

# **Making rail Accessible:** **Helping older and disabled people**

Southeastern Railway  
April 2023

# **Contents**

<b>Introduction .....</b>	<b>5</b>
<b>    Passenger Assist .....</b>	<b>6</b>
<b>Assistance: what is available and how to get it.....</b>	<b>6</b>
<b>    For immediate travel .....</b>	<b>6</b>
<b>    When travel is arranged in advance .....</b>	<b>7</b>
<b>    Ways to book assistance for your journey .....</b>	<b>8</b>
<b>    The levels of assistance we're able to provide .....</b>	<b>8</b>
<b>    Sunflower Lanyards and Just a Minute (JAM) cards     .....</b>	<b>10</b>
<b>What to expect: our commitment to passengers at every stage of the journey .....</b>	<b>11</b>
<b>    Before you travel .....</b>	<b>11</b>
<b>    Buying your ticket .....</b>	<b>11</b>
<b>    Smart ticketing with The Key .....</b>	<b>12</b>
<b>    eTickets .....</b>	<b>13</b>
<b>    Flexible Season tickets .....</b>	<b>13</b>
<b>    Penalty fares .....</b>	<b>14</b>
<b>    Discounts and railcards .....</b>	<b>14</b>

<b>The Southeastern mobile app .....</b>	<b>16</b>
<b>Help at the station .....</b>	<b>17</b>
<b>Station facilities .....</b>	<b>17</b>
<b>At a staffed station .....</b>	<b>18</b>
<b>At stations without any staff .....</b>	<b>19</b>
<b>Mobile Assist staff .....</b>	<b>20</b>
<b>Inaccessible stations .....</b>	<b>22</b>
<b>Help on the train .....</b>	<b>22</b>
<b>Train facilities and on-board staff .....</b>	<b>22</b>
<b>Priority seating .....</b>	<b>23</b>
<b>Priority seating card .....</b>	<b>23</b>
<b>Seat reservations .....</b>	<b>24</b>
<b>Audio and visual information .....</b>	<b>24</b>
<b>Oxygen cylinders .....</b>	<b>24</b>
<b>Assistance dogs .....</b>	<b>25</b>
<b>On-board toilets .....</b>	<b>25</b>
<b>Wheelchairs and mobility scooters .....</b>	<b>26</b>
<b>Rollators .....</b>	<b>28</b>
<b>Assistance on arrival .....</b>	<b>28</b>

<b>If things don't go as planned.....</b>	<b>29</b>
<b>Delays and disruption .....</b>	<b>29</b>
<b>Redress and compensation.....</b>	<b>31</b>
<b>To make a claim please use one of the following options: .....</b>	<b>32</b>
<b>Where to get more information and how to get in touch.....</b>	<b>33</b>
<b>Alternative versions of this leaflet .....</b>	<b>33</b>
<b>Sunflower Lanyard or JAM card .....</b>	<b>33</b>
<b>Priority Seat Card .....</b>	<b>33</b>
<b>Assistance Dog Card .....</b>	<b>34</b>
<b>Our Accessible Travel Policy .....</b>	<b>34</b>
<b>Stations and trains accessibility information .....</b>	<b>34</b>
<b>How to contact us via social media .....</b>	<b>35</b>
<b>How to get involved with us to help improve accessibility and inclusivity .....</b>	<b>35</b>
<b>National rail enquires Passenger assist.....</b>	<b>35</b>
<b>How to provide feedback or make a complaint ....</b>	<b>35</b>

## **Introduction**

All passengers are welcome on our train services, and we're committed to providing a safe and comfortable journey for everyone.

If you don't travel by train often and you have a disability, reduced mobility, or need extra support travelling with us, you may have some questions about what we can offer. This leaflet has been designed to help answer those questions, and help you find more information if you need it.

