

**2024**



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# **Accessible Travel Policy**

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# Introduction



**Southeastern Railway** wants to support people who need extra help to travel.

**Southeastern Railway** runs train services in Kent, East Sussex and London.



This Accessible Travel **Policy** explains how we support people who need extra help to travel.

A **policy** is a set of rules about how something should be done.

You can also look at our leaflet: Making Rail Accessible.



You can get this from:

- Our website:  
[www.southeasternrailway.co.uk/about-us/our-policies/accessible-travel-policy](http://www.southeasternrailway.co.uk/about-us/our-policies/accessible-travel-policy)
- Ticket offices at all staffed stations.

# Passenger Assist



All train companies in the country are part of **Passenger Assist**.

**Passenger Assist** is a way train companies help passengers to use trains and stations. This includes help for disabled people and people who have difficulty getting around.



You can:

- Book tickets.
- Book to arrange people to help you travel.
- Get information about late and cancelled trains.



## Booking tickets and help with your journey

To book, contact us by:



- Telephone: **0800 783 4524**
- Text relay number: **18001 0800 783 4524**



- Filling in the online form:  
**[www.southeasternrailway.co.uk/travel-information/more-travel-help/accessible-travel](http://www.southeasternrailway.co.uk/travel-information/more-travel-help/accessible-travel)**

On the webpage go to ‘How do I book assisted travel?’.



- Using the Southeastern mobile app - this is a computer programme for your phone, tablet or computer.

You can get the Southeastern mobile app on your phone from the Apple store or Google marketplace.



- National Rail Enquiries:  
**0800 0223720**



We can book help for your whole journey, even if you will travel on trains run by different companies.



We will give you a Passenger Assist reference number which you should keep with you on your journey to show to staff.



We will be in touch with you after you travel to find out what you thought of our service.



## Help at stations

We will check that the stations you need to use are **accessible**.

**Accessible** is when a place is easy to get into or around.



We can help you get to other types of transport like buses, taxis and the London Underground if they are available at the station.

We can't book help for you on the London Underground, but their staff can help when you travel.



At the end of your journey, staff will help you get off the train as soon as possible.



If they can't do it straight away, it will be within 5 minutes.



## If you haven't booked

We know you can't always plan a journey beforehand.

You can get help if you need to travel straight away.



You can go to an accessible station and a member of staff will help you onto the train.



You should still get to the station in plenty of time.



You will find our staff at the gates, in the ticket office on the platforms or at the information points.



## Which stations are accessible?



Not all stations are accessible. You can find out which ones are, on our website:

[www.southeasternrailway.co.uk/station-information](http://www.southeasternrailway.co.uk/station-information)



## Stations that don't have staff

If the station doesn't have staff you can:



- Get help from the staff on the train.



- Use a **help point**.

There is a **help point** at every station. You can press the button and speak to someone who can make arrangements to help you.



We will do everything we can to help you on to the train that you choose.

## If a train service is not accessible



If a train service is not accessible to you, we will give you an accessible way to travel for the same price.

It might take longer to sort things out if you haven't booked beforehand.

## Booking beforehand



Booking beforehand will help us make sure your help is ready for you.

You can book help up to 12 weeks before you plan on travelling.



If you are travelling a long distance, try and book in advance as this will give you the best choice of services.



All our trains have spaces for a wheelchair.

## Help at stations with no staff



If there is no staff at the station, the **On Board Manager (OBM)** or **conductor** can help you onto the train.

An **OBM** or **conductor** is a member of staff who checks and sells tickets on the train.



Wait somewhere they can see you, behind the yellow line, and try and get their attention.



They will be looking out for people who need help getting onto the train.

If you have booked help, they will know this and be looking out for you.



You can check if a station has staff on:

- [www.southeasternrailway.co.uk/station-information](http://www.southeasternrailway.co.uk/station-information)
- The station information poster.



If you are using a station and a train which both have no staff, we can get you a taxi to the nearest station with staff.

