

# Making rail accessible: Helping older and disabled customers

January 2024



## Contents

Introduction .....	page 3
Assistance: what is available and how to get it .....	page 5
Pre-booking assistance .....	page 6
What to expect .....	page 10
Tickets and fares.....	page 14
At the station .....	page 15
On the train.....	page 18
If things do not go to plan .....	page 21
Where to get more information .....	page 25
Contact us.....	page 26
Contact information .....	back page

## Introduction

At the Elizabeth line we are committed to providing you with a safe, reliable and comfortable service. We recognise customers may have different requirements when they travel with us and are committed to making your journey as easy as possible. Our staff receive training to proactively offer, and be available to deliver, friendly supportive assistance and create a welcoming service for everyone.

We have made considerable improvements over the past couple of years to decrease and remove barriers you face and to improve physical access to the network. Our aim is to make it easier for everyone to access and use the network safely and with confidence. We will ensure the needs of disabled and older customers are properly considered in all aspects of service delivery, enabling you to travel confidently and independently.

## Introduction (continued)

The Elizabeth line is managed by Transport for London (TfL) and operated by MTR Elizabeth Line. The following identifies routes and stations operated by Elizabeth line:

- Paddington to Shenfield (Greater Anglia) managing Paddington, Stratford (London), Maryland, Forest Gate, Manor Park, Ilford, Seven Kings, Goodmayes, Chadwell Heath, Romford, Gidea Park, Harold Wood and Brentwood.
- Abbey Wood to Reading (Network Rail) and Heathrow Terminals 2, 3, 4 and 5 (HAL) managing Abbey Wood, Woolwich, Custom House, Canary Wharf, Paddington, Acton Main Line, Ealing Broadway, West Ealing, Hanwell, Southall, Hayes and Harlington, West Drayton, Iver, Langley (Berks), Burnham (Bucks) and Taplow.

More information on Elizabeth line managed stations can be found in our station accessibility document at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides)

This leaflet explains the help available for passengers who want to travel on the Elizabeth line. It covers:

- how to obtain assistance
- the type of assistance you can expect to receive
- where you can find additional information
- our commitment to you at every stage of your journey.

This leaflet reflects our Accessible Travel Policy. You can find a full copy of our policy and procedures on our website at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides)

## Assistance: what is available and how to get it

We offer a range of assistance to instill confidence in independent and spontaneous travel on our network. We have permanently assigned wheelchair spaces and clearly marked priority seats on all trains for the use of disabled passengers or those less able to stand. You can order a free 'Please offer me a seat' badge and card from the TfL website or contact centre to let others know you need a seat. 'Baby on board' badges are also available from stations. Passengers requiring assistance can either turn up and go or book ahead.

### Turn Up and Go

The Elizabeth line operates a Turn Up and Go (TUAG) service if assistance is required. This means you can receive help at all stations without having to book in advance. All stations are staffed from first to last trains. To request assistance simply speak to a member of our station staff. They are trained to assist you and will ensure help is available at your destination station. During busier periods we ensure additional staff are available to assist you, although a short wait may occur. We continuously monitor travel habits to inform our resourcing model, including busy periods in the day and seasonal changes.

## Pre-booking assistance

Passenger Assist is a system used by all National Rail operators to help older and disabled passengers use the rail network. All train operators work together to provide assistance in planning your rail journey, providing tickets and getting you on and off the train, including when making changes during your journey. The Elizabeth line participates in, and fully supports, Passenger Assist to ensure you can book assistance for your entire journey, regardless of which train operating company offers the service.

If you need assistance for your journey on the Elizabeth line there is no minimum notice period as we operate a Turn Up and Go service. But if you are connecting with another train company, we recommend booking assistance in advance of your journey. This can be done up to two hours before you travel. This is in line with Office of Rail and Road (ORR) guidance and the commitment applies to all train operating companies as terms of their licences.

You can book assistance through either of the following channels - as one point of contact - for the Elizabeth line and all other services.

## Pre-booking assistance (continued)

**TfL Contact Centre** by phone on 0343 222 1234\* or via [tfl.gov.uk/help-and-contact/contact-us-about-tube-and-rail](https://tfl.gov.uk/help-and-contact/contact-us-about-tube-and-rail). For passengers who are deaf or hard of hearing, please use the Type Talk prefix 18001.

**National Rail Enquiry Service** by phone on 0800 022 3720 or via [disabledpersons-railcard.co.uk/travel-assistance](https://disabledpersons-railcard.co.uk/travel-assistance). For passengers who are deaf or hard of hearing, booking assistance is possible by Minicom textphone on 0345 60 50 600. You can also book advance fares at the same time as booking assistance via Passenger Assist through National Rail Enquiries.

