



Making rail accessible: helping older and disabled passengers

Our commitment to you

At Chiltern Railways we are committed to providing you with a safe, reliable, welcoming and value for money service. We want to make sure that you can use our services safely and comfortably and are investing in trains and improving our stations to provide a better journey experience.

This document has been designed to show how we are working to improve the services we provide. You can get a full version of this Disabled People's Protection Policy from our customer services team or from our website at www.chilternrailways.co.uk.

The Executive Team fully approve and support this policy and as Managing Director I am responsible for making sure that the needs of all our passengers are considered in everything we do.

We welcome your feedback on the service we provide and any suggestions you may have for any improvements. If you'd like to get in touch our contact details are shown on the rear cover.

Rob Brighthouse
Managing Director

1 Policy summary

Chiltern Railways is committed to helping all our passengers and particularly older and disabled passengers to travel more easily by offering the following services to our customers:

- Assistance at stations and on trains when using our services or making connections,
- Alternative accessible transport when our stations or trains are inaccessible
- clear, consistent and up-to-date customer information
- a range of discounts where appropriate to reduce the cost of the journey for those qualifying to assist other passengers

Chiltern Railways maintains a fund for minor improvements and is committed to working with Network Rail to support the delivery and development of Access for All schemes.

Aside from physical adjustments to stations and rolling stock, we regularly review our arrangements with a variety of stakeholder groups such as our Passengers Board which contains experts on mobility issues, statutory consultation bodies such as Passenger Focus and London Travelwatch, our industry representative body ATOC and individual interest groups.

2. Assistance for customers

Chiltern Railways participates in and fully supports the newly introduced Passenger Assist System to ensure that our customers can book assistance for their entire journey on the National Rail network. Chiltern Railways works closely with other station and train operators to ensure that we continue to improve the performance of this service. At Marylebone assistance will be given to the station entrance, tube ticket gateline, nearby bus stops and taxi rank if required.

If you need assistance during your journey please contact our Customer Services Team on **08546 005 165** giving 24 hours notice. Although we aim to assist customers off trains as quickly as possible, there may be a delay of up to 5 minutes at terminating stations. You will be informed of any anticipated delays or short term changes such as building works at stations at the time of booking and you are recommended to allow extra time to make any connections. Please check our website www.chilternrailways.co.uk for the most up to date information on how our services are running before you travel.

If you are unable to arrange your assistance in advance we will make every effort to provide assistance to you although this cannot be guaranteed. We are committed to providing facilities to make our assistance request services more accessible for people who are deaf or hard of hearing.



We have staff at all principal stations during all train service operating hours and are able to provide the following assistance services:

- Assistance with boarding and alighting, including luggage assistance
- Assistance with transferring between trains or other modes of onward transport calling at our stations
- Wheelchair assistance including ramps at all stations

Although seats cannot be reserved on Chiltern Railways services, we will make every effort to ensure that wheelchair spaces are kept free for wheelchair users and that disabled customers can obtain a seat on the train. We have priority seats on all our trains for the use of disabled customers or those less able to stand. These seats are clearly signed on all our trains and are easily sign posted to allow our customers to find these seats more easily.

Chiltern Railways

If you think our way, travel our way.

The Marketing Director is responsible for updating the National Rail database of station facilities with any changes in facilities and services at our stations to ensure that information on the National Rail Enquiries website is up to date.

The 'Stations Made Easy' pages provide more information regarding the accessibility of facilities and services and will be updated whenever there is a change to accessibility as follows:

- Any physical constraints preventing disabled customers from using the station
- Station improvement works
- Any significant temporary work affecting station accessibility
- Any changes to stations that would make them temporarily inaccessible (e.g. lifts and toilets out of order)
- Any facilities on trains being unavailable if this would have a material impact on a disabled customer's journey (including the temporary use of inaccessible rolling stock)

3. Alternative accessible transport

Where our stations are not accessible we will provide you with alternative transport free of charge. This will include those occasions when a station becomes temporarily inaccessible (e.g. when a lift is out of order) or when any replacement transport service is used during times of disruption which is inaccessible.

When you contact us to book your assistance our Customer Services Team will ensure that that alternative transport is arranged to take you between:

- Your station of origin and the nearest or most convenient accessible station and/or
- Your destination station and the nearest or most convenient accessible station.

