

## Communication Cards



**Chilternrailways**

We want you to have a safe, reliable, and welcoming service.

Many of our stations are staffed, and some of our trains are, too. Our staff will always help you if possible.

These cards are here to help you communicate if you need help.

Have a safe journey, and thank you for choosing Chiltern Railways.

To find out more, please visit:

<https://www.chilternrailways.co.uk/before-you-travel/Assisted-Travel-Information>

**My name is:** Chilternrailways

**My address is:**

**Please assist me by:**



**Yes, Please!**



**No, thank you**



**I need help  
purchasing a ticket**



**How much is a ticket to:**



What time does the next train to:   
depart, please?



What platform does the next train to:   
depart from, please?

How long is the journey from:

to:



What time does this train arrive at:



I need help with my luggage



Where is the lift, please?



I need medical assistance



Can you show me where the rail replacement bus leaves, please?



**I need the toilet**



**Can you show me  
where the closest  
toilets are, please?**



**Where is the closest  
food shop?**



**I'm thirsty. Is there a  
water fountain at this  
station?**



**I need help  
getting home**



**I need a charge  
point for my phone**



**I am visually  
impaired**



**Thank you!**



**I need a single  
ticket, please!**

**I need a return ticket,  
please. I plan to return:**

- 1. Today**
- 2. Next Week**
- 3. Within One Month**



**Where is the ticket  
office?**



**How do I access the  
London Underground?**



**How do I get to  
Birmingham New  
Street from here?**



**My ticket is on my  
phone**



**I need to book an  
advanced ticket.  
Can you help me?**



**Please speak  
slower**



**Can I upgrade to  
First Class, please?**



**I have a railcard!**



**Can you accompany  
me to my train,  
please?**



**I have yet to book  
assistance. Can you  
help me, please?**



**I need to reserve a  
seat. Can you help  
me, please?**



**I've lost something.  
Can you help me,  
please?**



**I need quiet**

### **Chilternrailways**

Accessibility Contact Details:  
03456 005 165 (option 3, than 3)

Text BTP: 61016

Customer Relations Contact Details:  
03456 005 165 (option 3, than 4)