

Travelling in London while pregnant or with a buggy



London is fast becoming one of the most accessible cities in the world and if you're a mum-to-be, or travel with a buggy, we want to make public transport as easy as possible for you to use.



In this leaflet we've summarised the support available to you, including the help you can expect from staff and a map showing which stations have toilets and changing facilities. You can also access this information and more online at tfl.gov.uk/babiesandbuggies

Information in this leaflet was correct at November 2023.

Travelling while pregnant

- Make sure you carry a bottle of water with you
- Wear layers that are easy to remove if it gets hot
- If you're on the Tube, London Overground or the Elizabeth line and you start to feel unwell, get off the train at the next station and ask a member of staff for help or use a help point



Baby on board badge

Asking for a seat when travelling can sometimes be tricky. The Baby on board badge aims to combat any awkwardness you may feel when asking someone to give up their seat. It also lets customers know when they should offer their seat.

Order your Baby on board badge by visiting tfl.gov.uk/babyonboard



Priority seats



There are dedicated priority seats and wheelchair spaces on all buses and all Tube, London Overground, Elizabeth line, DLR and London Trams carriages.

If you're pregnant, or carrying a young child, you can use a priority seat – please ask if one isn't available.

Feeding your child on the network

We want you to feel comfortable feeding your child on public transport, whether you're breastfeeding or bottle feeding. If you need a seat to do so, please ask if one isn't available. There are benches across the TfL network where you can feed your child too.

It is illegal for anyone to ask a breastfeeding woman to stop breastfeeding, or to leave a public place. If you are made to feel uncomfortable or experience a problem while travelling on our services, speak to a member of TfL staff, the British Transport Police or use a help point.

Selecting a buggy for public transport

If you're going to be using your buggy on public transport it helps if it's:

- Lightweight, so it can be carried
- Small and foldable, so it can fit down aisles

Using your buggy safely on public transport

When travelling with your buggy, remember:

- Always make sure your child is securely fastened and your brake is on at all times when stationary, both while on transport and when waiting on platforms and at bus stops
- Depending on your buggy and the way your child is facing, it can be better to get on or off backwards, so you are not tipping them forwards in their buggy when there is a step up or down
- Watch out for the thin grooves in the door runners on some trains, especially if the wheels on your pushchair are thin
- Don't rush, particularly if the doors are closing
- Use the lift if there is one available – many of our stations now offer step-free access, and you can find out information about their availability using the resources listed on pages 7 and 8
- If you do need to use an escalator, take extra care
- Never leave your buggy unattended
- Stand behind the yellow line on the platform when waiting for transport

Checking your route and step-free access

Planning your route in advance and having real-time updates if there are disruptions can really help you have a better journey.

Our free travel app, TfL Go, can help you access as much of the network as possible. It has a straightforward layout and you can select to journey plan on step-free to platform, or step-free to train. TfL Go also includes interchange information, whether lifts are working and where toilets and baby changing facilities are located.

You can plan your journey in advance by station name, street address, postcode or from your current location. You can also check your travel on the go with live information for stations and bus stops as it includes real-time updates.

There are also information boards in all stations that show if there are any unplanned disruptions or changes to step-free details. If you have any questions, then you can use a station help point and ask our staff.

You can also use the Journey Planner on our website to plan in advance.

Find the information that's right for you at tfl.gov.uk/travel-tools

Maps and guides

There are a number of free maps and guides available to help you plan and make a journey. Here are some of the most useful ones and an explanation of the symbols you'll find.



At these stations you can get between the street and platform without needing to use stairs or escalators. There is also level access between the train and platform, so no step or gap when you board. Look out for raised sections of the platform, at some stations, where it will be easier for you to board.



These stations are also step-free, but there is no level access between the train and platform, so there will be a vertical step or horizontal gap when you board.

