

Diss

Address

Diss station
Station Road
Diss
IP22 4HN

Ticket office

Monday to Friday:	6:05 AM to 7:25 PM
Saturday:	7:15 AM to 3:20 PM
Sunday:	9:00 AM to 6:25 PM

General information

Station Operator:	LE
Station Code:	DIS
Staffing Level:	partTime
CCTV:	Yes

Ticket buying & collection

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

Passenger services

Lost Property Contact Available:	No
Website:	Go to website
Ticket Gate:	No
Customer Services:	Monday-Saturday 08:00-20:00 Sunday 10:00-20:00 Bank Holidays 09:00-18:00

The hours shown are for the Customer Relations team on 0345 600 7245 (option 8).

Closed on Christmas Day and Boxing Day.

Customer Help Points:	Yes
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Station facilities

ATM Machine:	No
Baby Change:	Yes
Seated Area:	Yes
Shops:	No
Station Buffet:	Yes
Station Buffet Note:	Coffee shop (0600-1400, Monday-Friday, 0800-1400 Saturday)

Vending machine

Telephones (Cards & Coins):	Yes
Toilets:	Yes
Toilets Note:	The toilets including an accessible (radar key) toilet is located on platform 1
Waiting Room:	No
Passenger Information Systems:	DepartureScreens, Announcements, ArrivalScreens

Car parking

Car parking:	Yes
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Name:	Station Car Park
Operator:	National Car Parks Ltd
Spaces:	326
Annual Charge:	£1152.00
Daily Charge:	£7.50
Monthly Charge:	£115.00
Off Peak Charge:	£5.00
Three Monthly Charge:	£329.00
Weekly Charge:	£30.00
Car Parking Contact Available:	No
Website:	Go to website

Cycling

Cycle Storage Availability:	Yes
Sheltered:	yes
Spaces:	36
Type:	Lockers
Location:	On platform and on forecourt
Cycle Storage CCTV:	Yes

Other transport

Location for rail replacement services:	Substitute bus services stop in station car park
Taxi Rank:	No
Bus Service:	No

Accessibility

Accessible Booking Office Counter:	Yes
Accessible Public Telephones:	No
National Key Toilets:	Yes
Induction Loop:	Yes
Wheelchairs Available:	Yes
Ramp For Train Access:	Yes
Step Free Access:	No
Step Free Access Note:	There is step free access to each platform although it is a long walking route from ticket office to the Norwich bound platform if you can't use the stepped footbridge between platforms. There is a shorter route via a barrow crossing across the track which can only be used with staff assistance, please allow plenty of time for your journey.
Accessible Taxis:	No
Accessible Taxis Note:	Details of nearest taxis are shown on station information poster
Accessible Ticket Machines:	Yes
Impaired Mobility Set Down:	No
Helpline Contact:	Yes
Helpline Contact (Phone number):	0800 028 28 78
Helpline Contact Note:	08:00 - 20:00
Helpline Opening Hours:	Monday to Sunday 8:00 AM to 8:00 PM

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