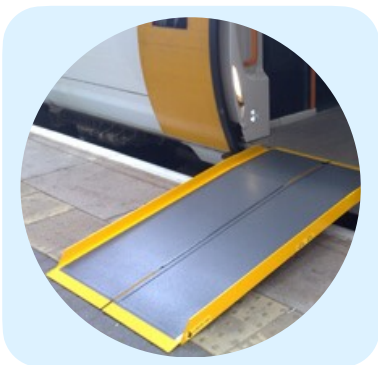


If you haven't booked and there is no one to help you, you can:

- Call Passenger Assist on:  
**0800 783 4524**



- Use a help point. Every station has one.



## Ramps

We have ramps either on the platform or on the train. This will be used if you need step free boarding.



## Help with the next bit of your journey

We can help you get to other types of transport like buses, taxis and the London Underground if they are available at the station.



Our staff can help you book an accessible taxi if there aren't any at the station.



Bus services going from most stations will use accessible buses.



## Station facilities and services

**Facilities** are the equipment and areas available for people to use.

If any of our facilities like toilets or lifts are not working, we will let people know on our website.



We will keep our website up-to-date with information about:

- How accessible our stations are.
- When our stations have staff.
- When help is available.
- Where to meet for help.
- Ramps.
- Accessible waiting rooms.
- Accessible toilets.
- Places to pick people up or drop them off.



When you book help, our team will tell you how accessible the station is.



You can tell us if a facility isn't working by calling us or using our app.



If there isn't an accessible toilet on a train, we will do our best to let you know by:

- An announcement on the train.
- A message through the app.



## Help with luggage

If they can, our staff will carry 2 bags or suitcases onto the train for you.



You should book this help with bags through Passenger Assist.



Our staff will make sure you and your bags get onto the train and into a seat or wheelchair space.



## Priority seating

We do not reserve seats on our trains, but we do have **priority seating**.



**Priority seating** is for people who:

- Have difficulty getting around.
- Are pregnant.
- Find it difficult to stand up.

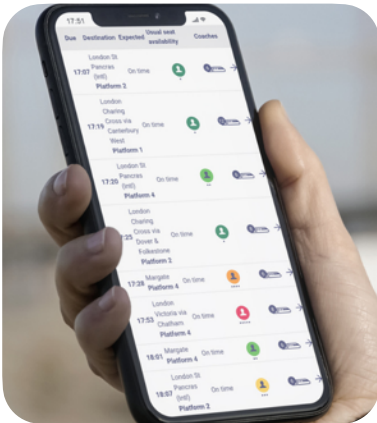


Priority seating has more legroom and there are labels on the seat and window.

Our staff will help you get into priority seating or a wheelchair space.



## Seatfinder



Seatfinder is a part of our app that will help you see how many free seats there are on a train.

It tells you how busy trains usually are at the time you are travelling.



## Priority Seating Card

This is a card you can show to another passenger to let them know you need to sit in priority seating.



You can get a Priority Seating Card:

- From ticket offices.



- By calling our Passenger Assist service.



- Through our app.



- Online at:  
**[www.southeasternrailway.co.uk/priority-seating](http://www.southeasternrailway.co.uk/priority-seating)**

## Assistance dogs



Assistance dogs are very welcome on all of our trains and stations.

Priority seating has more floor space for assistance dogs.



You can get an Assistance Dog Card posted to you from National Rail:  
[customer.relations@nationalrail.co.uk](mailto:customer.relations@nationalrail.co.uk)  
or call 0800 022 3720.

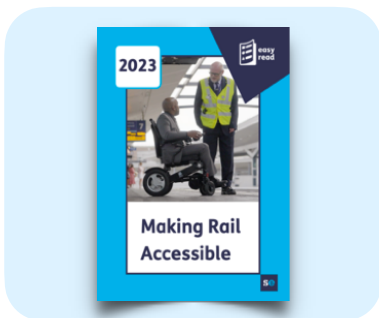
# Giving information to our customers



We know our customers need as much information as possible to:

- Travel independently.
- Plan their journeys.