Not all stations have step-free access to all platforms, so you will need to check in advance which station you will be using. At any station where step free access is not available, we will provide alternative transport for you to continue your journey. More information on each station's accessibility can be found in our station accessibility document: [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides)

## Pre-booking assistance (continued)

At Heathrow stations, there are members of Heathrow Rail and Heathrow Express staff available to help support with boarding and alighting passengers from our trains. Please note if you require assistance to the airport, this is provided by Heathrow's assistance team. We can help connect you with them to continue your journey by using the help point on the platform, and someone from the Heathrow team will arrive within 15 minutes. If you prefer, this assistance can be pre-booked by contacting them on +44 344 335 1000 or by email [passengersupport@heathrow.com](mailto:passengersupport@heathrow.com)

## Pre-booking assistance (continued)

### Types of assistance

Our staff receive regularly training and are keen to assist passengers with visible and non-visible disabilities. All Elizabeth line managed stations are staffed from first to last train to offer you help with:

- planning your journey
- purchasing tickets
- getting on and off the train
- boarding with wheelchairs, scooters or other mobility aids
- transferring between trains or other modes of onward transport at our stations
- obtaining priority seats and dedicated wheelchairs spaces
- seat reservations with other train operators
- services and facilities available at stations and on trains
- luggage.

## What to expect: our commitment to passengers at every stage of your journey

### Before you travel

We commit to providing you with all the information you need to plan your journey, irrespective of your disability. You can obtain more information through the TfL contact centre or website.

### Information

We are committed to keeping you up to date with all our services and facilities, including any changes that may affect your journey. The 'Stations made easy' pages on the National Rail Enquiries website provide real time updates on any temporary changes to our accessible stations. More details on accessible facilities at Elizabeth line stations can be found in our station accessibility document at [tfl.gov.uk/accessguides](http://tfl.gov.uk/accessguides)

During times of disruption, delay or emergency, members of staff will be present at stations to assist you and, where necessary, help re-plan your journey or arrange alternative transport (such as buses or taxis). Information will be shared regularly through screens to keep you informed. If there is a change of platform at short notice, we will ensure we provide customers who identify themselves to our colleagues at stations with assistance to change platform. Our members of staff are trained to identify those with visible and non-visible accessibility needs.

## What to expect: our commitment to passengers at every stage of your journey (continued)

### Journey Planning

You can use TfL journey planner online or call our contact centre to plan journeys specifically to your needs. It offers train times, available routes, details on delays, station information and all onwards travel modes in London. It provides you the best routes between stations, bus stops, piers, places of interest, addresses or postcodes in London. You can set the time you want to travel and whether you want to take the fastest route or the one with fewest changes or least walking involved. Functionality you can select called 'accessibility and travel options' enables you to say whether you can use stairs or escalators, which types of transport you like to use and how far you are prepared to walk. If you are unlikely to be able to manage the step or gap onto a train, select the option marked 'I need step-free access to the train, bus etc!'. The journey planner will then create your ideal journey to your requirements. This can be found at [tfl.gov.uk/plan-a-journey](http://tfl.gov.uk/plan-a-journey). The journey planner will also inform you if there are any disruptions, delays or emergencies on London services.

TfL also provides a range of resources in readable and audio formats to explain the network's accessibility. It can be found online ([tfl.gov.uk/accessguides](http://tfl.gov.uk/accessguides)) or is available on request from the contact centre.

## **What to expect: our commitment to passengers at every stage of your journey (continued)**

### **Buying tickets**

The Elizabeth line sells paper tickets at every station through ticket offices or vending machines, offering a variety of discounts. Any discounted oyster cards can be applied for through TfL. If you are unable to buy a ticket at a station before your journey due to our facilities not being available or accessible to you for any reason, you can buy a ticket without penalty (including any applicable discounts) at your destination.

London borough councils provide Freedom Passes to give older and disabled London residents free travel on almost all public transport in London. Freedom Pass holders may travel free on Tube, DLR, London Overground, the Elizabeth line, bus, tram and National Rail services in London boroughs only. Although time restrictions apply on some National Rail services, Freedom Pass holders may travel on Elizabeth line services between 9:30 and 23:00 on weekdays and anytime on weekends and public holidays. For more information on applying for a Freedom Pass, you should contact your local council – call 0300 330 1433 or visit [www.freedompass.org](http://www.freedompass.org). Additionally, details on the 60+ London Oyster photo card are available at [tfl.gov.uk](http://tfl.gov.uk) for London residents. This is not available for those who hold an older or disabled persons Freedom Pass.

