✓	✗	✓	✓	✓
Alton	✓	✓	Unstaffed	Full time	✓	✓	✓	✓	✓	✓	✓	✓	✓
Andover	✓	✓	Full time	Full time	✗	✓	✓	✓	✓	✓	✓	✓	✗
Ascot	✓	✓	Full time	Full time	✗	✓	✗	✓	✓	✓	✓	✓	✓
Ash	✓	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✗	✗
Ashford	✓	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Ashurst	✓	✗	Unstaffed	Unstaffed	✗	✓	✗	✗	✗	✗	✗	✗	✗
Ash Vale	✗	✗	Unstaffed	Part-time	✗	✗	✗	✗	✗	✗	✗	✗	✗
Axminster	✓	✓	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✓
Bagshot	Partial	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✗	✗
Barnes	Partial	✗	Unstaffed	Part-time	✗	✗	✗	✗	✓	✗	✗	✗	✗
Barnes Bridge	✗	✗	Unstaffed	Unstaffed	✗	✗	✓	✗	✗	✗	✗	✗	✗

Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
Basingstoke	✓	✓	24 hours	Full time	✗	✓	✓	✓	✓	✓	✓	✓	✓
Beaulieu Road	Partial	✗	Unstaffed	Unstaffed	✗	✗	✗	✗	✗	✗	✗	✗	✗
Bedhampton	✗	✗	Unstaffed	Part-time	✗	✗	✗	✗	✗	✗	✗	✗	✗
Bentley	✓	n/a	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✗
Berrylands	✗	✗	Unstaffed	Part-time	✓	✗	✓	✗	✗	✗	✗	✗	✗
Bitterne	Partial	✗	Unstaffed	Unstaffed	✗	✗	✗	✗	✗	✗	✗	✗	✗
Bookham	Partial	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✗
Botley	✗	✗	Unstaffed	Unstaffed	✗	✓	✗	✗	✗	✗	✗	✗	✗
Bournemouth	✓	✓	24 hours	Full time	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bracknell	✓	✓	Unstaffed	Full time	✓	✓	✓	✓	✓	✓	✓	✗	✓
Branksome	✗	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✗
Brentford	✓	✓	Unstaffed	Part-time	✗	✓	✓	✓	✓	✓	✗	✓	✗
Brockenhurst	✓	✗	Full time	Full time	✓	✓	✗	✓	✓	✓	✗	✓	✓

Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
Brookwood	✗	✗	Unstaffed	Full time	✗	✓	✗	✗	✓	✓	✗	✓	✗
Bursledon	Partial	✗	Unstaffed	Unstaffed	✗	✓	✗	✗	✗	✗	✗	✗	✗
Byfleet & New Haw	✗	✗	Unstaffed	Part-time	✗	✗	✗	✗	✗	✗	✗	✗	✗
Camberley	✓	✓	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Chandler's Ford	✓	n/a	Unstaffed	Part-time	✓	✓	✓	✓	✗	✗	✗	✗	✗
Chertsey	✓	✓	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✗	✓
Chessington Nth	✗	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✗
Chessington Sth	✗	n/a	Unstaffed	Part-time	✗	✗	✓	✗	✗	✗	✗	✗	✗
Chiswick	Partial	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✗
Christchurch	✓	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Clandon	✓	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Clapham Junction	✓	✓	24 hours	Full time	✓	✗	✓	✓	✓	✓	✓	✗	✓
Claygate	✓	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗

Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
Farnborough	Partial	✗	Unstaffed	Full time	✓	✓	✗	✓	✓	✓	✓	✓	✓
Farncombe	✓	✗	Unstaffed	Part-time	✗	✓	✓	✗	✓	✓	✗	✗	✗
Farnham	✓	✓	Unstaffed	Full time	✗	✓	✗	✓	✓	✓	✗	✓	✓
Feltham	✓	✓	Full time	Full time	✓	✓	✓	✓	✓	✓	✓	✓	✓
Feniton	✓	n/a	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✓	✗
Fleet	✓	✗	Unstaffed	Full time	✗	✓	✗	✓	✓	✓	✓	✓	✓
Fratton	✓	✓	Full time	Full time	✓	✓	✓	✓	✓	✓	✓	✗	✓
Frimley	Partial	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✗	✗
Fulwell	✗	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✗
Gillingham (Dorset)	Partial	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✓	✗	✓
Godalming	✓	✗	Part-time	Full time	✗	✓	✗	✗	✓	✓	✗	✓	✗
Grateley	✓	✗	Unstaffed	Unstaffed	✗	✓	✗	✗	✗	✗	✗	✗	✗
Guildford	✓	✓	24 hours	Full time	✓	✓	✓	✓	✓	✓	✓	✓	✓

Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
Honiton	✓	✗	Part-time	Part-time	✗	✓	✓	✗	✓	✗	✓	✗	✓
Hook	✓	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Horsley	Partial	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Hounslow	✓	✗	Unstaffed	Part-time	✓	✓	✓	✓	✓	✓	✗	✓	✗
Isleworth	✗	✗	Unstaffed	Unstaffed	✗	✓	✓	✗	✗	✗	✗	✗	✗
Kempton Park	Partial	✗	Unstaffed	Unstaffed	✗	✗	✗	✗	✗	✗	✗	✗	✗
Kew Bridge	✗	✗	Unstaffed	Unstaffed	✗	✗	✓	✗	✗	✗	✗	✗	✗
Kingston	✓	✓	Full time	Full time	✓	✗	✓	✓	✓	✓	✓	✓	✓
Liphook	✗	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✓
Liss	✓	✓	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
London Rd (Guildford)	Partial	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✓
London Waterloo	✓	✓	24 hours	Full time	✓	✗	✓	✓	✓	✓	✓	✗	✓
Longcross	Partial	✗	Unstaffed	Unstaffed	✗	✗	✗	✗	✗	✗	✗	✗	✗

Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
Lymington Pier	✓	n/a	Unstaffed	Unstaffed	✗	✗	✗	✗	✗	✗	✗	✗	✗
Lymington Town	✓	n/a	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✓	✗
Malden Manor	✗	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✗	✗
Martins Heron	✓	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Micheldever	✗	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Milford	✓	✓	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✗	✗
Millbrook	✗	✗	Unstaffed	Unstaffed	✗	✗	✗	✗	✗	✗	✗	✗	✗
Moreton	✓	✓	Unstaffed	Unstaffed	✗	✓	✗	✗	✗	✗	✗	✗	✗
Mortlake	Partial	✗	Unstaffed	Part-time	✗	✓	✓	✗	✓	✗	✗	✗	✗
Motspur Park	✗	✗	Unstaffed	Part-time	✗	✗	✓	✗	✓	✗	✗	✗	✗
Netley	✓	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✗	✗
New Malden	✗	✗	Unstaffed	Full time	✓	✓	✓	✗	✓	✓	✗	✓	✗
New Milton	✓	✗	Unstaffed	Full time	✗	✓	✗	✗	✗	✗	✗	✓	✗

Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
Norbiton	✓	✗	Unstaffed	Part-time	✓	✓	✗	✗	✓	✗	✗	✗	✗
North Sheen	✗	✗	Unstaffed	Part-time	✗	✗	✓	✗	✗	✗	✗	✗	✗
Overton	Partial	✗	Unstaffed	Unstaffed	✗	✓	✗	✗	✗	✗	✗	✗	✗
Oxshott	✓	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✓	✗
Parkstone	Partial	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✗	✗
Petersfield	✓	✓	Unstaffed	Full time	✗	✓	✗	✓	✓	✓	✗	✓	✓
Pinhoe	✓	✓	Unstaffed	Unstaffed	✗	✗	✓	✗	✗	✗	✗	✗	✗
Pokesdown	✗	✗	Unstaffed	Part-time	✗	✗	✓	✗	✗	✗	✗	✗	✗
Poole	✓	✓	Full time	Full time	✗	✓	✗	✓	✓	✓	✓	✓	✓
Portchester	Partial	✗	Unstaffed	Part-time	✗	✗	✓	✗	✗	✗	✗	✗	✗
Portsmouth & S'sea	✓	✓	24 hours	Full time	✗	✓	✓	✓	✓	✓	✓	✓	✗
Portsmouth Hbr	✓	✓	24 hours	Full time	✗	✗	✗	✓	✓	✓	✓	✗	✗
Putney	✗	✗	Full time	Full time	✗	✗	✗	✗	✓	✓	✗	✗	✗

Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
St Margarets	✗	✗	Unstaffed	Part-time	✗	✗	✓	✗	✓	✓	✗	✗	✗
Staines	✓	✗	Full time	Full time	✓	✓	✓	✓	✓	✓	✓	✓	✗
Stoneleigh	✗	✗	Unstaffed	Part-time	✗	✗	✓	✗	✓	✗	✗	✓	✗
Strawberry Hill	✓	✓	Unstaffed	Part-time	✗	✗	✓	✗	✓	✗	✗	✗	✗
Sunbury	✗	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✗
Sunningdale	✓	✓	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Sunnymeads	✗	✗	Unstaffed	Unstaffed	✗	✗	✓	✗	✗	✗	✗	✗	✗
Surbiton	✓	✓	24 hours	Full time	✓	✓	✓	✓	✓	✓	✓	✓	✓
Swanwick	Partial	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✗
Sway	✓	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Swaythling	Partial	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✗
Syon Lane	Partial	✗	Unstaffed	Unstaffed	✗	✗	✓	✗	✗	✗	✗	✗	✗
Teddington	✓	✗	Unstaffed	Part-time	✗	✓	✓	✗	✓	✓	✗	✗	✗

Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
Templecombe	✓	✓	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✓
Thames Ditton	✗	✗	Unstaffed	Part-time	✗	✗	✓	✗	✗	✓	✗	✓	✗
Tisbury	✓	n/a	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✓
Tolworth	✗	✗	Unstaffed	Part-time	✗	✓	✓	✗	✗	✗	✗	✗	✗
Totton	Partial	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Twickenham	✓	✓	Full time	Full time	✓	✓	✓	✓	✓	✓	✓	✓	✓
Upper Halliford	Partial	✗	Unstaffed	Unstaffed	✗	✗	✓	✗	✗	✗	✗	✗	✗
Upwey	Partial	✗	Unstaffed	Unstaffed	✗	✓	✗	✗	✗	✗	✗	✗	✗
Vauxhall	✗	✗	Full time	Full time	✓	✗	✓	✗	✗	✓	✓	✓	✓
Virginia Water	Partial	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✗	✗
Walton-on-Thames	✓	✗	Unstaffed	Part-time	✓	✓	✓	✗	✓	✓	✗	✗	✓
Wanborough	Partial	✗	Unstaffed	Unstaffed	✗	✗	✗	✗	✗	✗	✗	✗	✗
Wandsworth Town	✗	✗	Unstaffed	Part-time	✗	✗	✓	✗	✓	✗	✗	✗	✗

Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
Wareham	✓	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✓
West Byfleet	✓	✓	Unstaffed	Part-time	✗	✓	✗	✗	✓	✓	✗	✓	✗
Weybridge	✓	✓	Full time	Full time	✓	✓	✗	✓	✓	✗	✓	✓	✗
Weymouth	✓	✓	Full time	Part-time	✓	✓	✓	✓	✓	✓	✓	✗	✗
Whimble	✓	n/a	Unstaffed	Unstaffed	✗	✓	✗	✗	✗	✗	✗	✗	✗
Whitchurch	Partial	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✗	✗	✓	✗
Whitton	✗	✗	Unstaffed	Part-time	✗	✗	✓	✗	✓	✗	✗	✗	✗
Wimbledon	✓	✓	24 hours	Full time	✓	✓	✓	✓	✓	✓	✓	✓	✓
Winchester	✓	✗	Full time	Full time	✓	✓	✓	✓	✓	✓	✓	✓	✓
Winchfield	Partial	✗	Unstaffed	Part-time	✗	✓	✗	✗	✗	✓	✗	✗	✗
Windsor & ER	✓	✓	Unstaffed	Full time	✗	✓	✓	✓	✓	✓	✓	✗	✗
Winnersh	✓	✓	Unstaffed	Part-time	✗	✗	✓	✗	✓	✗	✗	✗	✗
Winnersh Triangle	✗	✗	Unstaffed	Part-time	✗	✗	✗	✗	✗	✗	✗	✗	✗

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Station	Step-free Access	Step-free Platform Interchange	Station Staff	Ticket Office Staff	Ticket Office Easy Access	Blue Badge Parking	Compliant Seating	Accessible Toilets	Secure Station	Catering	Station Wheelchair	Waiting Room	Accessible Taxi
Brading	✓	n/a	Unstaffed	Unstaffed	✗	✓	✓	✗	✗	✗	✗	✗	✗
Lake	✓	n/a	Unstaffed	Unstaffed	✗	✗	✓	✗	✗	✗	✗	✗	✗
Ryde Esplanade	✓	n/a	Part-time	Full time	✓	✗	✓	✓	✗	✓	✓	✓	✓
Ryde Pier Head	✓	✓	Unstaffed	Full time	✗	✗	✓	✓	✗	✓	✓	✓	✓
Ryde St Johns Rd	Partial	✗	Unstaffed	Unstaffed	✗	✓	✓	✗	✗	✗	✗	✓	✗
Sandown	✓	✗	Unstaffed	Unstaffed	✗	✓	✓	✗	✗	✗	✗	✗	✗
Shanklin	✓	n/a	Unstaffed	Part-time	✗	✓	✓	✓	✗	✓	✗	✗	✓
Smallbrook Jct	✗	✗	Unstaffed	Unstaffed	✗	✗	✓	✗	✗	✗	✗	✗	✗

Stations with step-free access

For further information about the level of access and station facilities, please call our Assisted Travel team.



● Step-free access to all platforms. Step-free interchange is usually via lifts. Staff help is available.
Lift updates: We keep information about the current status of our lifts at stations. This information is available at nationalrail.co.uk or from our Assisted Travel team.

○ We are upgrading these stations by providing step-free access to all platforms. During these works access may be limited. Please contact our Assisted Travel team for details.

● Step-free access to all platforms. Step-free interchange access between platforms **may not** be possible. Staff **may not** be available to help. Passengers are advised to contact our Assisted Travel team to ensure staff are available to help.

● Stations with steps to some or all platforms. Staff **may not** be available to help. Passengers are strongly advised to contact our Assisted Travel team to ensure staff are available to help or alternative arrangements are provided.

♿ Station with accessible toilet.

..... Ferry services to Island Line Trains.

🚊 Station with step-free access to trams.

🚇 Station with step-free access from our services to London Underground. Please note, at London Waterloo there is step-free access to Jubilee line services only.

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This booklet was written using 'How to Write Your Disabled People's Protection Policy: A Guide for Train and Station Operators' published in November 2009 by the Department for Transport. The information in this leaflet was correct at the time of printing but may change without notice.

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