## Our 'Making Rail Accessible' leaflet



Our 'Making Rail Accessible' leaflet gives you information about travelling on our railway.

You can get a leaflet:

- At ticket offices and stations with staff.
- From our website.
- In Easy Read.
- By phone or by text relay.





There will be information at all of our stations telling passengers how they can get a leaflet.

## Information about accessible stations and trains



We keep this information up-to-date at: [www.southeasternrailway.co.uk/accessibletravel](http://www.southeasternrailway.co.uk/accessibletravel).



You can find a map of all the stations in Great Britain on the National Rail Enquiries website: [www.nationalrail.co.uk/AccessMap](http://www.nationalrail.co.uk/AccessMap)



This map will tell you about accessibility, as well as information about staff, toilets and waiting rooms.

## Information about your journey



All our stations have screens and **announcements** to give you information about the trains, except East Mailing.

An **announcement** is when somebody says some information out loud.



All our trains also have screens and automatic announcements.

Information about delays and cancelled trains will be on the screens and in the announcements.



The train staff will also give you information about the journey.



You can use your phone on the train to get information about your journey, from our website or our mobile app.



Click on the picture of the clock at the top of our website's homepage to get information about:

- Your train and where it is now.
- Which stations your train will stop at and when.
- Delays and the reasons why.
- Other transport, including the London Underground.



If lifts, toilets or other facilities are not available, we'll do all we can to let you know and provide other options if possible.



Sometimes there might be problems on your journey. We'll do everything we can to help you get where you're going.



Our staff are trained to help with problems. They can help you plan a new journey if you need to.

## Information points, help points and contact centres



You can get a lot of information from our ticket offices.

The place to meet the staff who are going to help you is usually the ticket office or on the way onto the platforms.



You will be told where to go when you book the help, or you can find out on our website.



If you need information about your train on the day you travel you can:

- Speak to a member of the station staff.
- Use our mobile app.
- Get in touch on Whatsapp: 07866 002 690
- Follow us on Twitter @Se\_Railway
- Visit our website:  
**[www.southeasternrailway.co.uk/station-information](http://www.southeasternrailway.co.uk/station-information)**





There are help points at all of our stations where you can speak to someone who can help you.



Information about all the UK train services is available by contacting National Rail Enquiries:

- Telephone: **03457 48 49 50**



- Website: **[www.nationalrail.co.uk](http://www.nationalrail.co.uk)**



- Text Direct: **0345 60 50 600**

# Tickets



We sell tickets for different types of journeys and different train companies.



You can buy tickets from stations, our website or our app.



You can also buy tickets when you book assistance by phone or on the app.

## Penalty fares



A **penalty fare** is the price a passenger pays if they don't have a ticket.



If you couldn't book a ticket because of your disability, you will not have to pay a penalty fare.



Instead, you can buy the right ticket on the train from the OBM or the conductor.



## Railcards

A **railcard** is a special card which gives you a **discount** when travelling by train.

A **discount** is where you pay less money for something.

The railcards that are available are:



- Senior Railcard.
- Two Together Railcard.
- Family and Friends Railcard.
- Network Railcard.
- 16-17, 18-25, 26-30 Railcards.
- Disabled Persons Railcard.



There is more information about railcards at: [www.railcard.co.uk](http://www.railcard.co.uk)



The Disabled Persons Railcard gives you a third off some tickets for you and someone travelling with you.

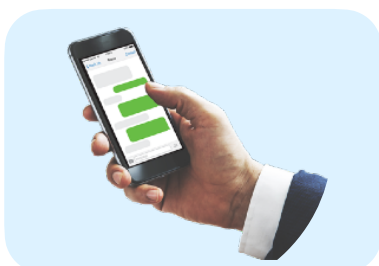
For more information:



- Pick up a leaflet from a ticket office.



- Call the Disabled Persons Railcard office on: **0345 605 0525**



- Textphone: **0345 601 0312**



- Go to: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

## Discounts

You can get a discount if you are:

- Blind or visually impaired and you are travelling with someone.



