

Herne Hill

Address

Herne Hill station
Railton Road
Herne Hill
SE24 0JW

Ticket office

Monday to Friday:	6:10 AM to 7:40 PM
Saturday:	6:30 AM to 7:40 PM
Sunday:	8:10 AM to 5:40 PM

General information

Station Operator:	SE
Station Code:	HNH
Staffing Level:	fullTime
CCTV:	Yes

Ticket buying & collection

Oyster Pre Pay:	Yes
Oyster Validator:	Yes
Smartcard Issued:	Yes
Smartcard Validaton:	Yes
Travelcard:	Zone 2/3
Oyster Comments:	Oyster cards with a pre-loaded deposit only are available from ticket office. Top-up only from self-service ticket machine(s)
Oyster Topup:	Yes
Prepurchase Collection:	Yes
Smartcard Topup:	Yes
Ticket Machine:	Yes
Penalty Fares:	Applicable Operators: Southeastern
Ticket Office Note:	On way in to access trains in the booking hall

Passenger services

Lost Property Contact Available:	Yes
Phone number:	0345 322 7021
Website:	Go to website
Ticket Gate:	No
Customer Services:	This station has Secure station accreditation - For more information contact 0345 322 7021
Customer Help Points:	Yes
Customer Help Points Note:	On platform

Station facilities

ATM Machine:	Yes
Baby Change:	Yes
Seated Area:	Yes
Shops:	Yes
Shops Note:	Homemade Ice Cream in the booking hall. Homewares shop next to the entrance.
Station Buffet:	Yes
Station Buffet Note:	Coffee shop in the booking hall also Coffee shop on platform 1/2.
Telephones (Cards & Coins):	No
Toilets:	Yes
Toilets Note:	Platforms 1/2 and 3/4 - Available during staffing hours
Waiting Room:	No
Waiting Room Note:	on platforms 1/2 and 3/4
Passenger Information Systems:	DepartureScreens, Announcements

Car parking

Car parking:	No
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Cycling

Cycle Storage Availability:	Yes
Sheltered:	yes
Spaces:	6
Type:	Stands
Location:	front of station and subway
Cycle Storage CCTV:	No

Other transport

Location for rail replacement services:	Bus stop N on Dulwich Road
Taxi Rank:	No
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:	The counter can be raised or lowered to suit all users
Accessible Public Telephones:	No
Accessible Public Telephones Note:	Public telephones are not wheelchair accessible
National Key Toilets:	Yes
National Key Toilets Note:	Platforms 1/2 & 3/4 - Available during staffing hours
Induction Loop:	Yes
Wheelchairs Available:	Yes
Ramp For Train Access:	Yes
Step Free Access:	Yes
Step Free Access Note:	This station has step free access to all platforms - Step free access to booking hall via side entrance. Step free access to all platforms and interchange via lifts from subway. Stepped access to platforms via subway.
Accessible Taxis:	No
Accessible Taxis Note:	Accessible taxis are available to book
Accessible Ticket Machines:	Yes
Accessible Ticket Machines Note:	booking hall/ subway
Impaired Mobility Set Down:	Yes
Impaired Mobility Set Down Note:	Limited time parking and on public highway
Helpline Contact:	Yes
Helpline Contact (Phone number):	0345 322 7021 or Text relay 18001 0345 322 7021 Freephone 0800 783 4524 or Text Relay 18001 0800 783 4524
Helpline Contact Note:	*Helpline closed on Christmas Day

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