

**Making rail
accessible:**

**Helping older and
disabled people**

**Southeastern Railway
April 2025**

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Introduction

We are committed to offering a high standard of service and support to all our passengers.

If you have a disability, reduced mobility, or need extra support travelling with us, this leaflet gives you all you need to know about the assistance services we provide and the steps we take to keep you safe travelling with Southeastern – on our trains and in our stations.

Southeastern runs train services from the Kent and East Sussex coast into Southeast and central London, including Britain's first high-speed domestic service.

The following pages contain information on:

- how to book assistance
- the assistance we provide
- where to find further information
- what we do if things do not go as planned

Passenger Assist

Southeastern is part of Passenger Assist, a national system supported by all rail companies. Through our dedicated team, Passenger Assist enables us to help our passengers with disabilities or reduced mobility for journeys on our network and those connecting with other networks.

Assistance: what is available and how to get it

For immediate travel

We understand that planning for travel in advance isn't always possible. You can request assistance from a member of our staff at any time when you turn up. If there aren't any staff, you can contact Passenger Assist or use the help points (assistance points) located at all of our stations, and we will get you the assistance you need.

Once on the train, our train services in Kent and East Sussex all have conductors and all of our high-speed services have on-board managers.

We will always do everything we can to make sure that you are provided with the assistance you need. If a train service isn't accessible to you, we will provide alternative accessible transport at no extra cost.

It may take longer to make arrangements for travel not booked in advance. However, we will do all we can to ensure that you get the assistance you need to complete your journey.

Travel 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 need to book at least two hours before the start of your journey.

Our Passenger Assist team is available 24 hours a day and every day, except Christmas Day. It 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.

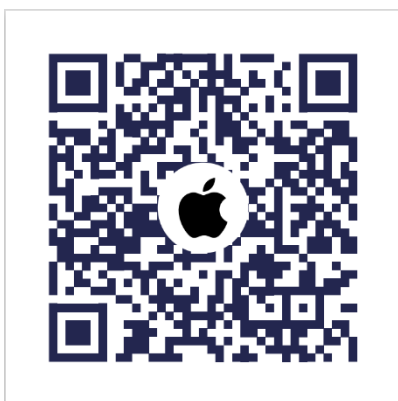
Not all Southeastern stations are step-free or staffed. In the London Travelcard area, most of our trains are also driver-only operated (DOO), which means that there isn't a conductor or onboard manager on board.

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 have introduced mobile assistance staff who work across our network and can assist people at stations or on or off trains when there are no other staff available. For more information see page 17.

If a station isn't accessible, we can provide alternative accessible transport to take you to the most convenient accessible station at no extra cost.

Ways to book assistance for your journey

- **Passenger Assist App:** [Passenger Assistance by Transreport | National Rail](#)
- **Call:** 0800 783 4524
- **Text Relay:** 18001 0800 783 4524
- **Southeastern mobile app** – available as a download from the Apple store or Google marketplace.



- **Online:** 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 every day, except Christmas Day)
- **SignLive:** a video relay service that will link users to a BSL interpreter and the Southeastern contact centre.

The assistance we provide

When you are travelling with us, we can help you with:

- planning your journey, including details of the accessibility of all stations across the National Rail network
- advice about the facilities you will find on the types of train that Southeastern or other train companies operate
- information about timetables, including when there are changes to the normal service

- advice on other support available including Sunflower Lanyards, Just A Minute (JAM) cards, and priority seating cards
- 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
- assistance getting on and off the train
- help with luggage, when booked in advance, or if not, if staff are available
- getting you to your platform, boarding the train, making connecting services and onward transport within the station area
- buying tickets when booking assistance, which must be at least 72 hours in advance if you wish for them to be posted to you and two hours in advance to collect from a ticket vending machine
- how to make a complaint or give feedback about the service you received
- please note, wheelchair spaces on our trains cannot be reserved.

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.

While we will do all that we can to help you make a journey, we're not able to accompany you. We are also

unable to provide personal care such as help with eating, taking medication or using the toilet. If you need this support, please travel with a companion.