Southeastern runs train services from the Kent and East Sussex coast into south east and central London, including Britain's first high speed domestic service. This leaflet explains what assistance is available to customers who want to travel with Southeastern, using our trains and stations. The following pages contain information on:

- How you can book assistance.
- The assistance we can provide – and what we can't.
- Where you can get more information if you can't find it here.
- What we will do if things do not go as planned.

## **Passenger Assist**

Southeastern is part of Passenger Assist – a national system that all train companies support, which allows us to make arrangements to assist our passengers with disabilities or restricted mobility. This is both for journeys on our network and where you're connecting with other operators.

We're committed to this system, and we have a dedicated team who will help you book assistance.

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

#### **For immediate travel**

We understand that planning in advance isn't always possible – you can turn up at any station that is accessible to you and request assistance onto a train from a member of our staff. If the station doesn't have staff, you can get in contact with us by calling Passenger Assist or using the help points located at all of our stations.

In Kent and East Sussex, the train services have conductors and all of our High Speed services have On Board Managers.

We'll do everything we can to make sure that you're assisted as your needs require. If a train service isn't accessible to you, we'll provide alternative accessible transport at no extra cost.

**It may take longer to make arrangements if you haven't booked in advance, but we will do all we can to ensure that you do get the assistance you need to complete your journey.**

### **When travel is arranged in advance**

For journeys planned in advance, you can book assistance through Southeastern (as well as any other train company) for journeys that are either direct or involve connections and other train companies on the National Rail network.

### **To book assistance you'll need to book at least 2 hours in advance of the start of your journey.**

Our Passenger Assist team is available 24 hours a day, and every day except Christmas Day. They can also be contacted by filling out a form on our website. Once you have made a booking you will be given a confirmation number, a copy of the booking can also be sent by email.

Not all Southeastern stations are step free or staffed. Some of our trains are also Driver Only Operated (DOO), which means that there is no conductor on board.

When booking assistance to or from these stations, especially on DOO trains, we will do everything we can to ensure you get the help and assistance you need. We

are introducing flexible staff on our network who will be able to assist people at stations or on or off trains when there are no other staff available.

Further information on these staff is available under the 'stations with no staff' part of this leaflet. If a station isn't accessible, we can provide, at no extra cost, alternative accessible transport, such as a taxi, to take you to the most convenient accessible station.

### **Ways to book assistance for your journey**

- **Call:** 0800 783 4524
- **Text Relay:** 18001 0800 783 4524
- **Southeastern mobile app** – available as a download from Apple store or Google market place.
- **Online:** [www.southeasternrailway.co.uk/travel-information/more-travel-help/accessible-travel](http://www.southeasternrailway.co.uk/travel-information/more-travel-help/accessible-travel)
- You can also make an assistance booking through National Rail Enquiries by calling 0800 0223720.  
(Available 24 hours a day, every day except Christmas day)

### **The levels of assistance we're able to provide**

There are a number of ways in which we can help you when you're travelling with us:

- Help with planning your journey, including details of the accessibility of all stations across the National Rail network.



- Advice about the facilities you'll find on the different types of train that Southeastern or other train companies operate.
- Providing information about timetables, including during times of industrial action or engineering works when there are changes to the normal service and travel may involve buses.
- Advice on other support we can give you and how they work, like Sunflower Lanyards, Just A Minute (JAM) cards, and Priority seating cards.
- Providing advice on how to use a mobility scooter or a wheelchair on our network, including details of how to obtain a copy of our wheelchair and scooter guide document.
- Assistance with getting on and off the train – for example if you need guiding due to a visual impairment, or if you're a wheelchair user and need a ramp.
- Help with luggage, when booked in advance, or if un-booked, if our staff are comfortable to do so.
- Getting through the station, to your platform, boarding the train, making connecting services and onward transport within the station area.
- The wheelchair spaces on our trains cannot be reserved. However, if you're travelling with a long-distance operator, it's advisable to ask about reserving a space as they are often very busy and allow wheelchair spaces to be booked.

