

# Stansted Airport

## Address

Stansted Airport station  
Under the Airport Terminal  
Bassingbourn Road  
CM24 1QW

## Ticket office

**Monday to Sunday:** 6:30 AM to 7:00 PM

## General information

**Station Operator:** LE  
**Station Code:** SSD  
**Staffing Level:** fullTime  
**CCTV:** Yes

## Ticket buying & collection

**Oyster Pre Pay:** No  
**Oyster Validator:** No  
**Smartcard Issued:** Yes  
**Smartcard Validaton:** No  
**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:** No

## Station facilities

**ATM Machine:** Yes  
**ATM Machine Note:** Located on concourse  
**Baby Change:** Yes  
**Seated Area:** Yes  
**Shops:** Yes  
**Shops Note:** Newsagent/Sweets Passport Photo Booth  
**Station Buffet:** Yes  
**Station Buffet Note:** Coffee shop Vending machines  
**Telephones (Cards & Coins):** Yes  
**Toilets:** Yes  
**Toilets Note:** The toilets are located on the Concourse. An accessible toilet (non-RADAR) is located on the Concourse. The baby change facilities are available in the accessible toilet.  
**Waiting Room:** No  
**Waiting Room Note:** The waiting room is on platform 1. There are also seats throughout the station.  
**Passenger Information Systems:** DepartureScreens, ArrivalScreens

## Car parking

**Car parking:** Yes

<b>Operator:</b>	British Airports Authority
<b>Spaces:</b>	5000
<b>Car Parking Contact Available:</b>	No
<b>Website:</b>	<a href="#">Go to website</a>

## Cycling

<b>Cycle Storage Availability:</b>	No
<b>Sheltered:</b>	no
<b>Spaces:</b>	0
<b>Location:</b>	No cycle parking
<b>Cycle Storage CCTV:</b>	Yes

## Other transport

<b>Location for rail replacement services:</b>	Rail Replacement services operate from the main coach station as directed by Station Staff.
<b>Taxi Rank:</b>	No
<b>Bus Service:</b>	Yes
<b>Bus Service Note:</b>	Local buses and National Coach routes stop in bus station located at airport

## Accessibility

<b>Accessible Booking Office Counter:</b>	Yes
<b>Accessible Public Telephones:</b>	No
<b>National Key Toilets:</b>	Yes
<b>Induction Loop:</b>	Yes
<b>Wheelchairs Available:</b>	No
<b>Ramp For Train Access:</b>	Yes
<b>Step Free Access:</b>	Yes
<b>Step Free Access Note:</b>	Step free access to platforms and lifts available
<b>Accessible Taxis:</b>	No
<b>Accessible Taxis Note:</b>	Details of nearest taxis are shown on station information poster
<b>Accessible Ticket Machines:</b>	Yes
<b>Impaired Mobility Set Down:</b>	No
<b>Helpline Contact:</b>	Yes
<b>Helpline Contact (Phone number):</b>	0800 028 28 78
<b>Helpline Contact Note:</b>	08:00 - 20:00
<b>Helpline Opening Hours:</b>	Monday to Sunday 8:00 AM to 8:00 PM

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