Respect for Everyone

We expect all staff to be kind and respectful to passengers. We also expect passengers to be kind and respectful to our staff. Any threatening or mean behaviour, towards our staff or passengers, will not be tolerated.

Sunflower Lanyards and Just a Minute (JAM) cards

If you have a disability, Southeastern offer a Sunflower Lanyard or JAM card free of charge. You can pick one up from your local ticket office or request one through [Customer Services](#) or via our Southeastern app.

What to expect at every stage of the journey

Before you travel

Southeastern can provide you with the information you need for your travel plans, taking into account your individual accessibility requirements. Contact our Passenger Assist Team by phone, online at our website or by contacting staff at stations.

Buying your ticket

When booking assistance, our customer services team can help you purchase a ticket. You can book assistance and buy tickets online from our website or via our app.

You can buy a ticket:

- **At a ticket office:** most Southeastern stations have a ticket office. Opening times vary, so please check our website first.
- **At a ticket vending machine:** We have machines at all our stations, where you can buy tickets using a debit or credit card, and cash on some. A wide range of tickets is available including discounted fares for railcard holders and companions. Buttons and controls are all within reach of wheelchair users.
- **By phone:** by calling us on 0800 783 4524
- **Online:** through our website at www.southeasternrailway.co.uk You can book assistance and buy tickets in the same transaction.
- **Southeastern mobile app** – available as a download from the Apple store or Google marketplace. You can book assistance and buy tickets in the same transaction.

Smart ticketing with The Key

The Key is Southeastern's contactless smartcard, allowing you to buy and load tickets onto a reusable

card so you can fast-track through the station and avoid queues. You can buy single, return, and Season tickets and tickets for most other train companies across mainland Britain and Transport for London (TfL).

You can pick up a Key contactless card at a station ticket office or order via our [website](#). Tickets discounted with railcards requiring multiple travellers and group save are not available on the Key smartcard.

eTickets

These can be purchased via our website or the Southeastern app. An eTicket will only be offered on routes and ticket types if available. You can either add the eTicket 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. For more information go to our website: [eTickets | Southeastern](#).

sTickets

A sTicket is an electronic Season ticket, which can be bought via the Southeastern website or app. You will need to download the Southeastern app so you can scan the sTicket at the ticket gates or show a member of staff. More information can be found on our website, [sTickets](#).

Flexible season tickets

A Flexi Season ticket allows you to take advantage of a frequent travel discount, giving you eight days of travel within 28 days. You can use your eight days of travel at any point and at any time during the 28 days.

You will need to activate one of your eight-day passes each day you travel using our [Southeastern app](#), or by tapping on the reader on a ticket gate. A FlexiSeason ticket is available as a sTicket on the Key (smartcard).

Penalty fares

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

Discounts and railcards

We participate in several national schemes offering discounted fares, including:

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

See 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

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

Passengers who are registered blind or vision-impaired can buy an adult Season ticket that enables an accompanying companion to travel at no extra cost. It doesn't have to be the same person travelling on every journey.

These 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 cannot be used before 0930 Monday to Friday.

The Southeastern mobile app

Our Southeastern app has been designed with accessibility in mind.

To get live personalised travel information straight to your phone, buy and download Key smartcard tickets or Barcode 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. You can:

- Buy train tickets to and from any railway station in Britain, getting you where you need to go.
- Check trains' live departure and arrival times
- Use the Ticket Wallet: all ticket types are now stored and accessed in the same place, making travelling with us more convenient than ever. This means active tickets can be accessed quickly, and all expired tickets can quickly be repurchased.
- Buy your train tickets with Apple Pay or Google Pay.

- Personalise your home screen and receive real-time updates on journeys you regularly make. Pin your favourite stations, Southeastern routes, and TfL tube lines
- Benefit from One Click Delay Repay which will automatically generate a delay replay claim and tell you about the compensation you're entitled to if your train is delayed by 15 minutes or more.
- Receive journey alerts: get real-time notifications for journeys you are about to make straight to your phone.
- Purchase Digital Railcards: save money with the convenience of a Digital Railcard on your phone.
- Check how busy your train will be with SeatFinder information.
- 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 (if you notice a problem on 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
- Get a detailed breakdown for each leg of your journey – including the current location of your train

Car parking

Car parking is available at 95 of our 165 stations. There are two station car parks that are not Southeastern's, these are Thanet Parkway and Ebbsfleet international.

