

Ponders End

Address

Ponders End station
South Street
Ponders End
EN3 4QB

General information

Station Operator:	LE
Station Code:	PON
Staffing Level:	partTime
CCTV:	Yes

Ticket buying & collection

Oyster Pre Pay:	No
Oyster Validator:	Yes
Smartcard Issued:	No
Smartcard Validaton:	Yes
Travelcard:	Zone 5
Oyster Topup:	Yes
Prepurchase Collection:	Yes
Smartcard Topup:	No
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
------------------------------	-----

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

Car parking

Car parking:	No
---------------------	----

Cycling

Cycle Storage Availability:	Yes
Sheltered:	yes
Spaces:	2
Type:	Stands
Location:	Within station
Cycle Storage CCTV:	Yes

Other transport

Location for rail replacement services:	Not served by rail replacement- diversionary route available
Taxi Rank:	No
Bus Service:	Yes
Bus Service Note:	Transport for London buses operate from outside the station

Accessibility

Accessible Booking Office Counter:	No
Accessible Public Telephones:	No
National Key Toilets:	No
Induction Loop:	Yes
Wheelchairs Available:	No
Ramp For Train Access:	No
Step Free Access:	Yes
Step Free Access Note:	This station has step free access to both platforms via a ramped footbridge.

This station is a category B1 station according to ORR station classification system.

<https://www.orr.gov.uk/media/10955>

Assistance meeting point is the platform.

Accessible Taxis:	No
Accessible Taxis Note:	Details of nearest taxis are shown on station information poster
Accessible Ticket Machines:	Yes
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

The information in this document was generated 31/10/2020 14:04:35