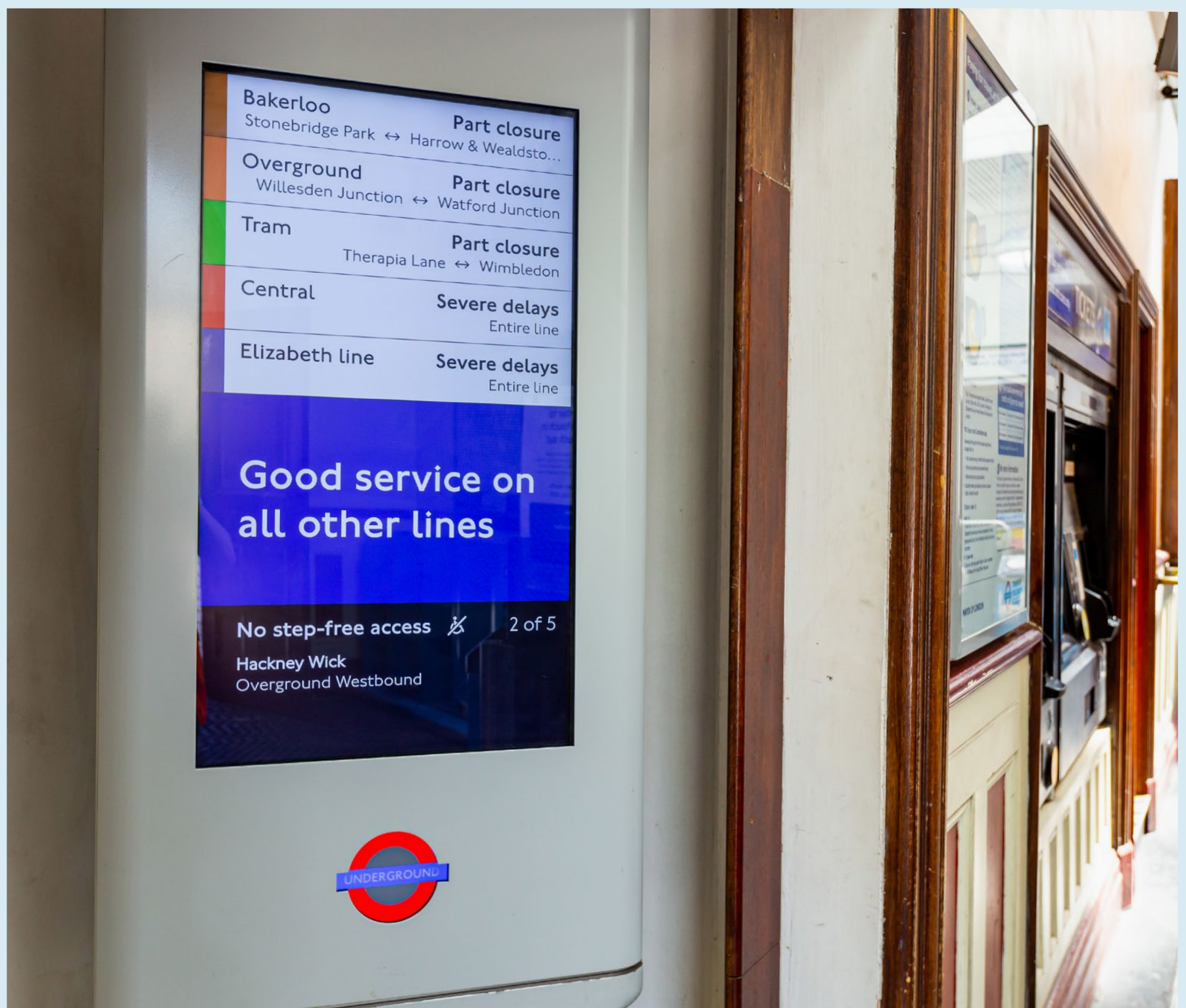


Step-free Tube guide shows the gap and step size between the train and platform, step-free access and interchange on the Tube, Elizabeth line, DLR, London Overground, London Trams and IFS Cloud Cable Car services. You can also find live step-free information on TfL Go or on our electronic service update boards in Tube stations.

