

Heaton Chapel

Address

Heaton Chapel station
Heaton Moor Road
Heaton Chapel
SK4 4NX

Ticket office

Monday to Friday:	6:30 AM to 1:00 PM
Saturday:	7:30 AM to 2:00 PM
Sunday:	9:00 AM to 4:30 PM

General information

Station Operator:	NT
Station Code:	HTC
Staffing Level:	partTime
CCTV:	Yes

Ticket buying & collection

Oyster Pre Pay:	No
Oyster Validator:	No
Smartcard Issued:	Yes
Smartcard Validaton:	No
Oyster Topup:	No
Prepurchase Collection:	Yes
Smartcard Topup:	Yes
Ticket Machine:	Yes
Penalty Fares:	Applicable Operators: Northern
Ticket Office Note:	In the waiting shelter on the Manchester bound platform Accepts card payments only

Passenger services

Lost Property Contact Available:	No
Phone number:	08002006060
Website:	Go to website
Ticket Gate:	No
Customer Services:	08002006060
Customer Help Points:	Yes
Customer Help Points Note:	Platforms 1&2

Station facilities

ATM Machine:	No
Baby Change:	No
Seated Area:	Yes
Shops:	No
Station Buffet:	No
Telephones (Cards & Coins):	No
Toilets:	No
Waiting Room:	No
Waiting Room Note:	shelters only
Passenger Information Systems:	DepartureScreens, Announcements

Car parking

Car parking:	No
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Cycling

Cycle Storage Availability:	Yes
Sheltered:	no
Spaces:	25
Type:	Lockers
Cycle Storage CCTV:	No

Other transport

Location for rail replacement services:	Replacement transport to Stockport will call at the bus stop on Wellington Road North adjacent to Brook Road Replacement transport to Manchester will call at the bus stop on Wellington Road North by the junction with Claremont Avenue.
Taxi Rank:	No
Bus Service:	Yes
Bus Service Note:	On both sides of Heaton Moor Road for buses to Manchester, Stockport or Reddish. Busline 0871 200 2233

Accessibility

Accessible Booking Office Counter:	Yes
Accessible Booking Office Counter Note:	Ticket office staff make every effort to provide the assistance that disabled passengers require.
Accessible Public Telephones:	No
Induction Loop:	Yes
Wheelchairs Available:	No
Ramp For Train Access:	Yes
Step Free Access:	Yes
Step Free Access Note:	Services towards Manchester (platform 2) : From Heaton Moor Road, up 1 step into the ticket hall, turn right down 18 steps and then a further 25 steps onto the platform. When the ticket hall is closed use the entrance on Tatton Road North (30 paces from the junction of Heaton Moor Road) down a ramp (63 paces, 1:7 slope) onto the platform. Services towards Stockport (platform 1) : Either use the entrance at the junction of Heaton Moor Road and Edgerton Road North, through a 5ft wide gate and down 41 steps onto the platform, or level access is available 200 paces down Edgerton Road North from Heaton Moor Road along a ramp (26 paces, 1:7 slope) onto the platform
Accessible Taxis:	No
Accessible Ticket Machines:	No
Impaired Mobility Set Down:	No
Impaired Mobility Set Down Note:	No designated area is provided. Street set down only available.
Helpline Contact:	Yes
Helpline Contact (Phone number):	0800 138 5560 text relay 18001 0800 138 5560
Helpline Opening Hours:	Monday to Sunday 24 hours

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