- Buying tickets: these can be purchased when booking assistance – however this needs to be at least 72 hours in advance if you wish for them to be posted to you. Collection from a ticket vending machine is another option but you will need to wait for two hours after your booking before they become available.
- How to make a complaint or feedback about great service you have received.

We've made sure that our contact centre staff are trained to help all of our customers and provide the best possible assistance, including customers with both visible and non-visible disabilities.

We'll do all that we can to assist you making your journey, but we're not able to accompany you throughout your journey. We're unable to provide personal care such as help with eating, taking medication or using the toilet. If you need this support when travelling, you should travel with a companion.

### **Sunflower Lanyards and Just a Minute (JAM) cards**

Southeastern offer a Sunflower Lanyard or JAM card free of charge from us, if you have a disability, either by picking one up from your local ticket office or requesting one through our Customer Services

(<https://www.southeasternrailway.co.uk/travel->

[information/more-travel-help/assisted-travel](#)). or via our Southeastern app.

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

### **Before you travel**

Southeastern will provide you with the information you need to plan ahead and will take account of your individual accessibility needs. You can do this by contacting our Passenger Assist Team by phone, online at our website or by contacting staff at stations.

### **Buying your ticket**

Our Passenger Assist team will be happy to help you with purchasing a ticket when booking assistance. You can buy tickets online from our website as well as book assistance through our web booking form.

You can also buy tickets and book assistance in the same transaction through our Southeastern app.

We have ticket gates at some stations, so you will often need a ticket to get onto the station platform. When the gates are closed, staff will always be present.

You can buy a ticket:

- **At a ticket office:** Most Southeastern stations have a ticket office where you can buy tickets and get advice in person on any aspect of train travel. Opening times vary, so please check our website first.
- **At a ticket vending machine:** You can find these machines at all stations. You can buy a ticket here using a debit or credit card, and cash on some machines. The buttons and controls are now all within reach of wheelchair users. They sell a wide range of tickets including discounted fares for railcard holders and their companions. You can also collect tickets you've bought online.
- **By phone:** by calling us on 0800 783 4524
- **Online:** through our website at [www.southeasternrailway.co.uk](http://www.southeasternrailway.co.uk)
- **Southeastern mobile app** – available as a download from Apple store or Google market place, you will be able to book assistance and buy tickets in the same transaction.

### **Smart ticketing with The Key**

The Key is Southeastern's contactless smartcard, which means you can buy and download your tickets at home, and it allows you to fast-track through the station and avoid the queues.

Using the Key, you can buy single, return, and season tickets and you are also able to buy tickets for most

other train companies across mainland Britain and Transport for London (TfL).

You can pick up a Key card at a station ticket office or via our website [www.southeasternrailway.co.uk/the-key](http://www.southeasternrailway.co.uk/the-key). Please note that tickets discounted with railcards requiring multiple travellers and group save are not available on the Key.

## **eTickets**

We now offer eTickets. These can be purchased through our website or the Southeastern app. An eTicket will only be offered on routes and ticket types if available. Once you have received your eTicket, you can either add it to your Wallet on your phone, print the ticket, or just show the barcode ticket from your email. You can scan the barcode on the barcode reader at the gate, where available, or allow a member of staff to scan the ticket when requested. More information can be found on our website: [eTickets | Southeastern](#).

## **Flexible Season tickets**

A Flexi Season ticket is a new kind of Season ticket that allows you to take advantage of a frequent travel discount, giving you 8 days of travel within a 28-day period.

You can use your 8 days of travel at any point during the 28-day period, and you can travel at any time of the day.

Once you've purchased your Flexi Season ticket and before you travel, you will need to activate one of your 8 day passes each day you travel using our [Southeastern app](#), or by tapping on the reader on a ticket gate.

## **Penalty fares**

Where possible, you must purchase a ticket before boarding a train. However, if you are disabled and haven't been able to purchase a ticket before travelling, for a reason related to your disability, you will not be subject to a penalty fare. You'll be able to purchase the full range of tickets available to you, including any appropriate discount that applies either on board the train, or at your destination.