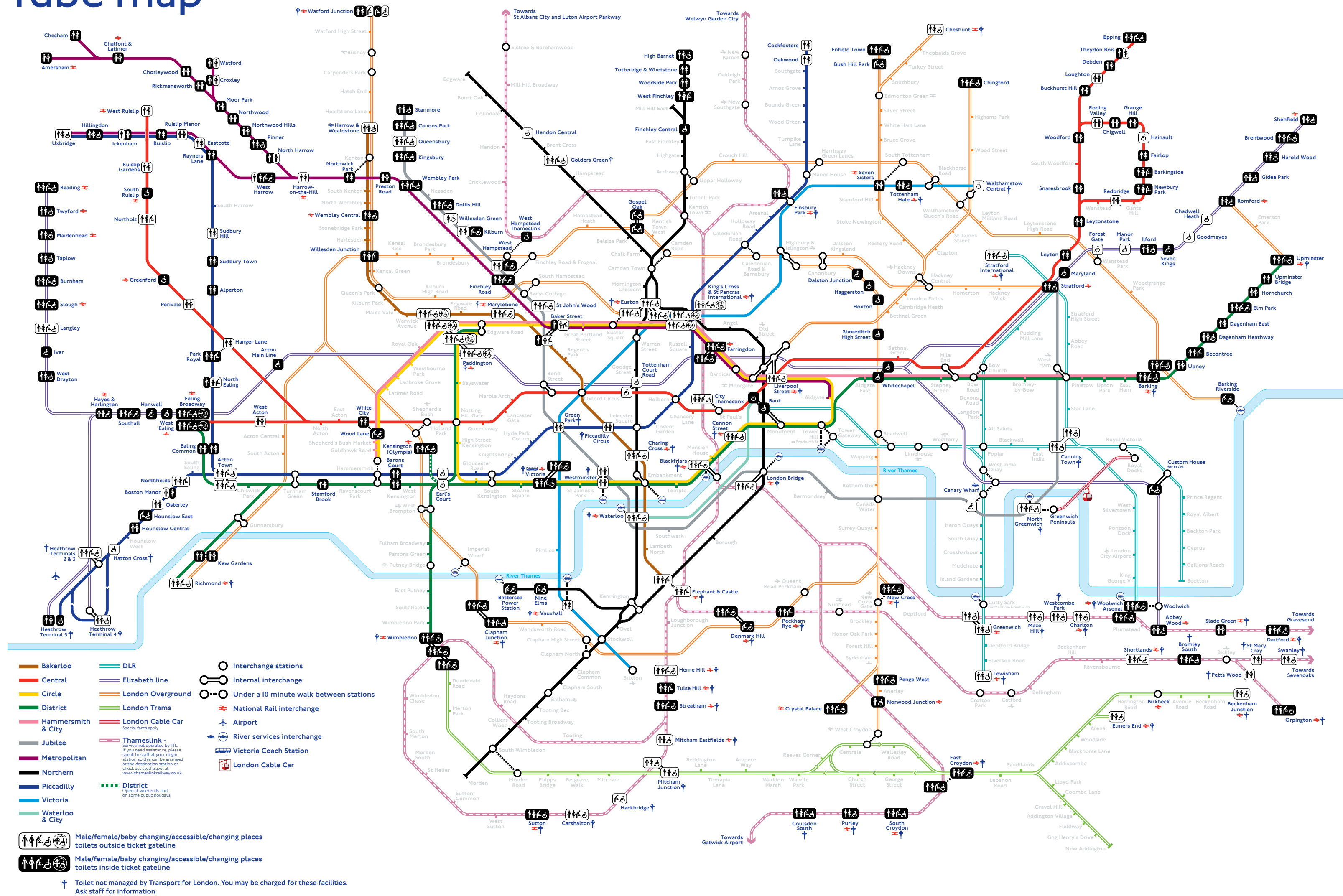
Avoiding stairs guide shows lifts, escalators and ramps between street and platform on the Tube and DLR.

Toilet Tube map (shown on the next page, and in TfL Go) shows the locations of toilets and baby changing facilities on the Tube, Elizabeth line, DLR, London Overground, London Trams and IFS Cloud Cable Car services. Most baby changing facilities are accessible to male and female carers. If you find them closed, please speak to a member of staff for assistance.

There are a number of free maps and guides available to download online at tfl.gov.uk/accessguides or you can contact us on **0343 222 1234*** or tflaccessibility@tfl.gov.uk to ask for copies.



Toilet Tube map



MAYOR OF LONDON

tfl.gov.uk

24 hour travel information
0343 222 1234*

Check your travel
tfl.gov.uk/travel-tools

Plan your journey
Download the TfL Go app

*Network charges may apply. See tfl.gov.uk/terms for details.

You can find this map at tfl.gov.uk/maps and tfl.gov.uk/accessguides



TRANSPORT FOR LONDON

EVERY JOURNEY MATTERS

Help from staff at stations and piers

On our rail networks, piers and boats, staff can give advice, information and assistance. If you need help, please ask.

At some stations staff may be able to help carry buggies up and down stairs, although they are not always able to do so. If they are able to help, they will ask you to carry your child and fold your buggy.



Help from staff on buses



Drivers will pull in close to the kerb, wherever possible, to reduce the gap, and lower the bus to reduce the step. There are spaces for your buggy on buses, however wheelchair users have priority in these spaces as it's the only place they can travel. If your buggy is in the space and a wheelchair user needs to board, you might need to fold your buggy.

You won't be made to leave the bus, but please do whatever you can do to accommodate the wheelchair user and those with mobility aids.

If you do decide to leave the bus, the Hopper fare means you can change on to another bus or tram at no additional cost within one hour of first touching in. The fare will be automatically applied to your pay as you go Oyster or contactless card or device.



At TfL we know that better journeys make for better lives. That's why every journey matters.



 tfl.gov.uk

 Download the TfL Go app
tfl.gov.uk/go

 24 hour travel information
0343 222 1234*

 Sign up for email updates
tfl.gov.uk/emailupdates

   tfl.gov.uk/socialmedia

*Service and network charges may apply.
See tfl.gov.uk/callcharges for details.
All information correct at November 2023.