If you hold a Disabled Persons Railcard, please remember to show it when buying your ticket. Railcard discounts are also available from ticket vending machines.

Vision impaired customers without a Railcard are entitled to discounts when travelling with a companion and should present their Certificate of Visual Impairment (CVI) or BD8 certificate. Wheelchair users are also entitled to discounts without a railcard as detailed in the table on the next page. Please note that non-railcard discounts are only available from our ticket offices.

More information on fares and tickets can be found at [tfl.gov.uk/fares](http://tfl.gov.uk/fares) and at [disabledpersonsrailcard.co.uk](http://disabledpersonsrailcard.co.uk).

## Fares and tickets

The following discounts are available for travel on Elizabeth line and other National Rail journeys:

	Adult	Child
Disabled Persons Railcard holder	34% discount on most National Rail single or return fares	Standard child rate applies (where a child holds a Disabled Persons Railcard a 34% discount is available to an adult companion on most National Rail fares)
Companion to a Disabled Persons Railcard holder	As above	The standard child rate applies to a child travelling as a companion
Wheelchair users and one companion, or wheelchair user travelling alone	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class)  50% discount available on National Rail Anytime day return fares	75% discount available on most National Rail Anytime day single and return fares for wheelchair users only  (34% discount available for accompanying adult on most National Rail fares and 50% discount available for National Rail Anytime day return)
Blind or visually impaired customers when travelling with a companion (no discount if travelling alone)	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class)  50% discount available on National Rail Anytime day return fares	Standard child rate applies

**Oyster pay as you go:** Discounted fares are available to passengers who hold a Disabled Persons Railcard. The discount must be set on the Oyster card prior to travel and can be done at any Elizabeth line ticket office.

**Freedom Pass holder:** Free travel on TfL services, which includes travel on Elizabeth line. Free travel is also available on most National Rail services in London Fare Zones 1-9 after 09:30 Mondays to Fridays and anytime at weekends. Please check Freedom Pass terms and conditions for further information.



## **At the station**

The Elizabeth line is committed to maintaining the accessibility of our stations and will not permanently close any station or gate if this will lead to a reduction in accessibility for you.

### **Station facilities**

We provide timetable posters and information at our stations. All stations have public announcement systems and customer information screens to deliver audio and visual information. Members of staff are available at all stations from first to last train if further assistance or information is required. Please just make yourself known by talking to them or showing your TfL travel support card. Staff colleagues are dressed in Elizabeth line uniform and have name badges. They are present at ticket gates and station concourses, which is where our station assistance meeting points are. We place posters and information leaflets where they are accessible to you wherever possible. Where third parties provide facilities, we work closely with them to ensure that these facilities are as accessible as possible.

Help points are strategically located at stations, by entrances/exits, next to facilities and on platforms. They have information and emergency buttons for all requirements. All ticket offices and help points are installed with induction hearing loops across our network.

Where our stations have automatic ticket gates, these are staffed when in operation. If for any reason we are unable to supervise ticket gates, we switch them to the 'open' position.

We aim to ensure that all information regarding train departures is kept up to date, especially during service disruption.

More information regarding accessibility, facilities and services at our stations can be found in our station accessibility document at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides)

## At the station (continued)

### Accessibility aids

The Elizabeth line promotes the TfL travel support card scheme, which gets you help when you are travelling in London. This helps you communicate the assistance or information requirements you have to make travelling easier. You can use it on any TfL service: buses, trams, the Docklands Light Railway (DLR), the Tube, London Overground, Elizabeth line, London River Services' boat services and at Victoria Coach Station. You show the card to staff colleagues when you need help. The card has space to specifically state your needs so staff colleagues can offer the support you need. You can also add your name and an emergency contact number. Anyone who finds travelling difficult can have a travel support card. You might have a non-visual disability or you might not often travel on your own. Some of the things colleagues can help you with are:

- telling you which platform you need
- telling you where facilities are
- helping you to the platform and getting on and off trains
- helping you plan a journey if there are delays.

If you need other help, just ask a member of staff. You can order a free TfL travel support card from the contact centre or online from [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides)

## On the train

Trains across our network have dedicated wheelchair bays and prominent priority seating, which are clearly signed. Although these cannot be reserved, staff will make every effort to ensure seats are obtained. If a wheelchair space is being used and is required by you, then staff will make every reasonable effort to relocate those using the space if you need it. The same applies to surrounding seats for companions and family members travelling with you. In each wheelchair space there is an intercom which allows you to communicate with the driver if required.