## **Discounts and railcards**

We participate in a number of national schemes offering discounted fares such as follows:

- **Senior Railcard**
- **Two Together Railcard**
- **Family and Friends Railcard**
- **Network Railcard**
- **16-17, 18-25 & 26-30 Railcards**

See [www.railcard.co.uk](http://www.railcard.co.uk) for more information

- **Disabled Persons Railcard**

The Disabled Persons Railcard (DPRC) gives holders a third off a range of rail fares for themselves and one accompanying adult. For further information

- Visit a ticket office to pick up a leaflet
- Call the Disabled Persons Railcard office on 0345 605 0525 Textphone 0345 601 0132 or [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

Discounts are available to blind or vision impaired passengers travelling with a companion, and for those people who remain seated in their own wheelchair for a rail journey and don't have a railcard. These tickets can't be brought from a ticket machine, but have to be bought at a ticket office or from on train staff.

For passengers registered as blind or vision impaired, an adult season ticket can be purchased that enables an accompanying companion to travel at no extra cost. It doesn't have to be the same person travelling on every journey.

Tickets can only be purchased from ticket-office staffed stations and evidence of your visual impairment is needed to prove your eligibility. No discounts apply to season tickets for disabled people.

Please be aware that Freedom Passes and the associated discount to London Boundary Zone 6 are valid on Southeastern services, but can't be used before 0930 Monday to Friday.

## **The Southeastern mobile app**

Our Southeastern app has been designed with accessibility in mind.

Get live personalised travel information straight to your phone, buy and download Key smartcard tickets, check how busy your train is with SeatFinder, receive live travel updates and book Passenger Assist.

Plan your journey with confidence with the Southeastern app.

- Buy and download single, return, and season tickets on your key smartcard.
- See how busy your train will be with **SeatFinder** information.
- Create a personalised, real-time dashboard that presents train times, platform information and live service updates for the journeys you regularly make.
- Pin your favourite stations, Southeastern routes, and TfL tube lines.
- Personalise your home screen and receive live travel updates.
- Create an accessibility profile.
- Book, view and amend Passenger Assist requests.
- Request a Priority Seat Card, JAM card or Hidden Disabilities Sunflower lanyard.



- Report a problem on board one of our trains or at one of our stations.
- Check the availability of on-board toilet facilities (Southeastern services only); train length information (for many services) and detailed platform information.
- Easy-to-use journey planner for all national train routes.
- Detailed breakdown for each individual leg of your journey – including the current location of your train.
- Check train times with live departure and arrival boards.
- Buy tickets to anywhere in the UK.
- Pay with PayPal, all major credit and debit cards and Visa Checkout.
- Claim Delay Repay compensation quickly and easily.

## **Help at the station**

### **Station facilities**

We're responsible for 164 stations on the rail network and we'll continuously improve the facilities available at those stations. This includes, but isn't limited to, lifts, ramps, escalators, accessible counters, induction loops at ticket counters and elsewhere, toilets and accessible toilets, waiting room and shelters, and accessible seating. You can find information about these facilities

and what is available at Southeastern stations on our website <https://www.southeasternrailway.co.uk/travel-information/more-travel-help/station-information>, as well as at the National Rail website [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations) where information on facilities for all Southeastern stations and those of other train operators is available.

### **At a staffed station**

If you need assistance when you arrive at a station, please make yourself known to station staff where available. Staff will be available from the information point on the platform, or the ticket office or gateline (if there is one) at staffed stations. The meeting point for Passenger Assist at Southeastern stations will usually be the ticket office or the gateline. Our Passenger Assist Team will explain where you need to go when you book assistance. You can also find this on the station information pages of our website.

