

## How to plan your journey

1. Check your starting and destination station, plus any connections, using the symbols shown in 'How to use this map'. Also refer to the Station Index overleaf for additional access and connection details at each station.

2. Check your return journey as this may require a different route or use an alternative station entrance.

3. Check that you can manage the step and gap from the platform to the train.

4. Check planned engineering works and the availability of station lifts at [tfl.gov.uk/status-updates](https://tfl.gov.uk/status-updates) or [tfl.gov.uk/plan-a-journey](https://tfl.gov.uk/plan-a-journey), or by calling Transport for London's 24 hour travel information number 0343 222 1234\* (Network charges may apply). See [tfl.gov.uk/terms](https://tfl.gov.uk/terms) for details). Staff help may not be available at Thameslink stations at all times. Please contact the helpline by phone on 0800 058 2844 or by emailing [assistedtravel@thameslinkrailway.com](mailto:assistedtravel@thameslinkrailway.com) to ensure that arrangements are in place.

## How to use this map

This map highlights stations where you can get between the platform and street step-free, or change between lines step-free. Stations where this is not possible are shown in light grey. Step-free stations are marked with a coloured symbol and a letter showing the size of the step and gap between the platform and the train, as follows:

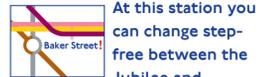
**Step**  
The step between the platform and the train is shown by the following symbols:

- 0 - 50mm (0 - 2 inches)
- 51 - 120mm (2 - 4.7 inches)
- Over 120mm (4.7 inches)

**Gap**  
The gap between the platform and the train is shown by the following letters:

- A 0 - 85mm (0 - 3.3 inches)
- B 86 - 180mm (3.3 - 7 inches)
- C Over 180mm (7 inches)

○ ○ ○  
At stations marked with these symbols you can change between lines step-free (sometimes only in one direction). You will not be able to get in or out of the station without using stairs and/or escalators.

**Example**  
  
At this station you can change step-free between the Jubilee and Bakerloo lines, but not between these lines and the Metropolitan, Circle and Hammersmith & City lines.

 At these stations you can change onto National Rail (sometimes only in one direction).

 At stations marked with a blue box and exclamation mark please arrive at the correct entrance for your direction of travel. Refer to the Station Index overleaf and Key to symbols on the map for more detail.

**Examples**  
 These stations have the smallest step and gap and are suitable for most customers including wheelchair users.

   These stations have varying levels of steps and gaps and may be suitable for customers with mobility impairments, those with luggage and buggies, and some wheelchair users.

This map shows the largest step and gap for all stations which do not have level access. At some of these stations, level access may only be available at some parts of the platform – look out for signs.

Printed versions of this map are updated in May and December. The online version of this map is updated throughout the year when changes occur.

## Boarding ramps

At some stations access to the train is by boarding ramp. These stations are shown on the map by . If you plan to travel on London Overground or Elizabeth line services, staff will be available at stations to assist you with your journey - you can pre-book this assistance by calling 0343 222 1234\*.

If you plan to use boarding ramps on London Underground services, you do not need to book this in advance, but please read the information below:

- Speak to a member of staff and let them know where you are travelling to.
- Staff will operate the boarding ramp and assist you with getting on the train if you require.

- If required, staff will arrange for you to be met at your interchange or destination by a member of staff with a boarding ramp.

- If you are boarding at a station with level access (shown by ) and travelling to a station with a boarding ramp, please speak to a member of staff before boarding the train, so that they can arrange for you to be met.

- If you are changing between lines and need a boarding ramp, please speak to a member of staff at the platform or use the 'information' button on a Help Point.

- If platforms and/or trains are very busy, it may take a while before there is space to get on the train.
- The boarding ramps can take a maximum of 300kg (approx. 47 stone). This includes your weight, the weight of your wheelchair and the weight of anyone assisting you.

## Example step-free journey: Chalfont & Latimer to Forest Hill

Find  on the map. The blue box and the  symbol mean that you need to use a specific entrance to the station for your direction of travel – as stated in the index, it is the Bedford Avenue entrance.

Take the Metropolitan line southbound () to Finchley Road, which has step-free interchange only (no step-free entrance/exit) (). The index tells you the size of the step and gap (). Change onto the Jubilee line () step 163mm/gap 120mm) – as stated in the index, you can only change lines travelling in the same direction (e.g. southbound Metropolitan line to southbound Jubilee line).

