



Making rail accessible



How we make it easier to travel by train
for older and disabled people

Contents

Page



About this leaflet

4



How we can help you

5



How to ask us for help

8



Pre-book your travel

9



At the station

11



On the train

13

Contents

Page



Rail cards

15



Discounts on tickets

18



Mobility scooters

19



How to complain

20



How to contact us

21

About this leaflet



South Western
Railway

We are South Western Railway.

We think it is important that everyone can travel safely on our trains.



We try to make sure our trains and stations are **accessible**.

Accessible is when disabled people can easily use our stations and travel by train.



This leaflet tells you how we make our stations and trains more accessible.





It tells you:

- What help we can give you.
- How to ask us for help.
- Where you can get more information.

How we can help you

Passenger Assist



Passenger assist is one way rail companies make travel easier.



You can ask us for help to travel. This may be help to get around the station or help to get on a train.

Here are some of the things we can help you with.



- Planning your journey.



- Check how accessible trains and stations are for you. Things like toilets, lifts, waiting rooms and seating.



- Booking any tickets or buying tickets at a station.



- Getting around the station or help to get on or off the train.



- Help to carry your luggage.



- Booking a certain seat or space for your wheelchair. This is called reserving a seat or space.

You cannot reserve a seat or space on our trains. But we can help reserve them on other trains for you.

Things we cannot help with

We cannot help you with any personal care. This is things like:



- Eating
- Taking any medication
- Using the toilet



If you need help with these things, you will need to travel with support.



How to ask us for help

You can contact our Assist team for help to travel by train across England, Scotland and Wales.



Telephone

0800 5282 100

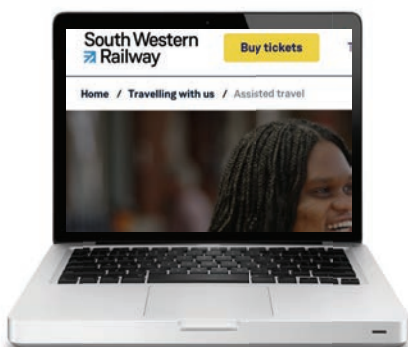
You can telephone anytime day or night



Text relay

18001 0800 5282 100

For people with hearing problems.



Online

**[southwesternrailway.com/
travellingwith-us/assisted-travel](https://southwesternrailway.com/travellingwith-us/assisted-travel)**



You can also speak to staff at the train station to help you plan your journey.



Pre-book your travel

If you know when you will be travelling and where you want to go, we can book any help you need.



4 hours +

If you just need to travel on South Western trains contact us 4 hours or more before you travel.



6 hours +

If you have a longer journey and need to change trains, contact us 6 hours or more before you travel.



This gives us time to plan and get the support you need.



The station you want to travel to may not be accessible for you.



If so, we will tell you and try to find another way to help you travel.

We may pay for a taxi to take you to an accessible station.



To check if a station is accessible you can look at this website.

National Rail
nationalrail.co.uk/stations_destinations/

At the station

What to do if you have pre-booked assisted travel



Try to get to the station 20 minutes before your train is due to leave.



Let our staff know you are here and that you have booked assisted travel.



Our staff walking around the station will have a blue or orange top on.



Staff in our ticket office wear a blue uniform with a name badge.



What to do if you do not have time to pre-book

If you do not have time to plan your journey or need to travel straight away, we can still help you.



You can turn up at any of our train stations and ask our staff for help.



If we have staff at the station we can:

- Help you to buy any tickets you need
- Help you to get on a train



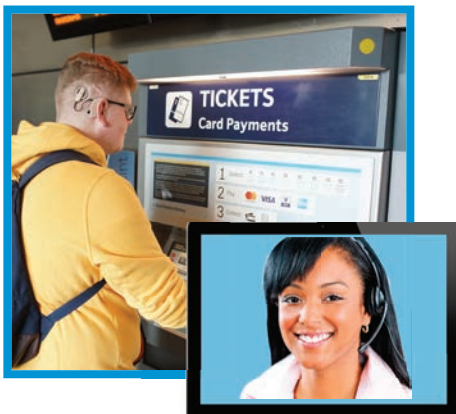
If we do not have staff at the station you can:

- **Phone our assist team**
0800 5282 100



- **Use the help point**

When you press the button you can speak to our staff.



- **Use our video ticket machines**

You can buy a ticket 24 hours a day.
You will be able to speak to someone who can help you.



All our trains have staff who can help you get on or off.

On the train



Our trains have space for most types of wheelchairs and accessible seating.

We call this **priority seating**.



If someone who doesn't need it is in the space or seat, we will ask them to move.