We recommend you arrive at the station at least 20 minutes before your train leaves. Some stations may advise longer, but this will be explained when booking assistance. If you arrive by car or taxi, we can help you from the station car park drop-off area, or a blue badge parking space. We can't help if you are outside the station area.

We can also carry a maximum of two items of luggage onto the train – up to 23kg each. Please book this in advance through our Passenger Assist team. You can also bring a small item with you free of charge if you're able to carry it independently.

When the train arrives, we will make sure you are successfully boarded with any luggage that you may have, and help you get to a seat or to a wheelchair space. All staffed stations have portable ramps available on the platforms, or we'll use one from the train (all of which have on board ramps available). We'll deploy these for you if you need step-free boarding. If you think the ramp would make boarding easier for you, let the team know when booking assistance (or let a member of station staff know on the day as early as possible).

If arriving at a station by train our staff will assist you from the train and to the exit of the station including bus stops or taxi ranks on the station forecourt for onward journey's. They will also help you to your connecting train service if interchanging at the station or will take you to a member of the London Underground staff should you require their services.

### **At stations without any staff**

The vast majority of our stations have staff for some part of the day, although some of our stations may be unstaffed, or only staffed when the ticket office is open.

When using one of these stations where there are no station staff available, if there are staff on the train, the Conductor or On-Board Manager will provide assistance to you for getting on and off the train.

You can check staffing times of the station and whether help is available from on train staff by visiting our station information page or checking the station information poster.

If help is available from on board staff, our Conductors or On-Board Managers can provide assistance when needing help to board and alight a train, so please remain in a prominent position on the platform and attract the attention of the on-board staff.

They will look out for customers on the platform who may require assistance and if you have booked, they will have been notified and will be looking out for you.

However, they cannot assist you in getting to or from the car park, or with other assistance on the station due to the limited time that trains stop at stations.

### **Mobile Assist staff**

We have introduced a team of Mobile Assist Staff who can be deployed to provide assistance to board our trains and to help at our stations when stations are unstaffed. They will be based at key locations throughout our network. The team will provide assistance whether it has been booked or not, however,

to reduce waiting times we advise you to arrange your assistance in advance.

If you're boarding a train at a station which is unstaffed and there are also no staff on the train to provide assistance, by booking in advance we can send someone to the station, like one of the Mobile Assist Staff mentioned above, to assist you or arrange for a taxi to take you to the nearest staffed station to continue your journey. The available options will be discussed and confirmed with you when booking.

If you haven't booked and the station or train doesn't have staff who can assist you, you can get in contact with us by calling our Passenger Assist Team on 0800 783 4524 or use the help points located at all of our stations and appropriate assistance will be arranged. Our train control centre now have dedicated management staff available 24/7 who coordinate our mobile assist team and liaise directly with our customer call centre to ensure that we can meet short notice requests for assistance whether booked or not, although there will likely be a delay for unbooked assists as we need time to arrange staff to attend.

If using the Help Points, there are two different buttons. One will always say 'information' and should be used when checking on train times or finding out information about the station.

However, there is a second button that should be used if you require assistance, and you are a disabled person. It will either say 'Assistance' or 'Emergency' depending at which station the Help Point is located. To arrange assistance or to get hold of our 24-hour Control Centre you should use either of these buttons, they go direct through to the person in our Control who will be best placed to assist you.

## **Inaccessible stations**

Some Southeastern stations have no step free access from the entrance to the platforms or don't have step free interchange between the platforms. Where you're unable to physically access the station, we'll provide alternative transport (such as a taxi) – at no extra charge – to take you to the nearest accessible station if, for example, you're a wheelchair user and need level access. For details of step free access at stations please visit [www.southeasternrailway.co.uk/station-information](http://www.southeasternrailway.co.uk/station-information) .

## **Help on the train**

### **Train facilities and on-board staff**

You can find out information about the different facilities available on our trains online at [www.southeasternrailway.co.uk/accessible-travel](http://www.southeasternrailway.co.uk/accessible-travel) including the availability of priority seating, the number of wheelchair spaces, and accessible toilets by train

type. You can also find more information about the two main types of train service we operate, Driver Only Operation or trains with Conductor/On Board Manager Operation.