- Staying in a wheelchair for your journey and you don't have a railcard.



You can't get the discount from a ticket machine.



So, you'll need to buy your ticket from a ticket office or staff on the train.



## Season tickets

A season ticket is a ticket that can be used on trains for a month or a year.



People who are blind or visually impaired can buy a season ticket which also lets someone travel with them for no extra charge.



This doesn't have to be the same person on each journey.



You can buy season tickets from a station that has staff.

## eTickets



Some Southeastern routes now accept digital eTickets.



eTickets are barcodes that can be scanned at the ticket gate or by a staff member.



You can use your eTicket to travel by showing it on your phone, tablet or other electronic device.

You can also print your eTicket.



Visit our website for more information on eTickets:

**[www.southeasternrailway.co.uk/tickets/tickets-explained/etickets](http://www.southeasternrailway.co.uk/tickets/tickets-explained/etickets)**



## The Key

The Key is a card you can use instead of a ticket.



You book your journey at home, then use The Key to get through station gates and avoid queues.

You can book tickets for most train companies using The Key.



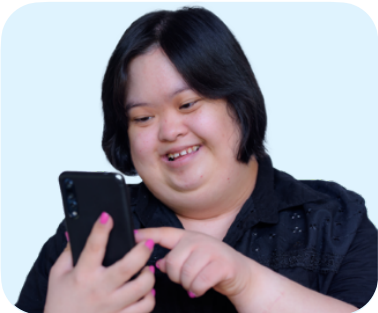
You can pick up a Key card at a ticket office, from our app or on our website: [www.southeasternrailway.co.uk/the-key](http://www.southeasternrailway.co.uk/the-key)



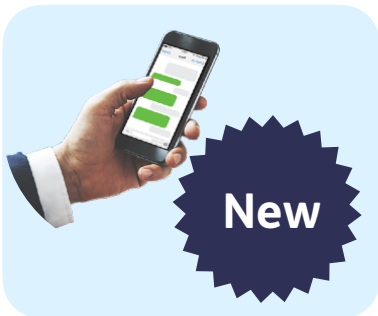
## S-Tickets



**S-Tickets** are season tickets you can buy on the Southeastern website or on our app.



If you buy an S-Ticket from our website you will need to download the Southeastern app.



To use your S-Ticket, your app must be updated to the newest version.



You can use your S-Ticket at the ticket gate or show it to a member of staff.



More information about S-Tickets can be found on our website:

[www.southeasternrailway.co.uk/tickets/tickets-explained/stickets](http://www.southeasternrailway.co.uk/tickets/tickets-explained/stickets)



## Flexible Season Ticket

A Flexi Season Ticket is a new kind of season ticket that allows you to travel 8 times every 28 days.



These 8 journeys can be at any time.

Before you make a journey with a Flexi Season Ticket, you will need to:



- Press the 'activate' button on our app, or



- Tap your Flexi Season Ticket on the reader on a ticket gate.



## Ticket machines

All our stations have ticket machines where you can buy different kinds of tickets.



You can use your discounts and railcards with these machines.

## Ticket gates



A **ticket gate** is the way through to the platforms. Not all stations have them.

Some stations have staff at the ticket gates.



If there are no staff, the gates will be open.



There is always a wider ticket gate for wheelchair users.

# If a train is cancelled

**CANCELLED  
DELAYED**

If trains are cancelled, we will make sure you can carry on your journey wherever possible.



If we have to change or cancel your train, we will provide you with accessible transport if you need it.



If our transport is not accessible, we will provide a taxi and you won't have to wait any longer than for the bus.



There will be no extra charge, but you do need a ticket for the whole journey.

# Wheelchairs and mobility scooters



All our trains have wheelchair spaces near the accessible toilet, if there is one.

They can fit a wheelchair or mobility scooter 1200mm long and 700mm wide.

We have a speed limit of 4mph for scooters on our network.