Our staff will try to help you as much as they can.

Travel Assistance Card



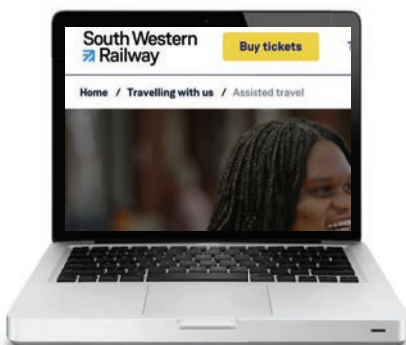
Our travel assistance card is another way to ask for help.

If you find it hard to ask for help you can show this card to our staff.



Staff know what this card means and will try to help you the best they can.

To find out more or to get a travel assistance card you can:



Go to our website

southwesternrailway.com/travelling-with-us/assisted-travel/travel-assistance-card



Phone us

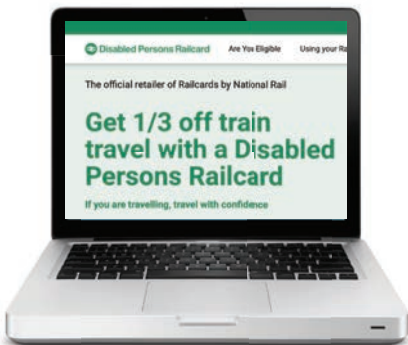
0800 5282 100

Disabled persons railcard



If you are disabled you may be able to get a disabled persons railcard.

You and the person travelling with you will get a discount on your tickets.



You can find out more about railcards or apply for one by:

Looking at the website

disabledpersons-railcard.co.uk



Email

disability@raildeliverygroup.com



Phone

0345 605 0525



Minicom/Textphone

0345 601 0132

Senior Railcard



If you are aged 60 or over you can get a Senior Railcard.

You get a discount on your train tickets.



To find out more or get a travel assistance card you can:

Look at the website
senior-railcard.co.uk



Email
railcardhelp@railcards-online.co.uk



Phone
0345 300 0250



If you have an oyster card you can link it to your railcards.

More discounts on tickets



We can give cheaper tickets to some people who do not have a railcard.

We will give the same discount to a person who is travelling with you too.



We can give discounts to:

- People who need to stay in a wheelchair when they travel

- People who are visually impaired

You will need to show us a letter that says you are visually impaired. This letter could be from:

- Social services
- Guide dog ownership certificate
- RNIB
- Blind Veterans UK





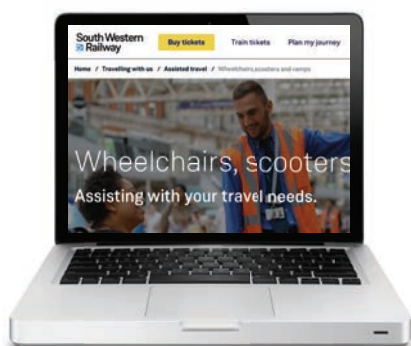
You can only get these discount if you buy your ticket from the ticket office or on the train.

Mobility scooters



We do not allow all mobility scooters on our trains.

You must get a permit to travel with your mobility scooter on our trains.



How to apply for a permit

Got to our website

southwesternrailway.com/travelling-with-us/assisted-travel/wheelchairs-scooters-and-ramps



Phone us

0345 60000 650

What happens if things don't go as planned



Sometimes we may not be able to give you the support you have pre-booked.



If we cannot support you to travel by train we may arrange other accessible transport for you.



If you don't get your pre-booked help we will give you a refund for that part of the journey.



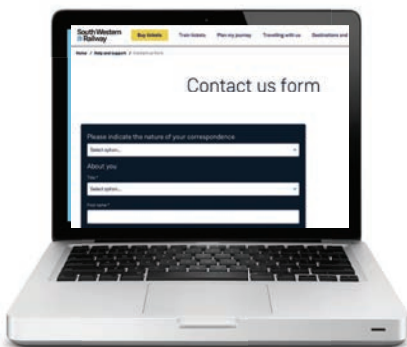
You can contact our customer team if you are not happy about any of our services.

How to contact us



Phone us

0345 6000 650



Fill out the contact-us form on our website

southwesternrailway.com/contact-and-help/contact-us-form



Write to us

Freepost : South Western Railway



If you are not happy with how we looked at your complaint you can contact the Rail Ombudsman.



The Rail Ombudsman will check that we have dealt with your complaint fairly.



Website
railombudsman.org



Email
info@railombudsman.org



Phone
0330 094 0363



Post
Freepost – RAIL OMBUDSMAN