

Aberdeen

Address

Aberdeen station
Guild Street
Union Square
AB11 6LX

Ticket office

| | |
|--------------------------|--------------------|
| Monday to Friday: | 6:15 AM to 9:30 PM |
| Saturday: | 6:15 AM to 7:00 PM |
| Sunday: | 8:45 AM to 9:30 PM |

Station details

Alerts

Scottish Government has advised that from 5 August, Aberdeen has been put back into lockdown. We are advising essential journeys only to and from Aberdeen. Please follow all guidance for yours and others safety.

General information

| | |
|--------------------------|----------|
| Station Operator: | SR |
| Station Code: | ABD |
| Staffing Level: | partTime |
| CCTV: | Yes |

Ticket buying & collection

| | |
|--------------------------------|-----|
| Oyster Pre Pay: | No |
| Oyster Validator: | No |
| Smartcard Issued: | No |
| Smartcard Validaton: | Yes |
| Oyster Topup: | No |
| Prepurchase Collection: | Yes |
| Smartcard Topup: | Yes |
| Ticket Machine: | Yes |

Passenger services

| | |
|---|--|
| Lost Property Contact Available: | No |
| Phone number: | 03301 092 833 |
| Website: | Go to website |
| Ticket Gate: | Yes |
| Customer Services: | customer.relations@scotrail.co.uk |
| Customer Help Points: | Yes |

Station facilities

| | |
|--|--|
| ATM Machine: | Yes |
| Baby Change: | Yes |
| Seated Area: | No |
| Shops: | Yes |
| Shops Note: | WHSmith newsagent. Station has two PhotoMe photo booths. |
| Station Buffet: | Yes |
| Station Buffet Note: | Cafe, WH Smith, Bar |
| Telephones (Cards & Coins): | Yes |
| Toilets: | Yes |
| Toilets Note: | The toilets are located opposite the Taxi Rank and inside the First Class Lounge, available during ticket office opening hours |
| Waiting Room: | Yes |
| Passenger Information Systems: | DepartureScreens, Announcements, ArrivalScreens |

Car parking

| | |
|---------------------------------------|-------------------------------|
| Car parking: | Yes |
| Name: | South College Street Car Park |
| Operator: | ScotRail |
| Spaces: | 188 |
| Daily Charge: | £6.00 |
| Car Parking Contact Available: | No |
| Website: | Go to website |

Cycling

| | |
|------------------------------------|---|
| Cycle Storage Availability: | Yes |
| Sheltered: | yes |
| Spaces: | 80 |
| Type: | Stands |
| Location: | additional cycle parking located outside Union Square Shopping Centre |
| Cycle Storage CCTV: | Yes |

Other transport

| | |
|--|---|
| Location for rail replacement services: | Buses pick up/drop off on College Street |
| Taxi Rank: | Yes |
| Taxi Rank Note: | visit www.traintaxi.co.uk for details of taxis available for hire |
| Bus Service: | Yes |
| Bus Service Note: | for details of bus services, visit www.travelinescotland.com or call 0871 200 22 33 (24 hours) |

Accessibility

| | |
|---|--|
| Accessible Booking Office Counter: | Yes |
| Accessible Public Telephones: | No |
| Induction Loop: | Yes |
| Wheelchairs Available: | Yes |
| Ramp For Train Access: | Yes |
| Step Free Access: | Yes |
| Step Free Access Note: | This is a Category A station. This station has step-free access to all platforms. The Passenger Assist meeting point is at the automatic gates. Automatic Ticket Gates in operation Mon-Sat: 0600-2310; Sun: 0830-2310 |
| | Blue Badge parking bays: 12 |
| Accessible Taxis: | No |
| Accessible Ticket Machines: | Yes |
| Impaired Mobility Set Down: | No |
| Helpline Contact: | Yes |
| Helpline Contact (Phone number): | Tel: 0800 912 2901; 18001 0800 912 2901 (for hard of hearing) |

The information in this document was generated 20/10/2020 13:58:43