4. Customer information

We aim to provide clear and consistent information regarding train arrivals and departures and work closely with other train companies to ensure that our information provision is in line with industry good practice.

We are committed to ensuring that up-to-date information about our facilities, services and the accessibility of our stations and trains is available on the National Rail Enquiries website at nationalrail.co.uk. The Marketing Director is responsible for ensuring that this information is updated with any changes to the services we provide.

You can also obtain full details of the services that we offer from our Customer Services Team or any member of station staff. Our station staff have access to National Rail Enquiries and the 'Stations Made Easy' web pages and can provide information on our facilities, services and the accessibility of our stations and trains on request.

We are committed to updating our Disabled Persons Protection Policy and will do so annually in consultation with the Department for Transport and other stakeholders.

5. Tickets and fares

If you are unable to buy a ticket at a station before your journey because our facilities are inaccessible or unavailable you may buy a ticket without penalty at your destination. If you cannot buy a ticket without undue difficulty as a result of your disability, you may board the train and pay en route or at destination without penalty and enjoy any Railcard reduction to which you are entitled.

If you hold a Disabled Persons Railcard please remember to show it when purchasing your ticket at a ticket office. Tickets incorporating Railcard discounts are also available from ticket vending machines. Freedom Passes are provided by local London borough councils to give older and disabled Londoners free travel on almost all public transport within London. Passes are valid from London Marylebone as far as West Ruislip and Amersham but not beyond these stations. Time restrictions may apply.

More information on the Disabled Persons Railcard, tickets and fares can be found in the "Rail Travel Made Easy" leaflet which is available from staffed stations or from www.disabledpersons-railcard.co.uk.

Visually-impaired passengers without a Railcard should present their Certificate of Visual Impairment (CVI) or BD8 certificate. They are entitled to the discounts below only if they travel with a companion who also receives the same discount.

Wheelchair users who do not leave their wheelchair during the journey and who have no Railcard may also obtain the same reduction. Although wheelchair users may travel alone and receive the discount, a companion can also travel at the same reduced price.

For travel on the National Rail network, we offer the following fare discounts to disabled customers in the following categories:

		Adults	Children
Disabled Persons Railcard holders	Most National Rail fares Single or Return	34%	50%
Companion to a Disabled Persons Railcard holders	Off-peak Oyster Pay As You Go	34%	FREE
Wheelchair users and one companion	National Rail Anytime Single or Return	34%	75%
Visually impaired customers when travelling with a companion	National Rail Anytime Day Return	50%	75%
Freedom Pass holders and up to 4 children		FREE (time restrictions may apply)	

6. At the station

Chiltern Railways is committed to maintaining the accessibility of our stations and will not close any station or gate if this will lead to a reduction in accessibility for disabled customers.

At London Marylebone the first point of contact is the Information Desk located next to WH Smiths. If this is closed help can be obtained from the Ticket Barrier Staff. Elsewhere, help is available either from the ticket office, or out of hours from the Customer Service Staff located in car parks. Alternatively all our stations have Help Points linked to staff who can help.

Information about facilities, services and accessibility of all our stations is available to passengers at information points, ticket offices, by phone and on the internet.

We try to ensure that timetables, posters and information leaflets are located to ensure that they are accessible to disabled customers where possible. Where facilities are provided by third parties we work

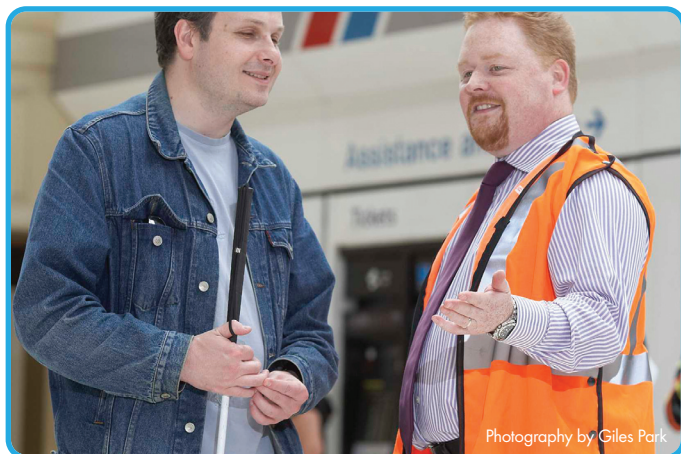
closely with them to ensure that they are as accessible as possible. We will provide clear and consistent aural and visual information of train departures and other relevant messages particularly in the event of delays or disruption.

