

Ingatestone

Address

Ingatestone station
Station Lane
Ingatestone
CM4 0BW

Ticket office

Monday to Friday:	6:00 AM to 7:40 PM
Saturday:	6:00 AM to 12:45 PM
Sunday:	7:30 AM to 3:30 PM

General information

Station Operator:	LE
Station Code:	INT
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
Customer Help Points Note:	Help point available by footbridge on platform 2.

Station facilities

ATM Machine:	No
Baby Change:	No
Seated Area:	Yes
Shops:	No
Station Buffet:	Yes
Station Buffet Note:	Buffet on platform 1 (open 0600-1200 M-F, 0900-1200 Sat), plus vending machine
Telephones (Cards & Coins):	No
Toilets:	Yes
Toilets Note:	Toilets located on platform 1. Steps into toilets
Waiting Room:	No

Car parking

Car parking:	Yes
Name:	Station Car Park
Operator:	National Car Parks Ltd

Spaces:	241
Annual Charge:	£1663.00
Daily Charge:	£7.80
Monthly Charge:	£166.00
Three Monthly Charge:	£475.00
Weekly Charge:	£30.00
Car Parking Contact Available:	No
Website:	Go to website

Cycling

Cycle Storage Availability:	Yes
Sheltered:	yes
Spaces:	18
Type:	Stands
Location:	Car park
Cycle Storage CCTV:	Yes

Other transport

Location for rail replacement services:	Replacement transport stop in the car park area by station
Taxi Rank:	No
Bus Service:	Yes
Bus Service Note:	Local Buses from village centre

Accessibility

Accessible Booking Office Counter:	No
Accessible Public Telephones:	No
National Key Toilets:	No
Induction Loop:	Yes
Wheelchairs Available:	No
Ramp For Train Access:	Yes
Step Free Access:	No
Step Free Access Note:	<p>This station has step free access to both platforms HOWEVER, PLEASE NOTE, access between the platforms is via stepped bridge. Chelmsford and Norwich bound side is accessible from the carpark. The London bound side is accessible via the level crossing on Hall Lane. The distance from one platform to the other via the road is approximately 350 metres.</p> <p>This station is a category B2 station according to ORR station classification system. https://www.orr.gov.uk/media/10955</p> <p>Assistance meeting point is the ticket office.</p>
Accessible Taxis:	No
Accessible Taxis Note:	Details of nearest taxis are shown on station information poster
Accessible Ticket Machines:	Yes
Accessible Ticket Machines Note:	1 Accessible Ticket Machine
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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