### **Priority seating**

All our trains include clearly labelled Priority seating, for people with reduced mobility or who are pregnant or less able to stand. Priority seats have extra legroom and can be identified by labels above and on the back of the seat, as well as on the window.

We'll provide assistance where possible to help passengers into a seat or a wheelchair space. Booking assistance cannot guarantee a seat and spaces will be subject to availability, especially on busy commuter trains.

Where staff are available on board, they will monitor these areas and ensure that passengers who need them can get priority seats.

### **Priority seating card**

We offer a Priority seating card which assists disabled passengers in getting a seat, by removing the need for them to explain why they need a seat. Application forms for these can be found at ticket offices, by calling our Passenger Assist service, through our phone app or on our website

<https://www.southeasternrailway.co.uk/travel-information/more-travel-help/assisted-travel>.

## **Seat reservations**

We don't offer seat reservations on our trains. For passengers making through journeys on long-distance services with other train operators, we encourage booking seats in advance with them to guarantee getting a seat.

## **Audio and visual information**

All of our trains provide automatic visual and aural information, including announcing the stopping pattern of the route and 'next' station announcements.

Automatic announcements now mean we can tell you when the train divides on route, including coach numbers so you are able to check which part of the train you are in.

Our on-board staff are also trained to make announcements relating to stations and delays that may affect the service. Details of what's available on the different types of train are listed under train facilities.

## **Oxygen cylinders**

If essential, small, portable oxygen cylinders can be carried on our trains.



## **Assistance dogs**

Trained and certified assistance dogs are very welcome on all of our trains and stations, they travel free of charge and in any part of the train. Seats in the priority area have extra floor space so that dogs can be seated more easily. We can provide a train ramp should you and your dog need one.

At Southeastern we recognise the Assistance Dog Card. The card explains why the assistance dog needs to sit under an unoccupied seat and provides a visual guide to other passengers that there may be an assistance dog under the seat. You can request an 'Assistance Dog Under Seat' card to be posted to you by contacting National Rail enquiries at [customer.relations@nationalrail.co.uk](mailto:customer.relations@nationalrail.co.uk) or calling 0800 022 3720 (open Monday to Friday 9:00-17:00, including bank holidays).

## **On-board toilets**

Those of our trains that have toilets on-board will also have at least one wheelchair accessible toilet.

Some trains running on our London metro routes do not have a toilet on-board. These are our Class 376 and 707 units, and they usually only operate on routes where journey times are shorter than one hour. There are also a small number of two-coach trains (Class 466 units) that have only one, non-wheelchair accessible toilet on

board. We will only ever run these when in formation with a Class 465 unit that does have an accessible toilet.

All toilets on trains are fitted with fold-down baby changing tables.

We have recently introduced a feature to our Customer Information system, that also works through our Southeastern app, and that is an automatic update of toilet availability on our trains.

This is a 'live' system, and it collects data from the train on the availability of the on-board toilets and it is relayed through our next train information system. Through the Customer Information on the station, both visual and aural, or through the app, passengers will know whether the on-board toilets are working. It will also specify whether it is the accessible or standard toilet that is available.

This helpful system will help passengers to better plan their journeys,

### **Wheelchairs and mobility scooters**

All our trains have dedicated wheelchairs spaces. We welcome wheelchair users and mobility scooters up to 1200mm long and 700mm wide and they can travel in the space provided. For safety, mobility scooter users are advised to ensure that they are in the lowest speed

setting whilst on our platforms. We ask that you abide to a speed restriction of 4mph within all our stations, on ramps, platforms, and all pedestrian areas. Once on board our trains, mobility scooter users are also advised to transfer to a seat for their safety.

We use train to platform boarding ramps that are available on all our trains and have a combined (user and chair/scooter) weight restriction of 300kg.