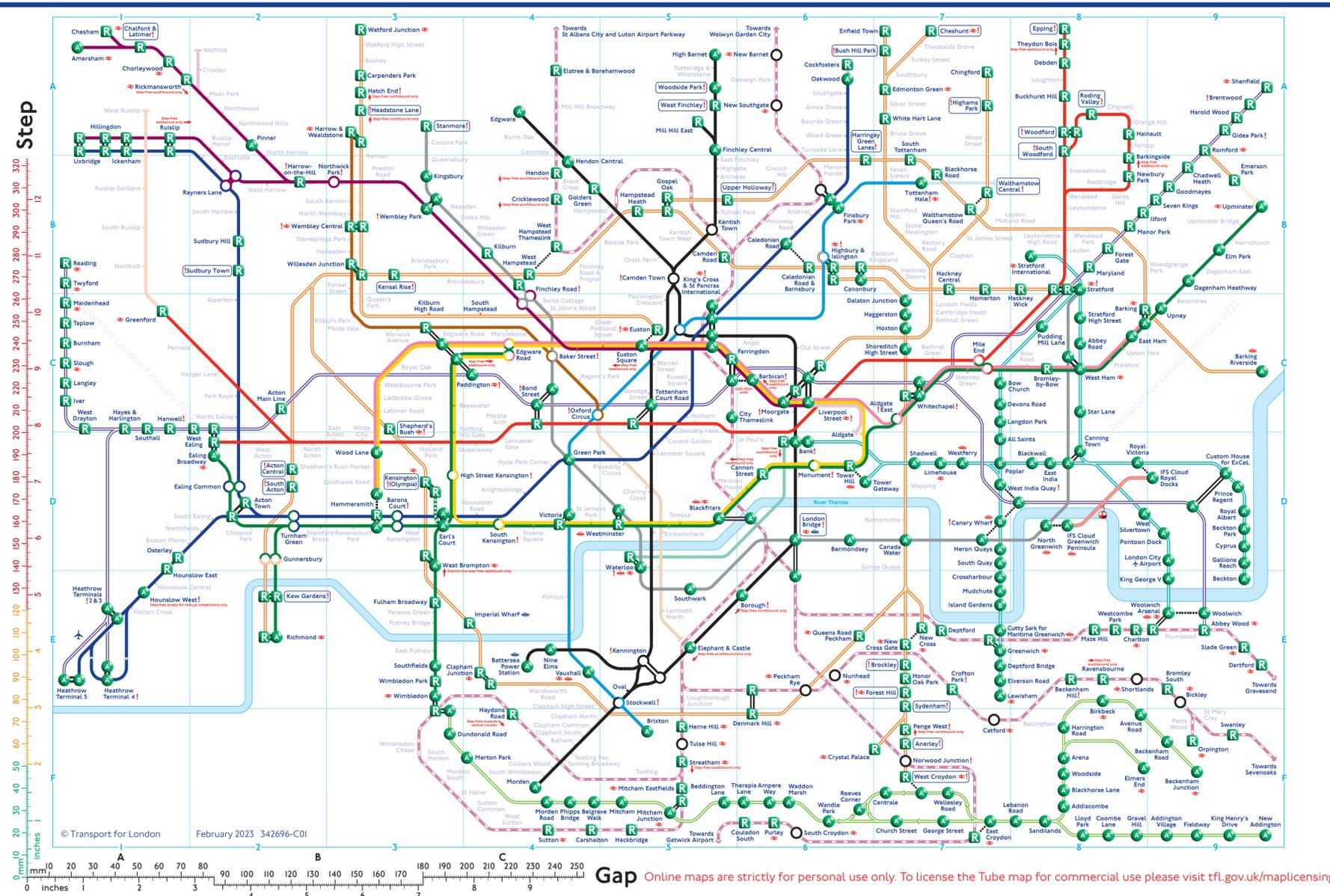
Stay on the Jubilee line to Canada Water (). Speak to staff at the station to arrange for you to be met at Forest Hill with a boarding ramp (). Take the London Overground service towards Crystal Palace or West Croydon () step 75mm/gap 4mm). Arrive at Forest Hill.

## Further journey information

If you experience problems with your planned route contact a member of staff at the station (or use the Help Point).

If you need assistance please ask a member of staff who will assist you if they are able and it is safe to do so.

If you are unable to complete your planned step-free journey because the lifts are out of service, we will help you find an accessible route to your destination, including booking you a taxi if there is no suitable route by public transport.



## Key to lines

-  Bakerloo
-  Central
-  Circle
-  District
-  Hammersmith & City
-  Jubilee
-  Metropolitan
-  Northern
-  Piccadilly
-  Victoria
-  Waterloo & City
-  Elizabeth Line
-  London Overground
-  London Trams
-  IFS Cloud Cable Car
-  Thameslink
-  District Open at weekends and on some public holidays

## Key to symbols

- Step between platform and train**
- 0 - 50mm (0 - 2 inches)
  - 51 - 120mm (2 - 4.7 inches)
  - Over 120mm (4.7 inches)

- Gap between platform and train**
- A 0 - 85mm (0 - 3.3 inches)
  - B 86 - 180mm (3.3 - 7 inches)
  - C Over 180mm (7 inches)

-  Internal interchange
-  Under a 10 minute walk between stations
-  Platforms with designated level access boarding points. Step/gap measurements at these stations are when boarding train at these points only

-  Access from platform to train by boarding ramp
-  Access via lifts. Limited capacity (8 - 12 persons) indicated by 'small'. Please note that lifts may not be managed by Transport for London.

-  Some step-free connections with National Rail services. Please check with National Rail Enquiries (03457 48 49 50) for information

-  Main bus interchange
-  IFS Cloud Cable Car
-  Accessible River services
-  River services interchange
-  Airport
-  Taxi rank (some taxi ranks may not be fully accessible)
-  Car park with number of blue badge bays indicated in brackets
-  Accessible toilet on site or nearby

 For more information please check the station index on the back of this guide

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