

Rye House

Address

Rye House station
Rye Road
Hoddesdon
EN11 0EG

Ticket office

Monday to Friday:	6:15 AM to 1:00 PM
Saturday:	7:45 AM to 2:30 PM
Sunday:	Unavailable

General information

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

Ticket buying & collection

Oyster Pre Pay:	Yes
Oyster Validator:	Yes
Smartcard Issued:	No
Smartcard Validaton:	Yes
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
Customer Help Points Note:	On each platform

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
Passenger Information Systems:	DepartureScreens

Car parking

Car parking:	No
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Cycling

Cycle Storage Availability:	Yes
Sheltered:	no
Spaces:	8
Type:	Stands
Location:	Platform
Cycle Storage CCTV:	No

Other transport

Location for rail replacement services:	Replacement transport stop at bus stop on Old Highway
Taxi Rank:	No
Bus Service:	No

Accessibility

Accessible Booking Office Counter:	No
Accessible Public Telephones:	No
Induction Loop:	Yes
Wheelchairs Available:	No
Ramp For Train Access:	No
Step Free Access:	No
Step Free Access Note:	Step free access on the London bound platform only. This station is categorised as a B3 station based on ORR classification of step free access.
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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