Our dedicated wheelchair spaces are in Standard class accommodation. They are near the accessible toilet and can be identified by the wheelchair symbol on the nearest door to the spaces.

Our staff know that it is wheelchair users' priority to occupy the wheelchair space and will ensure that they are able to make their journey.

Some mobility scooters can have large dimensions, especially if they are the Class 3 type (road legal). Unfortunately, these vehicles are unable to travel safely on our trains and were never meant to be carried on public transport. They are unable to safely manoeuvre into the wheelchair space that was created for mobility aids up to 1200mm long and 700mm wide.

If you are unsure whether your mobility scooter is suitable for our trains, you can contact Customer Services. Our larger stations also have mats on which a scooter can be measured to ensure it is suitable to be

carried. The reason for these restrictions is the safety of our staff, our passengers and ultimately yourself.

Further information can be found in our **wheelchair and mobility scooter guide** and in our Accessible Travel Policy, both available at

[www.southeasternrailway.co.uk/accessible-travel](http://www.southeasternrailway.co.uk/accessible-travel) The above policy is only applicable to trains operated by Southeastern. Other train companies may require a permit to use a mobility scooter on their trains. Please ensure you check with all operators whose trains you are using, through their websites and their Accessible Travel Policies.

## **Rollators**

If you are travelling with a rollator, please be reassured that you can request assistance both on and off our trains. Please make yourself known to a member of staff or book assistance in advance, and we will deploy a ramp to bridge the gap between the train and the platform.

For your safety, please ensure that any bags are removed or are secured to the roller, particularly when you are boarding or alighting a train.

## **Assistance on arrival**

When you get to your destination, staff will help you to get off the train as soon as possible. If staff can't get to

you straight away, they'll help you off the train within five minutes of the train's arrival.

## **If things don't go as planned**

### **Delays and disruption**

We'll keep passengers informed if:

- There are delays over five minutes.
- Station stops are cancelled or altered.
- The train is being taken out of service before it reaches its final destination.

Sometimes the departure platform can change at short notice. If this happens, we'll allow time for disabled passengers to get to the new platform. You're advised to inform a member of staff if you need help getting to the new platform as soon as you're aware the platform has changed.

Where you've booked assistance and there's major ongoing disruption, we'll make all reasonable efforts to contact you to make alternative arrangements.

If there's disruption, you'll find that all of our replacement buses are wheelchair accessible and built to the modern accessibility standard (known as the Public Service Vehicle Accessibility Regulations). On a rare occasion where we are unable to source a PSVAR compliant bus

we will ensure that accessible alternative transport, likely to be a wheelchair accessible taxi, will be available on standby so you do not have to wait any longer than you would for a rail replacement accessible bus.

Should lifts, toilets or other amenities be unavailable we'll publish the information on our website, our app and through National Rail Enquiries, as well as at the station. We'll do all we can to make other facilities available.

Sometimes things outside of our control means that there may be disruption to your journey. If this happens, we'll assist you to make sure you're able to continue your journey and that you're not left stranded.

We'll make sure you're kept up to date through our website, social media and announcements, both on the train and at the station.

Our staff, both on the station and on the train, will help you as required and have been trained to assist all of our passengers. They'll communicate disruption either over public address systems, or in person where available. Many of our staff also have smart devices, so can help you re-plan your journey and check the accessibility of that journey if the route is different from the one you had originally planned to take.

If using our smart phone app, you will be able to track your journey as you log into the on board wi-fi and be able to share it through social media.

What information can I get?

- Details of the train you're travelling on and the current location.
- The calling pattern of your train and expected arrival times at each station.
- Details of any delays, including revised arrival times and the reason for the delay.
- Details of other transport connections, including the status of the relevant London Underground connections.

## **Redress and compensation**

When you have booked assistance and it has not been delivered at one of our stations or on a train you were travelling on or due to travel on, we want to hear from you so we can investigate what has gone wrong. There are many ways to get in contact with us, which are listed below, and contact forms are also available from our stations if required.

