

How to plan a Tube and DLR journey

1 Check your starting and destination stations, plus any connections using the symbols shown in 'How to use this map'. Then refer to the index overleaf for additional details of access and connections at each station. You may also wish to refer to the Sample journey box in the third column

2 Check that you can manage the step and gap between the platform to the train, which can be up to 323mm (12.7 inches) for the step and up to a 253mm (10 inch) gap

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

4 Call Transport for London's 24 hour travel information number 020 7222 1234 before travelling to check the availability of lifts

5 You can also plan your journey online at tfl.gov.uk/journeyplanner. Or visit www.directenquiries.com to search for accessible routes on the Underground, plus facilities including car parking, toilets, services for visually impaired people, induction loops and other access facilities

6 If you experience problems with your planned route contact a member of staff at the station (or use the Help point) who will provide you with an alternative route

7 London Underground's Conditions of Carriage place no obligation on customers in wheelchairs to be accompanied. If you need assistance please ask a member of staff who will assist you if they are able to and it is safe to do so. For your own safety, please do not use a moving escalator unless you can step onto it, stand on it and step off it

How to use this map

This map only shows stations where you can get between the platform and street step-free or change between lines step-free. We have shown in a lighter shade all other Tube stations. Stations where you can get between the platform and street step-free are marked with a coloured symbol and a letter. The colour and letter show the size of the step and gap between the platform and the train, as follows:

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

- 0 - 50mm (0 - 2 inches)
- 51 - 120mm (2 - 4.7 inches)
- 121 - 323mm (4.7 - 12.7 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 181 - 253mm (7 - 10 inches)

Examples

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

B **C** **A** 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.

On the map we have shown an average of step and gap measurements at each station, for each line/platform. Please refer to the index on the other side for specific gap/step details at each station - these are an average of a range of measurements taken (for DLR these are maximums). We have also included a ruler with the map to show the gap and step dimensions.

A **B** **C** **A** 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 escalators.

A At this station you can change step-free between the Jubilee and Piccadilly lines, but not the Victoria line.

A At these stations you can change onto National Rail services, sometimes only in one direction.

! (Station Name) At stations marked with a blue box and exclamation mark please arrive at the correct entrance for your direction of travel. Please refer to the index on the other side for details.

! For more information please check the Key to lines/Service information and the Station Index on the other side

! Access via lift(s). Limited capacity (8 to 12 persons) indicated by 'small'

! Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information

! Connections with riverboat services

! Major bus connection

! Location of Airport

! Step-free connection with National Rail services to airport

! Connection to Tramlink

! Replacement bus service

! (2) Car park with number of blue badge bays indicated in brackets

! WC Accessible toilet on site or nearby

Step-free sample journey: Sudbury Town to Borough

We have chosen a complex journey which includes all the symbols to show their meaning.

Find (Sudbury Town!) on the map and check the How to use this map section and Index. As the Index shows you will have to get on to the Piccadilly line eastbound platform (trains towards Acton Town) via Station Approach (B step 164mm/gap 107mm). Stay on the train until you get to Green Park. At Green Park (A) change between the eastbound Piccadilly line (trains towards Oakwood) (A step 137mm/gap 0mm) and the southbound Jubilee line (trains towards Stratford) (A step 180mm/gap 0mm). Remember as shown in the Green Park symbol description of the How to use this map column and the Index, you can only change between the Piccadilly and Jubilee lines, you cannot change step-free with the Victoria line and you cannot exit or enter Green Park step-free either.

Stay on the train towards London Bridge. As the Index shows at London Bridge change from the eastbound Jubilee (trains towards Stratford) (A step 50mm/gap 70mm) to the southbound Northern line (trains towards Morden) (A step 43mm/gap 69mm). As the Index shows there is a long distance between the Jubilee line and the Northern line platforms via the street (410m).

As you arrive at the Northern line platform look for the level access boarding points in the centre of the platform and get on the train here.