Mobility scooters can be used on Elizabeth line trains. Wheelchairs and scooters must be up to 700mm wide and 1200mm long and be a maximum weight of 300kg (including your weight). You can remain in scooters and wheelchairs when travelling and use the dedicated wheelchair bays. We will provide alternative transport for you and your scooter in the event of planned and unplanned disruption; this will be by an accessible bus or taxi. We cannot carry scooters or wheelchairs in excess of these sizes and weight restrictions because of the limited space in train carriages and size of train doorways.

## On the train (continued)

### Train facilities

Our trains have public address systems to provide audio information. To ensure you have sufficient time to prepare to leave the train, announcements about the next stop are made after departure from the previous station. On many trains we also display this information visually on screens inside the train. We aim to keep you regularly informed on how the train is running, especially during service disruption.

There are no toilets on board our trains, but many stations have accessible toilets if required. For more information on where toilets are located on the Elizabeth line route, visit <https://tfl.gov.uk/help-and-contact/public-toilets-in-london>.

## On the train (continued)

### Assistance

We are happy to provide assistance to any passenger 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.

Where you identify yourself to our staff on arrival at the station, we will ensure assistance is available if there is a change of platform.

Although we aim to help you board or alight from trains as quickly as possible, there may be a delay of up to five minutes at terminating stations. We will endeavour to inform you of any possible delay, and before you start your journey. We recommend you allow extra time to make any connections.

## If things do not go to plan

### Delays and Disruptions

During times of disruption, delay or emergency members of staff will be present to assist you. We will make regular announcements, where systems allow, and update our information screens regularly to keep you informed. If there is a change of platform at short notice, and where you have identified yourself to a member of staff, we will provide you with assistance to change platforms. Our station staff are also trained to look for any passengers who require assistance in these circumstances.

Where disruption and delays occur, we will do everything we can to ensure you are able to continue your journey. We will let you know what is happening through the TfL website, social media and staff announcements. Disruption will not invalidate your assistance on the Elizabeth line as we have staff at all stations who will anticipate your needs and communicate alternatives. Our staff are issued with smart devices giving them the means to rearrange onward assistance during times of disruption. If stations become inaccessible, any alternative accessible transport required will be arranged without additional charge.

You can also receive our automated journey alerts and status updates by email to avoid disruption to your journey. This can be done by signing up on <https://tfl.gov.uk/travel-information/social-media-and-email-updates/journey-alerts> or calling our contact centre.

## If things do not go to plan (continued)

### Alternative Transportation

Where our stations are not accessible to you (preventing you from accessing the train) we will provide alternative transport at no additional cost (taxi or direct local bus). This will also include those occasions when a station becomes temporarily inaccessible, e.g. when a lift is out of order and you are unable to manage the stairs, or when any replacement service during service disruption is inaccessible. When you arrive at the station, we will arrange alternative transport 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.

Additionally, sometimes when delays or disruption occur, or if accessible assets are out of use (such as lifts or manual boarding ramps), an alternative route is not always an acceptable suggestion to customers with confidence barriers such as (but not limited to) Autism. In these circumstances, alternative accessible transport required will be arranged without additional charge to the nearest station where confidence levels allow the customer to travel independently.

We only provide alternative transport services between stations served by Elizabeth line or other National Rail operators when our stations and trains are inaccessible. You must hold a valid ticket for the journey when using alternative accessible transport.

## If things do not go to plan (continued)

During planned engineering work, we will provide clear information at our stations to advise you of replacement transport options. All replacement bus services run on behalf of the Elizabeth line during planned engineering work are fully accessible and fitted with iBus, a tracking system to provide live timetables of the service.

### Emergencies

If there's an emergency on a train, staff will advise and help you. In most cases you should stay on the train and wait for instructions. If you must leave the train between stations, the emergency services will provide equipment and help to get you off the train safely. The evacuation plans will make provision for you. In an emergency, trained staff, and the emergency services, if necessary, will help you get to a safe place.