Our ramps will only carry you if you and your wheelchair or mobility aids weigh less than 300kg altogether.



There will be a picture of a wheelchair on the nearest door to the spaces.



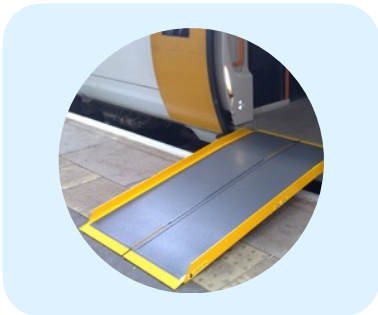
Our staff will make sure you can get into the wheelchair spaces. There are ramps on all our trains.



We suggest using a wheelchair space if you use a wheelchair, but you can have a seat instead if you would prefer.



Rollators can be used on all our train services and stations. Please contact us or a member of staff for assistance.



Staff can assist you with a ramp to get your rollator on and off the train.

## Mobility scooters



We ask you to have your mobility scooter at its lowest speed on our platforms.

There is a speed limit of 4mph everywhere in our stations.

Before you get to the station please make sure your mobility scooter:



- Is on the right setting.



- Has working brakes.



Please do not speed up your mobility scooter to catch a train as this is dangerous.



When you are on a train, we suggest moving from your scooter to a seat. This will keep you safe.



Mobility scooters should be left in a wheelchair space.

Some mobility scooters are too big for the spaces and you cannot take them onto our trains.



If you are not sure if your scooter can fit onto a train, you can contact Customer Services.



Ticket offices at all staffed stations have a mat where you can measure your scooter.

You can get more information at:  
**[www.southeasternrailway.co.uk/accessible-travel](http://www.southeasternrailway.co.uk/accessible-travel)**

On the webpage go to 'Support while travelling'.



# When things don't go as planned



When there are problems, we'll try and make sure that you can carry on with your journey. We will not leave you stranded.



If we have to change or cancel your train, we'll give you some other accessible transport. This will be free.



When you book we will ask you what transport you would need if the train has to be cancelled.



If there are problems with your journey and we have your contact details, we'll contact you and help you make a new plan.



## Emergencies

We will make sure all passengers can easily get out of stations and trains in an emergency.



Our staff are trained to help you get out in an emergency.

# At the station



## Left luggage

**Left luggage** is a place at the station where you can pay to leave your bags.

There are accessible left luggage places at London St Pancras International, London Charing Cross and London Victoria stations.



## Blue badge parking spaces

Customers with a blue badge can park for free in all our car parks, except at Ebbsfleet International.

If you are travelling on our trains the parking is free all day.



Not all stations have car parks. Sometimes the nearest car park is run by someone else.

You can check if the station has a car park run by us on our website:

[www.southeasternrailway.co.uk/station-information](http://www.southeasternrailway.co.uk/station-information)



## Station entrances

We will always do our best to make sure the way into our stations is accessible.

# What if something goes wrong?



Please tell us if you booked for someone to help you and they did not turn up. We want to find out what went wrong.

You can tell us by:



- Our website:  
**[www.southeasternrailway.co.uk/contact-us](http://www.southeasternrailway.co.uk/contact-us)**
- Phone: **0345 322 7021**  
Calls cost the usual local rate. We may record the calls.
- Textphone: **18001 0245 322 7021**
- Post:  
**Southeastern Customer Services  
PO Box 8625  
Swadlincote  
DE11 1HZ**



We will make up for the things that went wrong, either by giving you some money back or some vouchers.



We will try hard to stop the same thing happening again.



If other train companies were involved, we will work with them to solve the problem.

# Our plans for this year



This year, we plan to:

- Have a way of keeping tickets and railcards on our app.



- Allow you to book Passenger Assist and train tickets at the same time on our app.



- Rebuild several stations so that they can be used by everyone.

# For more information

If you need more information please contact us by:



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



- Phone: **0345 322 7021**  
Calls cost the usual local rate. We may record the calls.



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