We'll provide you with appropriate redress for your journey, which may include a refund of your ticket or vouchers. We'll also let you know how we'll work hard to prevent the same issue happening again. In cases of multiple assistance failure with a number of operators

during a single multi-leg journey we will co-ordinate a single response. If the bulk of the assistance which was booked failed to be provided by another operator on whose train you were travelling or due to be travelling, we will transfer the claim to them with your agreement.

**To make a claim please use one of the following options:**

[www.southeasternrailway.co.uk/contact-us](http://www.southeasternrailway.co.uk/contact-us)

**Telephone** – 0345 322 7021

**Text Relay number** - 18001 0345 322 7021

Southeastern Customer Services

PO Box 8625

Swadlincote

DE11 1HZ

We'll always comply with the Consumer Rights Act 2015 and, in line with National Rail Conditions of Travel, we'll consider all additional compensation claims for any losses or extra cost caused by a service failure. This doesn't affect your legal right to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example, from both our complaints process and the Consumer Rights Act 2015).



## **Where to get more information and how to get in touch**

### **Alternative versions of this leaflet**

This document is available in the following formats:

- Printed copy
- Large Print
- Easy Read
- Audio

All these versions can be downloaded from our website or sent within seven days by post, at no extra cost to you, if required.

### **Sunflower Lanyard or JAM card**

- Visiting any Southeastern staffed station, and asking a member of staff.
- Filling out a contact form that you can find on our website (link).
- Calling Customer Services.
- Ordering one through our mobile app

### **Priority Seat Card**

These can be applied for either online, through our mobile app or by contacting Customer Services.

## **Assistance Dog Card**

You can request an 'Assistance Dog Under Seat' card to be posted to you by contacting National Rail enquiries at [customer.relations@nationalrail.co.uk](mailto:customer.relations@nationalrail.co.uk) or calling 0800 022 3720 (open Monday to Friday 9:00-17:00, including bank holidays).

## **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, with regards to disabled people using the rail network and can be found on our website and in alternative formats.

## **Stations and trains accessibility information**

Our trains, stations and other accessibility information is available to view and download from our website at [www.southeasternrailway.co.uk/travel-information/more-travel-help/assisted-travel](http://www.southeasternrailway.co.uk/travel-information/more-travel-help/assisted-travel) or on the national rail enquiries website at [www.nationalrail.co.uk](http://www.nationalrail.co.uk). You can download a copy of either a stations information or for all of our stations – although we recommend checking the current version on line as this will be the most up to date.

**Customer Services:** Call 0345 322 7021 (Available 24 hours a day, every day except Christmas day)

**Text Relay number:** 18001 0345 322 7021

**Passenger Assist service and day of travel queries or issues:** Call 0800 783 4524

**Text Relay number:** 18001 0800 783 4524

### **How to contact us via social media**

**Twitter:** @Se\_Railway

**WhatsApp:** 07866 002 690

**Facebook:** @southeasternrailway

**YouTube:** SoutheasternRail

**Instagram:** @se\_railway

### **How to get involved with us to help improve accessibility and inclusivity**

Drop us a message with how you would be interested in getting involved

[Accessibility@southeasternrailway.co.uk](mailto:Accessibility@southeasternrailway.co.uk) or phone

Customer Services

**National rail enquires Passenger assist**  
on freephone 08000223720 Or **Text 60083**

### **How to provide feedback or make a complaint**

In the first instance, please call our team on 0345 322 7021 or contact us through our website. Alternatively, you can contact us by post at

**Southeastern Customer Services**  
**PO Box 8625**  
**Swadlincote**  
**DE11 1HZ**

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

**Website:** [railombudsman.org](http://railombudsman.org)

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

**Phone:** 0330 094 0363

**Post:** Freepost – RAIL OMBUDSMAN