

Rochford

Address

Rochford station
West Street
Rochford
SS4 1AU

Ticket office

Monday to Friday:	6:00 AM to 5:00 PM
Saturday:	7:30 AM to 2:20 PM
Sunday:	9:00 AM to 3:00 PM

General information

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

Ticket buying & collection

Oyster Pre Pay:	No
Oyster Validator:	No
Smartcard Issued:	Yes
Smartcard Validator:	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 on platform 2.

Station facilities

ATM Machine:	Yes
ATM Machine Note:	Located outside the station
Baby Change:	Yes
Seated Area:	Yes
Shops:	No
Station Buffet:	Yes
Station Buffet Note:	Cold drinks vending machine Food vending machine
Telephones (Cards & Coins):	Yes
Toilets:	Yes
Toilets Note:	The toilets including accessible (radar key) toilets are located on platform 1. Toilets are available when the station is staffed
Waiting Room:	No
Passenger Information Systems:	DepartureScreens, Announcements, ArrivalScreens

Car parking

Car parking:	Yes
Name:	Station Car Park
Operator:	National Car Parks Ltd
Spaces:	205
Annual Charge:	£1300.00
Daily Charge:	£6.50
Monthly Charge:	£130.00
Off Peak Charge:	£5.00
Three Monthly Charge:	£371.00
Weekly Charge:	£29.00
Car Parking Contact Available:	No
Website:	Go to website

Cycling

Cycle Storage Availability:	Yes
Sheltered:	no
Spaces:	12
Type:	Stands
Location:	Car park
Cycle Storage CCTV:	Yes

Other transport

Location for rail replacement services:	Replacement transport stop outside station entrance
Taxi Rank:	No
Bus Service:	Yes
Bus Service Note:	Local Buses from bus stops, 5 minutes walk

Accessibility

Accessible Booking Office Counter:	No
Accessible Public Telephones:	No
National Key Toilets:	Yes
Induction Loop:	Yes
Wheelchairs Available:	No
Ramp For Train Access:	Yes
Step Free Access:	No
Step Free Access Note:	step free access to both platforms but not between platforms. Ramp access to the Southend platform via West Street, ramp access to the Shenfield / London side is via Church, approximately 320 metres or 3 minutes walk between access points.
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

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