As the map and the index show you can only enter and exit the northbound platform (trains towards Camden Town) at Borough step-free, which means that you will not be able to exit step-free arriving from London Bridge. So stay on the train and get off at Clapham North (A step 147/gap 30mm) change trains across the platform and take a northbound train back to Borough. Get off the train at Borough (A step 187mm/gap 27mm) and leave the station using the lift.

Key to lines/Service information

- Bakerloo
- Central
- Central - restricted service
- Circle
- District
- Earl's Court - Kensington (Olympia) 0700 to 2345 Mondays to Saturdays, 0800 to 2345 Sundays. Hammersmith & City
- No service Whitechapel - Barking early morning or late evening Mondays to Saturdays or all day Sundays.
- Jubilee
- Metropolitan
- Metropolitan - restricted service
- Northern
- Northern - restricted service
- At off-peak times all trains to/from Morden run via Bank.
- Piccadilly
- No service Uxbridge - Rayners Lane in the early mornings.
- Victoria
- Waterloo & City
- Docklands Light Railway
- Replacement bus service
- The East London line is closed. Use replacement buses or alternative Tube and DLR routes via zone 2.
- Local bus service

! (2) Car park with number of blue badge bays indicated in brackets

! WC Accessible toilet on site or nearby

! For more information please check the Key to lines/Service information and the Station Index on the other side

! Access via lift(s). Limited capacity (8 to 12 persons) indicated by 'small'

! Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information

! Connections with riverboat services

! Major bus connection

! Location of Airport

! Step-free connection with National Rail services to airport

! Connection to Tramlink

! Replacement bus service

! (2) Car park with number of blue badge bays indicated in brackets

! WC Accessible toilet on site or nearby

Step

250
240
230
220
210
200
190
180
170
160
150
140
130
120
110
100
90
80
70
60
50
40
30
20
10
0

mm

inches

0 10 20 30 40 50 60 70 80 90 100 110 120 130 140 150 160 170 180 190 200 210 220 230 240 250

