

Basildon

Address

Basildon station
Station Way
Basildon
SS16 5XY

Ticket office

Monday to Friday:	5:15 AM to 9:00 PM
Saturday:	5:15 AM to 9:45 PM
Sunday:	6:45 AM to 8:45 PM

Station details

Alerts

Un-booked assistance? No problem.

This station offers assistance to customers who have not pre-booked any passenger assistance. We recognise that some customers already travel without having pre-booked assistance. Assistance can still be pre-booked for travel from/to this station.

General information

Station Operator:	CC
Station Code:	BSO
Staffing Level:	fullTime
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
Penalty Fares:	Applicable Operators: c2c

Passenger services

Lost Property Contact Available:	No
Phone number:	03457 44 44 22
Website:	Go to website
Ticket Gate:	Yes
Customer Services:	Monday - Friday, 08:00 - 20:00 Saturday 09:00 - 16:00 Sunday 09:00 - 16:00 Christmas Day and Boxing Day: CLOSED 0345 744 4422 (option 3, followed by option 3) contact@c2crail.co.uk
Customer Help Points:	Yes
Customer Help Points Note:	Help points are located on each platform.

Station facilities

ATM Machine:	Yes
Baby Change:	Yes

Seated Area:	Yes
Shops:	Yes
Shops Note:	"Station News" in the Booking Hall
Station Buffet:	Yes
Station Buffet Note:	Drinks available at Station News.
Telephones (Cards & Coins):	Yes
Toilets:	Yes
Toilets Note:	The toilets are located in the Booking Hall. The National key toilets are located in the Booking Hall; these toilets are operated by a RADAR key.
Waiting Room:	No
Passenger Information Systems:	DepartureScreens, Announcements

Car parking

Car parking:	No
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Cycling

Cycle Storage Availability:	Yes
Sheltered:	yes
Spaces:	36
Type:	Stands
Location:	Outside front of station
Cycle Storage CCTV:	Yes

Other transport

Location for rail replacement services:	Buses pick up on Station Way near the taxi ranks. Turn left out of main entrance and proceed under the railway, buses will be straight ahead.
Taxi Rank:	Yes
Taxi Rank Note:	Located on Station Way, turn left out of main entrance and proceed under the railway. Rank is located straight ahead.
Bus Service:	Yes
Bus Service Note:	Information to plan your onward journey is available in a printable format here

Accessibility

Accessible Booking Office Counter:	Yes
Accessible Public Telephones:	No
National Key Toilets:	Yes
National Key Toilets Note:	Located in booking hall. This can be accessed using a radar key.
Induction Loop:	Yes
Wheelchairs Available:	No
Ramp For Train Access:	Yes
Step Free Access:	Yes
Step Free Access Note:	Step free access is available to both platforms via lifts
Accessible Taxis:	No
Accessible Taxis Note:	Operated by local companies. Pre-booking advised.
Accessible Ticket Machines:	Yes
Impaired Mobility Set Down:	No
Helpline Contact:	Yes
Helpline Contact (Phone number):	03457 44 44 22
Helpline Opening Hours:	Monday to Sunday 24 hours

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