

Surbiton

Address

Surbiton station
Victoria Road
Surbiton
KT6 4PE

Ticket office

Monday to Friday:	6:20 AM to 9:45 PM
Saturday:	6:20 AM to 9:30 PM
Sunday:	7:20 AM to 9:30 PM

General information

Station Operator:	SW
Station Code:	SUR
Staffing Level:	fullTime
CCTV:	Yes

Ticket buying & collection

Oyster Pre Pay:	No
Oyster Validator:	Yes
Smartcard Issued:	No
Smartcard Validaton:	No
Travelcard:	Zone 6
Oyster Topup:	Yes
Prepurchase Collection:	Yes
Smartcard Topup:	No
Ticket Machine:	Yes
Ticket Office Note:	In the booking hall

Passenger services

Lost Property Contact Available:	Yes
Website:	Go to website
Ticket Gate:	Yes
Customer Services:	Please contact our Customer Service Centre on 0345 6000 650
Customer Help Points:	Yes
Customer Help Points Note:	Help points are available on all platforms

Station facilities

ATM Machine:	No
Baby Change:	No
Seated Area:	Yes
Shops:	No
Station Buffet:	Yes
Telephones (Cards & Coins):	Yes
Toilets:	Yes
Toilets Note:	The toilets are located on all the platforms. The National key toilets are operated by a radar key. A radar key is available from station staff upon request. A 'National Key Scheme' key [RADAR] can be purchased by contacting the following. Address: 12 City Forum, 250 City Road, London, EC1V 8AF. Tel: 020 7250 3222. Minicom: 020 7250 4119. Fax: 020 7250 0212. Email: radar@radar.org.uk .
Waiting Room:	No
Passenger Information Systems:	DepartureScreens, Announcements

Car parking

Car parking:	Yes
Name:	Upside and Downside
Spaces:	446

Annual Charge:	£1969.00
Daily Charge:	£12.10
Monthly Charge:	£181.30
Off Peak Charge:	£7.00
Three Monthly Charge:	£543.90
Weekly Charge:	£59.90
Car Parking Contact Available:	No
Website:	Go to website
Note:	Prices are valid from the 28th July 2019

Car Park 1 (Downside) is NOT step free

Weekend tickets available from 1100 Friday £10.50

Off Peak from 1100 Monday to Friday

Cycling

Cycle Storage Availability:	Yes
Sheltered:	yes
Spaces:	330
Type:	Compound
Cycle Storage CCTV:	Yes

Other transport

Location for rail replacement services:	Station forecourt off Victoria road
Taxi Rank:	Yes
Taxi Rank Note:	Taxi Rank on the Victoria Road forecourt
Bus Service:	Yes
Bus Service Note:	Information to plan your onward journey is available in a printable format here

Accessibility

Accessible Booking Office Counter:	Yes
Accessible Public Telephones:	No
National Key Toilets:	Yes
Induction Loop:	Yes
Wheelchairs Available:	Yes
Ramp For Train Access:	Yes
Step Free Access:	Yes
Step Free Access Note:	Step-free category B station - This station has step-free access from the main entrance to all platforms via lifts. There is no step-free access from the rear (South Bank) entrance.
Accessible Taxis:	No
Accessible Ticket Machines:	Yes
Accessible Ticket Machines Note:	All South Western Railway ticket machines are able to sell tickets with Disabled Persons Railcard discounts. All machines are accessible, however the station may not be so please check the station access note for further details
Impaired Mobility Set Down:	No
Helpline Contact:	Yes
Helpline Contact (Phone number):	0800 5282100
Helpline Contact Note:	24 hours a day, except Christmas Day and Boxing Day
Helpline Opening Hours:	Monday to Friday 24 hours Saturday 24 hours Sunday 24 hours

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