

# New Malden

## Address

New Malden station  
Coombe Road  
New Malden  
KT3 4PX

## Ticket office

|                          |                    |
|--------------------------|--------------------|
| <b>Monday to Friday:</b> | 6:30 AM to 7:50 PM |
| <b>Saturday:</b>         | 7:00 AM to 8:00 PM |
| <b>Sunday:</b>           | 9:00 AM to 5:40 PM |

## General information

|                          |          |
|--------------------------|----------|
| <b>Station Operator:</b> | SW       |
| <b>Station Code:</b>     | NEM      |
| <b>Staffing Level:</b>   | partTime |
| <b>CCTV:</b>             | Yes      |

## Ticket buying & collection

|                                |                          |
|--------------------------------|--------------------------|
| <b>Oyster Pre Pay:</b>         | No                       |
| <b>Oyster Validator:</b>       | Yes                      |
| <b>Smartcard Issued:</b>       | No                       |
| <b>Smartcard Validaton:</b>    | No                       |
| <b>Travelcard:</b>             | Zone 4                   |
| <b>Oyster Topup:</b>           | Yes                      |
| <b>Prepurchase Collection:</b> | Yes                      |
| <b>Smartcard Topup:</b>        | No                       |
| <b>Ticket Machine:</b>         | Yes                      |
| <b>Ticket Office Note:</b>     | At each station entrance |

## Passenger services

|   |   |
|---|---|
| <b>Lost Property Contact Available:</b> | Yes   |
| <b>Website:</b>                         | <a href="#">Go to website</a>                               |
| <b>Ticket Gate:</b>                     | Yes   |
| <b>Customer Services:</b>               | Please contact our Customer Service Centre on 0345 6000 650 |
| <b>Customer Help Points:</b>            | Yes   |
| <b>Customer Help Points Note:</b>       | Help points are available on all platforms                  |

## 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>                        | Yes  |
| <b>Toilets Note:</b>                   | The toilets are located on Platform 1. The National key toilets are located on Platform 1; these toilets are operated by a radar key. The toilet facilities are only available during Ticket Office opening hours. |
| <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>Spaces:</b>        | 12               |
| <b>Annual Charge:</b> | £1029.00         |
| <b>Daily Charge:</b>  | £6.90            |

|                                       |   |
|---------------------------------------|---|
| <b>Monthly Charge:</b>                | £102.90   |
| <b>Off Peak Charge:</b>               | £3.50   |
| <b>Three Monthly Charge:</b>          | £308.70   |
| <b>Weekly Charge:</b>                 | £34.50  |
| <b>Car Parking Contact Available:</b> | No  |
| <b>Website:</b>                       | <b>Go to website</b>                              |
| <b>Note:</b>                          | Prices are valid from the 29th July 2019          |
|                                       | Weekend tickets available after 1200 Friday £7.90 |
|                                       | Off Peak from 1600 Monday to Friday               |

## Cycling

|                                    |                          |
|------------------------------------|--------------------------|
| <b>Cycle Storage Availability:</b> | Yes                      |
| <b>Sheltered:</b>                  | yes                      |
| <b>Spaces:</b>                     | 10                       |
| <b>Type:</b>                       | Wheel Racks              |
| <b>Location:</b>                   | Under the railway bridge |
| <b>Cycle Storage CCTV:</b>         | No                       |

## Other transport

|  |  |
|--|--|
| <b>Location for rail replacement services:</b> | To Raynes Park: High Street (B283) Bus Stop B  |
|  | To Kingston / Surbiton: High Street (B283) Bus Stop A                                  |
| <b>Taxi Rank:</b>                              | No   |
| <b>Bus Service:</b>                            | Yes  |
| <b>Bus Service Note:</b>                       | Information to plan your onward journey is available in a printable format <b>here</b> |

## Accessibility

|   |  |
|---|--|
| <b>Accessible Booking Office Counter:</b> | Yes  |
| <b>Accessible Public Telephones:</b>      | No   |
| <b>National Key Toilets:</b>              | Yes  |
| <b>National Key Toilets Note:</b>         | The National key toilets are located on Platform 1; these toilets are operated by a radar key. The toilet facilities are only available during Ticket Office opening hours.  |
| <b>Induction Loop:</b>                    | Yes  |
| <b>Wheelchairs Available:</b>             | No   |
| <b>Ramp For Train Access:</b>             | No   |
| <b>Step Free Access:</b>                  | Yes  |
| <b>Step Free Access Note:</b>             | Step-free category B station - This station has step-free access to both platforms via lifts. Access routes to lifts include ramps with a gradient of up to 1:10.  |
| <b>Accessible Taxis:</b>                  | No   |
| <b>Accessible Ticket Machines:</b>        | Yes  |
| <b>Accessible Ticket Machines Note:</b>   | All South Western Railway ticket machines are able to sell tickets with Disabled Persons Railcard discounts. All machines are accessible, however the station may not be so please check the station access note for further details |
| <b>Impaired Mobility Set Down:</b>        | No   |
| <b>Helpline Contact:</b>                  | Yes  |
| <b>Helpline Contact (Phone number):</b>   | 0800 5282100   |
| <b>Helpline Contact Note:</b>             | 24 hours a day, except Christmas Day and Boxing Day  |
| <b>Helpline Opening Hours:</b>            | Monday to Friday 24 hours<br>Saturday 24 hours<br>Sunday 24 hours  |

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