0 1 2 3 4 5 6 7 8 9

0 1 2 3 4 5 6 7 8 9

0 1 2 3 4 5 6 7 8 9

0 1 2 3 4 5 6 7 8 9

0 1 2 3 4 5 6 7 8 9

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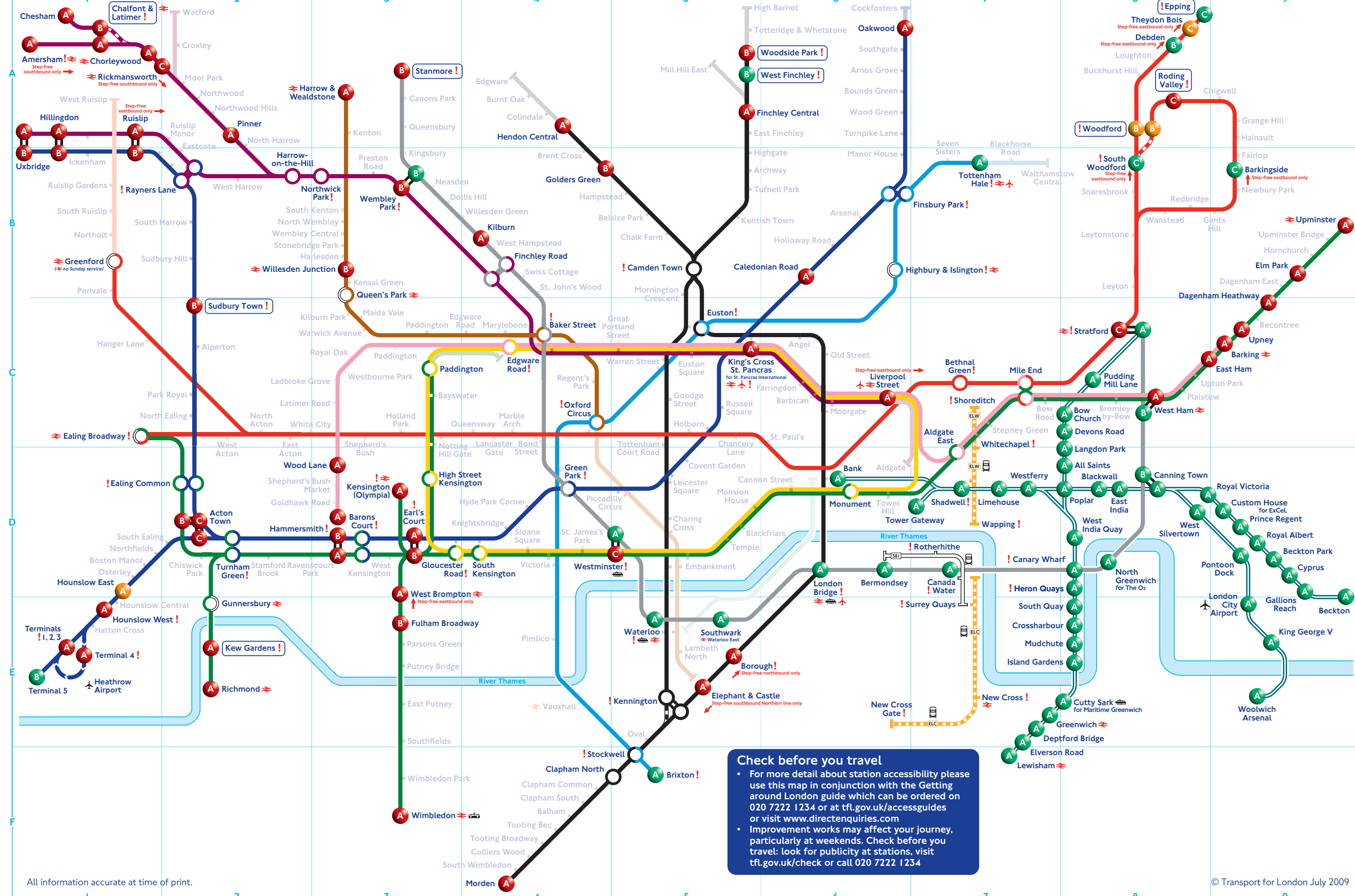
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All information accurate at time of print.

Check before you travel

- For more detail about station accessibility please use this map in conjunction with the Getting around London guide which can be ordered on 020 7222 1234 or at tfl.gov.uk/accessguides or visit www.directenquiries.com
- Improvement works may affect your journey, particularly at weekends. Check before you travel: look for publicity at stations, visit tfl.gov.uk/check or call 020 7222 1234

Further information

Transport for London produce a number of documents (listed below) to help people get around London more easily. For copies call 020 7222 1234 or visit tfl.gov.uk/accessguides. You can also visit the nationwide access register - www.directenquiries.com for information about Tube station accessibility

- Large print colour Tube map
- Large print black and white Tube map
- Getting around London - a guide covering the accessibility of all TfL's transport services
- Toilet map - available at tfl.gov.uk
- Bus maps (all buses are wheelchair accessible, apart from some journeys on routes 9 and 15 (0930-1830 daily) which use heritage Routemaster buses)
- Blue badge car parking information - available at tfl.gov.uk/roadusers/tubestationcarparks
- Information regarding booking taxis and minicabs visit tfl.gov.uk/cabwise

If you have any general comments about your Tube journey please contact London Underground Customer Services on 0845 330 9880, textphone 020 7918 3500 or write to: LU Customer Services, 55 Broadway, London SW1H 0BD

If you are not satisfied with their response and wish to take the matter further, contact the London TravelWatch on 020 7505 9000 or visit www.londontravelwatch.org.uk

If you have comments about your DLR journey call 020 7363 9700, textphone 020 7093 0999 or write to: Customer Services, Serco Docklands, Castor Lane, London E14 0DS

Website tfl.gov.uk

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