

# Hartlepool

## Address

Hartlepool station  
Station Approach  
Hartlepool  
TS24 7ED

## Ticket office

<b>Monday to Friday:</b>	7:00 AM to 6:25 PM
<b>Saturday:</b>	7:00 AM to 6:25 PM
<b>Sunday:</b>	Unavailable

## General information

<b>Station Operator:</b>	NT
<b>Station Code:</b>	HPL
<b>Staffing Level:</b>	fullTime
<b>CCTV:</b>	Yes

## Ticket buying & collection

<b>Oyster Pre Pay:</b>	No
<b>Oyster Validator:</b>	No
<b>Smartcard Issued:</b>	Yes
<b>Smartcard Validaton:</b>	No
<b>Oyster Topup:</b>	No
<b>Prepurchase Collection:</b>	Yes
<b>Smartcard Topup:</b>	Yes
<b>Ticket Machine:</b>	Yes
<b>Penalty Fares:</b>	Applicable Operators: Northern
<b>Ticket Office Note:</b>	On main platform near exit
	Accepts cards only

## Passenger services

<b>Lost Property Contact Available:</b>	No
<b>Phone number:</b>	08002006060
<b>Website:</b>	<a href="#">Go to website</a>
<b>Ticket Gate:</b>	Yes
<b>Customer Services:</b>	08002006060
<b>Customer Help Points:</b>	No
<b>Customer Help Points Note:</b>	none

## Station facilities

<b>ATM Machine:</b>	No
<b>Baby Change:</b>	No
<b>Seated Area:</b>	Yes
<b>Shops:</b>	No
<b>Station Buffet:</b>	Yes
<b>Telephones (Cards &amp; Coins):</b>	Yes
<b>Toilets:</b>	No
<b>Toilets Note:</b>	The RADAR key lock has been removed from the National key toilets on advise from British Transport Police because of drug abuse. A new lock has been fitted. The key is held at the Ticket Office.
<b>Waiting Room:</b>	No
<b>Passenger Information Systems:</b>	DepartureScreens, Announcements

## Car parking

<b>Car parking:</b>	Yes
<b>Name:</b>	Station Car Park

<b>Operator:</b>	Local Council - 70 spaces
<b>Spaces:</b>	0
<b>Daily Charge:</b>	£Fee Payable
<b>Car Parking Contact Available:</b>	No
<b>Phone number:</b>	0800 200 6060
<b>Website:</b>	<a href="#">Go to website</a>

## Cycling

<b>Cycle Storage Availability:</b>	Yes
<b>Sheltered:</b>	no
<b>Spaces:</b>	8
<b>Type:</b>	Stands
<b>Location:</b>	on platform
<b>Cycle Storage CCTV:</b>	Yes

## Other transport

<b>Location for rail replacement services:</b>	Replacement transport will pick up/drop off at the station front.
<b>Taxi Rank:</b>	No
<b>Bus Service:</b>	Yes
<b>Bus Service Note:</b>	Busline 0871 200 2233

## Accessibility

<b>Accessible Booking Office Counter:</b>	No
<b>Accessible Booking Office Counter Note:</b>	staff will come out of the office to assist
<b>Accessible Public Telephones:</b>	No
<b>National Key Toilets:</b>	Yes
<b>Induction Loop:</b>	Yes
<b>Wheelchairs Available:</b>	No
<b>Ramp For Train Access:</b>	Yes
<b>Step Free Access:</b>	Yes
<b>Step Free Access Note:</b>	There is only one platform and no major access difficulties. Step free access from car park to station entrance. Approximately 70 unmarked spaces.
<b>Accessible Taxis:</b>	No
<b>Accessible Ticket Machines:</b>	Yes
<b>Impaired Mobility Set Down:</b>	Yes
<b>Impaired Mobility Set Down Note:</b>	Step free access from car park to station entrance
<b>Helpline Contact:</b>	Yes
<b>Helpline Contact (Phone number):</b>	0800 138 5560 text relay 18001 0800 138 5560
<b>Helpline Opening Hours:</b>	Monday to Sunday 24 hours

The information in this document was generated 23/10/2020 02:41:25