- For parking at Ebbsfleet International please visit **Ebbsfleet International Parking** for information and online booking.
- The car park at Thanet Parkway station is managed by Kent County Council. You can register for parking at the station on the **Ring Go website** or on the my RingGo app.

All other stations are managed by a company called APCOA. If you regularly park at the station, a car park season ticket may be a suitable and convenient option. You can find out more on the **APCOA season ticket section** of their website. The full range of options is below:

- Using the Ticket Vending Machine (TVM) at the station – you can pay by cash at most machines alongside card, Apple Pay or Google Pay
- Calling 01895 262122 or texting 07860 006000 quoting the Location Code which can be found on the signs within the car park
- Visiting **apcoaconnect.com**
- Scanning the QR code located on the signs within the car park
- Downloading the APCOA Connect app

- Email: general.enquiries@apcoa.com

You do not need to buy a ticket if you're picking up or dropping off for less than 20 minutes.

Blue Badge Holders can continue to park for free but must register their vehicle in advance by visiting: <https://bluebadge.apcoa.co.uk/>

Help at the station

Station facilities

We operate 165 stations across the rail network and we are continuously improving our facilities. This includes lifts, ramps, escalators, accessible counters, induction loops at ticket counters, toilets and accessible toilets, waiting rooms and shelters, and accessible seating. For more information see our [website](#), or go online at [National Rail](#).

At a staffed station

If you need assistance when you arrive at a station, make yourself known to station staff. At staffed stations, a member of our team will be available at the information points on platforms, the ticket office or gateline (if there is one). 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. If you are required to arrive even earlier, this will be explained to you when you book. 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 are unable to help you outside the station area.

We do not charge you for luggage. You are allowed to bring a maximum of two items of luggage onto the train – up to 23kg each and should not exceed 30 x 70 x 90cm in size. You can also bring a small additional item with you if you can carry it independently. Please book this in advance through our Passenger Assist team and be aware that luggage cannot be stored in designated wheelchair spaces.

We will help you to board our trains with luggage and help you get to a seat or a wheelchair space if required. All staffed stations have portable ramps and all of our trains have on-board ramps available. If you require a ramp please let our team know when booking assistance, or let a member of station staff know as soon as you arrive.

Our station or mobile assistance staff will assist you from a train and to the exit of the station including bus stops or taxi ranks on the station forecourt for onward journeys. They will also help you with any connecting train service or take you to a member of the London Underground staff if required.

At stations without any staff

Some of our stations may be unstaffed, or only staffed when the ticket office is open. In this case, the train's conductor or on-board manager will help with getting on and off the train. If you have booked assistance, they will be looking out for you. They are unable to help you with any other assistance through the station due to the limited time that trains stop at stations.

You can check station staffing times and whether help is available by visiting our station information page or checking our information posters.

At some stations within London, the trains do not have conductors or on-board managers. Therefore, our Mobile Assistance staff will be available to assist.

Mobile Assist staff

Our Mobile Assist team, based at key locations throughout our network, will travel to your location and then help you board our trains at unstaffed stations.

They can also help you get a taxi to take you to the nearest staffed station to continue your journey. They will assist whether you have booked or not but we advise arranging assistance in advance to avoid longer waiting times.

If you haven't booked and the station or the train doesn't have staff who can assist you, you can get in contact with us by calling our customer services team on 0800 783 4524 or using the help points (assistance points) located at all of our stations and appropriate assistance will be arranged.

Our train Control Centre has 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 whether booked or not.

Our Help Points (assistance points) have two buttons. One is labelled 'information' and should be used to check train times or find out information about the station.

The second button will say 'Assistance' It should be used to o arrange assistance or to get in contact with our 24-hour control centre. The call will go directly 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 are unable to physically access the station (for example, you're a wheelchair user and need level access), we'll provide alternative transport at no extra charge to take you to the nearest accessible station. For details of step-free access at stations please visit

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

including the availability of priority seating, the number of wheelchair spaces and accessible toilets by train type.