All of our ticket machines are able to offer discounts to Disabled Persons Railcard holders. Where our stations have automatic ticket gates these will be staffed at all times and if we are unable to provide staff for any reason, these gates will be secured in an open position.

We can offer assistance at all of our staffed stations and more information is provided in the 'Assistance for customers' section of this document. All assistance, including luggage assistance for disabled customers, is provided free of charge and ramps are provided for customers who require them at all of our accessible stations. However, we do not provide facilities for left luggage at any of our stations.

In so far as reasonably practical we will ensure that third party facilities at our stations, such as retail units, are as accessible as possible.

More information regarding accessibility, facilities and services at our stations is provided in the 'Station Accessibility Information' section of this document or by getting in contact with us via our website www.chilternrailways.co.uk, phone 08456 005 165, or any of our staffed stations.



Photography by Giles Park

7. On the train

All of our trains are equipped with public address systems for broadcasting information. To ensure that customers have sufficient time to prepare to leave the train, we will make an announcement and display information about the next stop after departure from the previous station where possible. We aim to ensure that you are kept regularly informed of how the train is running, especially if there is disruption.

Our trains are fitted with priority seats for disabled customers or those less able to stand. When requiring assistance on staffed services our staff will make every effort to ensure that you can obtain a seat or use the wheelchair spaces provided as appropriate. .

We welcome mobility scooters on our trains and can carry scooters and wheelchairs up to 700mm wide and 1200mm long with a maximum weight of 300kg (including your weight). Customers may remain in scooters and wheelchairs when travelling and can use the dedicated wheelchair bays on our new trains.

We are unable to carry scooters or wheelchairs in excess of these size and weight limits because of the limited space in train carriages and the size of train doorways.

8. Making connections

We are happy to provide assistance to customers making connections to other train services or other modes of onward transport calling at our stations. This includes providing help with boarding and alighting as well as luggage assistance. At London Marylebone we will assist passengers to the Bakerloo Line ticket gateline from where London Underground staff will provide help subject to their own policy. We will also provide assistance to the nearby bus stops and taxi rank.

Where customers have identified themselves to our staff on arrival at the station we will ensure that assistance is available if there is a change of platform at short notice.

We recommend that customers requiring assistance contact our Customer Services Team on **08456 005 165** 24 hours in advance to book their assistance and allow extra time to make their connections.

More information regarding the assistance services we offer is provided in the 'Assistance for customers' section of this document or by getting in contact with us.

9. Disruption to facilities and services

During service disruption, we will make regular announcements and ensure that our information screens are updated regularly to keep you informed. If there is a change of platform at short notice, we will ensure that customers who have identified themselves to our staff on arrival at the station are provided with assistance to change platforms.

Where assistance has been booked in advance, we will make every effort to contact you to make alternative arrangements if it is likely that any rail replacement service will be inaccessible.

During planned engineering works, we will provide clear information at our stations to advise customers of replacement transport options. During times of service perturbation we will provide information concerning amendments to trains times and alternative travel arrangements via the Public Address, Customer Information Screens and Help Point systems.

When our facilities and services are not available, or are not accessible, we will make every effort to provide alternative facilities. The Marketing Director is responsible for ensuring that any changes to accessibility are promptly updated on the National Rail website. This information will include:

- Details of any physical constraints preventing disabled people from using the station,
- Details of significant temporary work affecting station accessibility,
- Details of changes to stations that would make them temporarily inaccessible and
- Details of on-train facilities being unavailable when this would affect disabled customers' journeys.

Safety of customers in an emergency

For more information regarding our procedures for assisting disabled customers at stations and on trains in the event of an emergency, please see our guide to policies and practices.



Photography by Giles Park

10. Contact us

Our Customer Services Team is available for you to find out more about our services or provide feedback on the services and facilities that we provide.

