

London Paddington

Address

London Paddington station
Praed Street
London
W2 1HQ

Ticket office

Monday to Sunday: 24 hours

Station details

Alerts

London Paddington station has a one way system in operation at busy times.

This will be in place at the country end of London Paddington station. Due to the sail bridge section being so narrow, passengers entering from H&C or Canalside will use the taxi facility route.

General information

Station Operator:	NR
Station Code:	PAD
Staffing Level:	fullTime
CCTV:	Yes

Ticket buying & collection

Oyster Pre Pay:	No
Oyster Validator:	Yes
Smartcard Issued:	No
Smartcard Validaton:	No
Travelcard:	Zone 1
Oyster Topup:	Yes
Prepurchase Collection:	Yes
Smartcard Topup:	No
Ticket Machine:	Yes
Penalty Fares:	Applicable Operators: Great Western Railway, TfL Rail

Passenger services

Lost Property Contact Available:	No
Phone number:	0330 024 0215
Website:	Go to website
Ticket Gate:	Yes
Customer Services:	Please call our Customer Services Centre on 03457 000 125 (07:00-22:00 every day)
Customer Help Points:	Yes

Station facilities

ATM Machine:	Yes
ATM Machine Note:	Located on concourse
Baby Change:	Yes
Seated Area:	Yes
Shops:	Yes
Shops Note:	News agent Flower stall Shoe repairer Wide range of shops Mini supermarket Pharmacy Convenience store High street shops Off Licence Passport Photo Booth
Station Buffet:	Yes
Station Buffet Note:	Coffee shop Buffet Coffee kiosk Public House/Bar Food outlet (Seating available) Food outlet (Seating unavailable)
Telephones (Cards & Coins):	Yes
Toilets:	Yes

Toilets Note:	Accessible toilets are located on Platforms 1 & 12 and baby changing facility's can be found on Platform 12
Waiting Room:	No
Waiting Room Note:	Platform 12
Passenger Information Systems:	DepartureScreens, Announcements, ArrivalScreens

Car parking

Car parking:	Yes
Name:	Station Car Park
Operator:	APCOA Parking (UK) Limited
Spaces:	152
Car Parking Contact Available:	No
Phone number:	0345 165 2030
Website:	Go to website
Note:	Parking charges

Cycling

Cycle Storage Availability:	Yes
Sheltered:	yes
Spaces:	682
Type:	Compound
Location:	On platform 8/9 and 10
Cycle Storage CCTV:	Yes

Other transport

Taxi Rank:	Yes
Taxi Rank Note:	The taxi deck is situated above Platform 12 and is accessed via the concourse and platform 12, which has escalators and lifts to the upper level to the covered marshalled taxi rank. A queuing system is in operation. There is also a separate collection point for pre-booked taxis and a drop off point

Bus Service:	Yes
Bus Service Note:	Buses

Can be found on near by streets. All Transport for London buses are accessible by step free access.

More information about Transport for London buses can be found [here](#)

All Transport for London bus routes are served by low-floor vehicles, with a dedicated wheelchair space and an access ramp. They can also 'kneel' to reduce the step-up from the pavement. More info can be found on Transport for London's website [here](#)

Drop Off

There are 2 drop off / pick up points (waiting is not permitted):

1. The APCOA car park entrance is on Bishops Bridge Road between Westbourne Bridge and Eastbourne Terrace. Sat nav code **W2 6AA**. Eastbourne Terrace is now open.
2. The taxi rank off Bishops Bridge Road - you are not allowed to leave the vehicle unattended.

Disabled passengers can use the taxi rank above platform 12.
The car park is at the end of platform 1, around 400m from the station. The route is step-free.

Accessibility

Accessible Booking Office Counter:	No
Accessible Public Telephones:	No
Accessible Public Telephones Note:	Main Concourse
National Key Toilets:	Yes
National Key Toilets Note:	Accessible toilets are located on Platforms 1 & 12
Induction Loop:	Yes
Wheelchairs Available:	Yes
Ramp For Train Access:	Yes
Step Free Access:	Yes

Step Free Access Note: Disabled passengers can access all areas of the station via lifts and escalators. There is level access to all platforms including access to the London Underground via lifts and escalators.

All exits in the station are able to be accessed by disabled passengers.

Accessible Taxis: No

Accessible Taxis Note: All London Black Cabs can accommodate wheelchair passengers without wheelchair users having to leave their wheelchair. There is also a separate collection point for prebooked taxis also further away from the lifts.

Accessible Ticket Machines: Yes

Accessible Ticket Machines Note:

Impaired Mobility Set Down: Yes

Impaired Mobility Set Down Note: There is a manned drop off point at the Taxi Deck above platform 12. Mobility assistance is available from this point. It is preferred if this assistance is booked 24 hours in advance. on 0800 197 1329. Monday - Friday 08:00 -20:00 and Saturday & Sunday 09:00 and 17:00.

Helpline Contact: Yes

Helpline Contact (Phone number): 0800 1971329

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