Priority seating

All our trains include clearly labelled priority seating, for people with reduced mobility, 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 will, where possible, 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 trains.

Priority seating card

We offer a priority seating card that proves to others that they require priority seating. Application forms can be found at ticket offices, by calling our Passenger Assist service, or via our phone app or 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 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 audio information, including announcing the 'next' station and where the train will stop on its journey. Automatic announcements mean we can tell you when the train divides on route, including coach numbers so you can check which part of the train you are in. Our on-board

staff make announcements relating to stations and delays that may affect the service.

Oxygen cylinders

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

Assistance dogs

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

We welcome 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 or calling 0800 022 3720 (open Monday to Friday 9:00-17:00, including bank holidays).

Onboard toilets

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

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 typically operate on routes where journey times are less than an 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 accessible toilets on trains are fitted with fold-down baby changing tables.

We aim to provide automatic updates of onboard toilet availability, at our stations, on our trains and on our app. It will also specify whether it is the accessible or standard toilet that is available.

Wheelchairs and mobility scooters

All our trains have dedicated wheelchair spaces. We welcome wheelchair users and mobility scooters up to 1200mm long and 700mm wide.

For safety, mobility scooter users are advised to use the lowest speed setting on our platforms. We ask that you abide by 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 located near the accessible toilet. These areas are identified by the wheelchair symbol on the train doors. Our staff know that it is wheelchair users' priority to occupy the wheelchair space and will ensure that they can make their journey.

Further information can be found in our **wheelchair and mobility scooter guide** and Accessible Travel Policy, available at www.southeasternrailway.co.uk/accessible-travel. The 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 check with all operators whose trains you are using before travel.

Rollators

If you are travelling with a rollator you can request assistance both on and off our trains. We use a ramp to bridge the gap between the train and the platform. Please make yourself known to a member of staff or book assistance in advance. For your safety, ensure that

bags are removed or secured to the roller, particularly when you are boarding or alighting a train.

Assistance on arrival

When you arrive at your destination, our staff will help you to get off the train, if not straight away, within five minutes of the train's arrival.

If things don't go as planned

Delays and disruption

We'll keep passengers informed if:

- delays are over five minutes
- station stops are cancelled or altered
- a train is being taken out of service before its final destination

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

If you have booked assistance and there's a major disruption, we will make all reasonable efforts to contact you to make alternative arrangements.

During planned disruption, all of our replacement buses are wheelchair accessible and built to the modern

accessibility standard (known as the Public Service Vehicle Accessibility Regulations). In the unlikely event that we are unable to source a PSVAR-compliant bus, we will ensure that accessible alternative transport is made available. Sometimes a taxi will be available on standby so the wait is no longer than for the rail replacement accessible bus.

When lifts, toilets or other amenities become unavailable we publish the information on our website, app and through National Rail Enquiries, as well as at the station.

There may be disruption to your journey that is out of our control. Should this happen, we will do all we can to make sure you're able to continue your journey.

We aim to keep you up to date, on disruption through our website, social media and announcements on the train and at the station.

Our station and onboard train staff will help you as required. Many 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.

You can track your journey on our mobile app and share it on social media.

What information can I get on the app?

- 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 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 several ways you can contact us, which are listed below. Contact forms are also available from our stations if required.

We'll provide you with appropriate redress for your journey. This may include a refund of your ticket or vouchers. We will also inform you of how we will look to prevent the issue from happening again. In cases of multiple assistance with several operators for a single multi-leg journey, we will coordinate a single response. If the bulk of the assistance was provided by another operator, we will transfer the claim to them should you agree.

To make a complaint please use one of the following options:

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 comply with the Consumer Rights Act 2015 and, in line with National Rail Conditions of Travel, we consider all additional compensation claims for any losses or extra costs 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 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.

You can download a copy of either station information or all of our stations – although we recommend checking the current version online 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

SignLive: [SignLive](#) | [Login](#)

How to contact us via social media

X: @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 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 at:

Website: railombudsman.org

Email: info@railombudsman.org

Phone: 0330 094 0363

Post: Freepost – RAIL OMBUDSMAN