

Key to station facilities

The code to the right of each station name (e.g. A5 shown after Abbey Wood), indicates the grid position on the map of that station.

The coloured symbol next to each station name corresponds to that station's accessibility status as follows:

- Step free access to all platforms*
- ▲ Some step free access – check details*
- Access available via steps only

*Please note that access points may vary by platform – there may not be step free access to or between all station areas. Access routes may in some cases be unsuitable for unassisted wheelchair users due to the gradient of ramps etc.

*These stations will become step free before 2024 as part of the Governments Access for All scheme.

Station facilities icons:

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Every effort is made to ensure the information shown in this guide is correct at the time of going to print (May 2017).

Help points

These are devices that are provided at stations for customers to be able to talk to a member of staff in our central control centre, either for information, disabled assistance or in an emergency.

Contact us

For further details on station access, or to let us know your travel plans, please contact Southeastern Assisted Travel free of charge on:

Telephone **0800 783 4524**
 Textphone **0800 783 4548**
 Website **southeasternrailway.co.uk**

Ideas and comments

If you would like to suggest any access improvement, please send/phone your ideas/comments to:

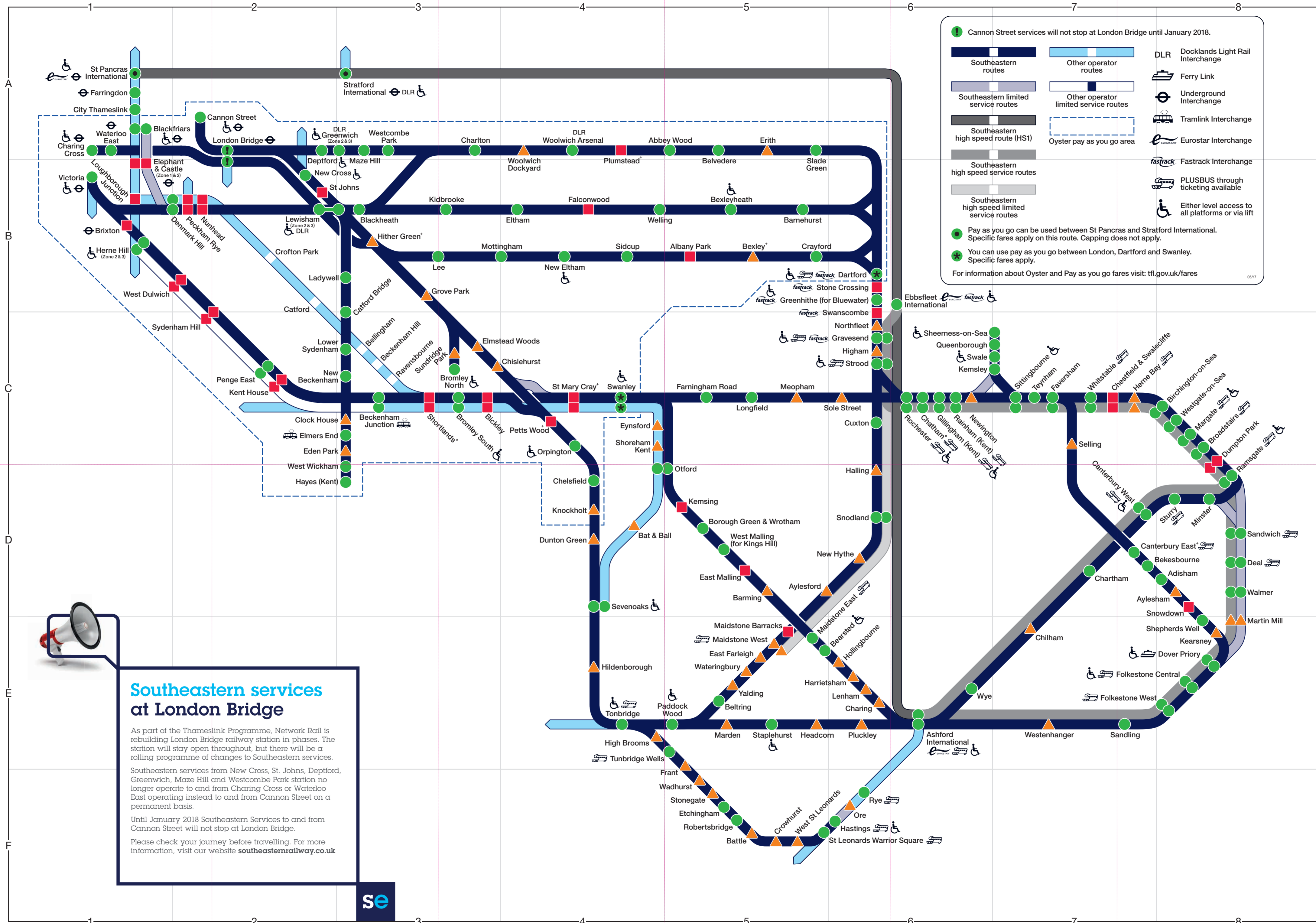
Address **Southeastern Customer Services**
 PO Box 10422,
 Unit 16 Coalfield Way,
 Ashby-de-la-Zouch,
 LE65 9EL

Telephone **0345 322 7021** (calls are charged at local rate and may be recorded)

Textphone **0800 783 4548** (for the hearing impaired)

For station accessibility information about stations not managed by Southeastern contact:

National Rail Enquiries
 Telephone **03457 48 49 50**
 Textphone **0345 60 50 600**
 Website **nationalrail.co.uk**



Need a helping hand?

We can provide help with boarding and getting off trains, including the use of a platform ramp if required. If you are unfamiliar with the trains or stations you plan to use, or would like more information on the types of assistance we can provide, please contact Southeastern assisted travel before your trip.

Unstaffed/Part time staffed stations

At these stations you will not always find staff to assist you, and the trains may not have on board staff to assist. If you plan to travel from these stations and will require assistance, please let us know your travel plans before your journey. We will either provide staff to assist you or provide a taxi to take you to the nearest staffed station where we can provide assistance.

Fully staffed stations

These stations have staff available to assist all the time that trains run from the station.

Mobility scooters

We are able to carry mobility scooters on our trains, subject to some restrictions in size and with the exception of new Thameslink services. On our mainline and high speed services, which generally start from Hastings, Dover, Ramsgate, Margate, Faversham and Ashford International, we can carry scooters up to 1200mm long and 700 mm wide. These trains have the following numbers on their cabs: 375***, 395*** and 4659**

On our London metro services, which generally start from Dartford, Orpington, Sevenoaks, Gillingham, Sheerness and Hayes we can carry scooters up to 1000mm long and 700mm wide. These trains have the following numbers on their cabs: 376***, 465*** and 466***. If in doubt please phone Southeastern assisted travel for further information.

Please note we cannot provide alternative transport from step only access stations for scooter users.

Inaccessible stations

If you wish to travel from or to a station that is inaccessible to you, possibly due to only having stepped access or due to the non availability of staff for example, we will provide an accessible taxi from or to an accessible station. If you require this service please call Southeastern assisted travel at least 12 hours before your journey. This service will be provided at no extra charge as long as you hold or will purchase at the accessible station, the appropriate ticket for your entire journey. Accessible taxis can still be difficult to find, so if you give less than 12 hours notice there may be a considerable wait whilst we obtain an accessible taxi.