

Cradley Heath

Address

Cradley Heath station
Forge Lane
Cradley Heath
B64 5AL

Ticket office

Monday to Friday:	6:00 AM to 8:00 PM
Saturday:	7:00 AM to 8:00 PM
Sunday:	9:15 AM to 6:00 PM

General information

Station Operator:	WM
Station Code:	CRA
Staffing Level:	partTime
CCTV:	Yes

Ticket buying & collection

Oyster Pre Pay:	No
Oyster Validator:	No
Smartcard Issued:	No
Smartcard Validaton:	No
Oyster Topup:	No
Prepurchase Collection:	Yes
Smartcard Topup:	No
Ticket Machine:	Yes
Ticket Office Note:	A Ticket Vending Machine is located in the Booking Hall.

Passenger services

Lost Property Contact Available:	No
Website:	Go to website
Ticket Gate:	No
Customer Services:	Please contact our Contact Centre team on: 0333 311 0039. Who are open during the following times: Mndayto Friday, 07:00 - 19:00 Saturday and Sunday, 08:00 - 16:00 Bank Holidays: 08:00 - 16:00 except Christmas Day and Boxing Day. **Cradley Heath Station is accredited by the Secure Station Scheme**

Customer Help Points:	Yes
Customer Help Points Note:	On both platforms

Station facilities

ATM Machine:	No
Baby Change:	No
Seated Area:	Yes
Shops:	No
Station Buffet:	No
Telephones (Cards & Coins):	Yes
Toilets:	No
Toilets Note:	The nearest accessible toilets are located in the the Bus Station adjacent to the station and maintained by TfWM.
Waiting Room:	Yes
Passenger Information Systems:	DepartureScreens, Announcements

Car parking

Car parking:	Yes
Name:	Station Car Park

Operator:	Network West Midlands
Spaces:	243
Car Parking Contact Available:	No
Website:	Go to website

Cycling

Cycle Storage Availability:	Yes
Sheltered:	no
Spaces:	26
Type:	Stands
Cycle Storage CCTV:	Yes

Other transport

Location for rail replacement services:	In the event of engineering the bus/coach will collect from: Picks up/sets down on Forge Lane, immediately in front of the station entrance.
Taxi Rank:	Yes
Taxi Rank Note:	Royal 01384 411777 Skyline 01384 633333
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 Booking Office Counter Note:	An accessible ticket counter has now been installed at Cradley Heath.
Accessible Public Telephones:	No
Accessible Public Telephones Note:	Public telephones are not accessible
National Key Toilets:	Yes
Induction Loop:	Yes
Wheelchairs Available:	No
Ramp For Train Access:	Yes
Step Free Access:	Yes
Step Free Access Note:	Level access to Booking Hall and Birmingham platform. Also step-free side gate. Step free entrance to Kidderminster platform via ramp. Access between platforms from Birmingham side via footbridge with 28 steps up and 30 down. Alternative step-free route between platforms via pavement and level crossing with narrow pavement - 110m.
Accessible Taxis:	No
Accessible Taxis Note:	Accessible taxis are not available
Accessible Ticket Machines:	No
Accessible Ticket Machines Note:	A Ticket Vending Machine is available in the Booking Hall.
Impaired Mobility Set Down:	No
Helpline Contact:	Yes
Helpline Contact (Phone number):	0800 0248998 Open: 08:00 - 22:00 7 days a week (except Christmas Day and Boxing Day)
Helpline Opening Hours:	Monday to Sunday 8:00 AM to 10:00 PM

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