## If things do not go to plan (continued)

### Redress and Compensation

While we aim to ensure our assisted travel is delivered seamlessly, when it has not been delivered when you were travelling or due to travel on our service, we will provide compensation for the journey. This is valid for all assistance offered on the Elizabeth line, whether it was through turn up and go or booked assistance, and regardless of whether it was through our contact centre or another. We will coordinate a response to your complaint if you have travelled with multiple train companies. We will provide you with a full explanation in response, including why it happened and what mitigating actions we intend to take as a result. You can make a claim through calling TfL's contact centre or through the TfL website at <https://tfl.gov.uk/help-and-contact/contact-us-about-tube-and-rail>. To continuously improve our assistance, you will be invited to liaise with a member of our Ambassador Team and provide feedback on your situation so we can try to ensure it does not happen again.

## Where to get more information

The TfL Contact Centre is available for you to find out more about our services or provide feedback on the services and facilities we provide.

The information within this leaflet is available to download from [tfl.gov.uk/access-guides](https://tfl.gov.uk/access-guides) or from the Contact Centre. It is also available in large print.

The following maps and guides are also available from [tfl.gov.uk](https://tfl.gov.uk)

- Audio Tube map, a guide to Tube, Docklands Light Railway (DLR) London Overground and Elizabeth line at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides)
- Large print (colour or black and white) Tube maps. These include Tube, DLR, London Overground and Elizabeth line available at [tfl.gov.uk/maps](https://tfl.gov.uk/maps) or from our ticket offices and stations.
- Getting around London – Your guide to accessibility. This provides help with planning journeys using Tube, DLR, London Overground, Elizabeth line, buses, taxis and private hire vehicles, trains, trams and riverboats; available in large print at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides).
- Step-free Tube guide. This identifies and gives further details on step-free access at Tube, DLR, London Overground and Elizabeth line stations at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides) or from our ticket offices.
- Tube toilet map - the locations of toilet and baby changing facilities on the Tube, London Overground DLR, and Elizabeth line at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides). This guide is downloadable only.

## Where to get more information (continued)

Our Accessible Travel Policy: this document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices, for you when using our rail network. It is available both online and in Large Print and Easy Read formats available from [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides) or through the contact centre.

Station and train accessibility information: these provide more detail on what facilities and services are available to you and can be found online at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides) or through the contact centre.

## Contact us

Day of travel queries or issues: 0343 222 1234

Assisted travel service opening hours and contact details: 0343 222 2000 (TfL call charges). Open 24 hours every day (except Christmas Day)

Text Direct number: (18001) 0343 222 1234 (for people with hearing impairments)

How to contact us via social media on X (formerly Twitter): @TfL

How to get involved with us to help improve accessibility and inclusivity:  
[Ambassadors.Team@mtrel.co.uk](mailto:Ambassadors.Team@mtrel.co.uk)

How to provide feedback or make a complaint in the first instance:

Phone: 0343 222 1234\*

Textphone: (18001) 0343 222 1234\*  
(08:00 – 20:00 seven days a week)

Post: TFL Contact Centre Fourth Floor 14 Pier Walk London SE10 0ES

If you are not happy with the way the complaint is dealt with, please contact the Rail Ombudsman on:

Website: [www.railombudsman.org](https://www.railombudsman.org)

Email: [info@railombudsman.org](mailto:info@railombudsman.org)

Phone: 0330 094 0362

Textphone: 0330 094 0363

Post: Freepost – RAIL OMBUDSMAN

\*Service and network charges may apply. See [tfl.gov.uk/terms](https://tfl.gov.uk/terms) for details.

## Contact information

### TfL Contact Centre

**Phone:** 0343 222 1234\*

**Textphone:** (18001) 0343 222 1234\*

(08:00 – 20:00 seven days a week)

**Post:** TfL Customer Services  
9th Floor  
5 Endeavour Square  
London, E20 1JN

If after contacting us you wish to take your comments further, please write to the independent statutory watchdog for transport users in and around London.

**Phone:** 020 3176 2999

(09:00 – 17:00 Monday to Friday)

**Write:** FREEPOST RTEH-XAGE-BYKZ  
London TravelWatch  
PO Box 5594  
Southend on Sea  
SS1 9PZ

**Website:** [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

The information in this leaflet is available to download from [tfl.gov.uk/rail](http://tfl.gov.uk/rail) and is also available in large print from the Contact Centre.

Information correct as of January 2024.



[tfl.gov.uk](http://tfl.gov.uk)



24 hour travel information

**0343 222 1234\***



Sign up for email updates

[tfl.gov.uk/emailupdates](http://tfl.gov.uk/emailupdates)



[@TfL](https://twitter.com/TfL)



National Rail Enquiries

**03457 48 49 50**

\*Service and network charges may apply. See [tfl.gov.uk/terms](http://tfl.gov.uk/terms) for details.