Write to: **Customer Services**

**Banbury ICC
Merton Street
Banbury
Oxfordshire
OX16 4RN**

Phone: **08456 005 165**

Assistance Booking Line Open 07:00-22:00, 7 days a week
(except Christmas Day and Boxing Day)

Fax: **01926 729 914**

Email: **customer.services@chilternrailways.co.uk**

Website: **chilternrailways.co.uk**

We recommend that all requests for assistance are made by phone to ensure that your bookings are processed as soon as possible.

Further copies of this document and our guide to policies and practices can be obtained from our Customer Service Team or are available from our website **chilternrailways.co.uk**.

11. Alternative formats

Alternative versions of this document are available such as large print and Braille upon request.

12. Comments regarding our policy

The Customer Service Director is responsible for this policy and for making sure that the needs of disabled customers are taken into consideration.

Any issues relating to the content of this document can be addressed to the Customer Services Director via our customer services team.

You can send your comments to us by letter, email, or telephone and we will respond by the same means.

Station accessibility

Station	Staffing	Step free Access	Designated Disabled Parking	Seating	Toilets	Easy Access Ticket Sales	Designated Meeting Point	Customer Information System	Secure Station Accreditation	Catering
London Marylebone	●	●	●	●	●	●	●	●	●	●
Wembley Stadium	● Event days only	●	●	●	●	●	●	●	●	●
Sudbury & Harrow Road	●	●	●	●	●	●	●	●	●	●
Sudbury Hill Harrow	●	●	●	●	●	●	●	●	●	●
Northolt Park	● AM Mon-Fri	●	●	●	● AM Mon-Fri	●	●	●	●	●
South Ruislip	●	●	●	●	●	●	●	●	●	●
West Ruislip	●	● Southbound Platform only	●	●	●	●	●	●	●	●
Denham	● AM Mon-Sat	●	●	●	●	●	●	●	●	●
Denham Golf Club	●	●	●	●	●	●	●	●	●	●
Gerrards Cross	●	●	●	●	●	●	●	●	●	●
Seer Green & Jordans	● AM Mon-Fri	●	●	●	●	●	●	●	●	●
Beaconsfield	●	●	●	●	●	●	●	●	●	●
High Wycombe	●	●	●	●	●	●	●	●	●	●
Saunderton	●	● Northbound Platform Only	●	●	●	●	●	●	●	●
Princes Risborough	●	●	●	●	●	●	●	●	●	●
Haddenham & Thame Parkway	●	●	●	●	●	●	●	●	●	●
Bicester North	●	●	●	●	●	●	●	●	●	●
Kings Sutton	●	● Southbound Platform Only	●	●	●	●	●	●	●	●
Banbury	●	●	●	●	●	●	●	●	●	●
Leamington Spa	●	●	●	●	●	●	●	●	●	●
Warwick	● Mon-Sat AM Only	● Northbound Platform Only	●	●	●	●	●	●	●	●
Warwick Parkway	●	●	●	●	●	●	●	● Visual only	●	●
Hatton	●	● Southbound Platform Only	●	●	●	●	●	● Visual only	●	●
Lapworth	●	● Southbound Platform Only	●	●	●	●	●	● Visual only	●	●
Dorridge	●	●	●	●	●	●	●	●	●	●
Solihull	●	●	●	●	●	●	●	●	●	●
Birmingham Moor Street	●	●	●	●	●	●	●	●	●	●
Monks Risborough	●	●	●	●	●	●	●	●	●	●
Little Kimble	●	●	●	●	●	●	●	●	●	●
Great Missenden	●	●	●	●	●	●	●	●	●	●
Wendover	●	●	●	●	●	●	●	●	●	●
Stoke Mandeville	● AM Mon-Sat	●	●	●	●	●	●	●	●	●
Aylesbury	●	●	●	●	●	●	●	●	●	●
Aylesbury Vale Parkway	● AM Mon-Fri	●	●	●	●	●	●	●	●	●
Bicester Town	●	●	●	●	●	●	●	●	●	●
Islip	●	●	●	●	●	●	●	●	●	●

Staffing (full-time ●, part-time ● or unstaffed ●)

Step-free access (full ●, partial ● or no step-free access ●)