

# Upminster

## Address

Upminster station  
Station Road  
Upminster  
RM14 2TD

## Ticket office

<b>Monday to Friday:</b>	5:15 AM to 10:00 PM
<b>Saturday:</b>	6:15 AM to 10:00 PM
<b>Sunday:</b>	6:45 AM to 10:00 PM

## Station details

### Alerts

The lifts will be out of order between main concourse and platforms 2 and 3 from now until further notice at Upminster station.

### General information

<b>Station Operator:</b>	CC
<b>Station Code:</b>	UPM
<b>Staffing Level:</b>	partTime
<b>CCTV:</b>	Yes

### Ticket buying & collection

<b>Oyster Pre Pay:</b>	Yes
<b>Oyster Validator:</b>	Yes
<b>Smartcard Issued:</b>	No
<b>Smartcard Validaton:</b>	Yes
<b>Travelcard:</b>	Zone 6
<b>Oyster Topup:</b>	Yes
<b>Prepurchase Collection:</b>	Yes
<b>Smartcard Topup:</b>	Yes
<b>Ticket Machine:</b>	Yes
<b>Penalty Fares:</b>	Applicable Operators: c2c, London Overground, London Underground

### Passenger services

<b>Lost Property Contact Available:</b>	No
<b>Phone number:</b>	03457 44 44 22
<b>Website:</b>	<a href="#">Go to website</a>
<b>Ticket Gate:</b>	Yes
<b>Customer Services:</b>	Monday - Friday, 08:00 - 20:00 Saturday - Sunday - Public Holidays, 09:00 - 16:00 Closed Christmas Day and Boxing Day 0345 744 4422 (option 3, followed by option 3) <a href="mailto:contact@c2crail.net">contact@c2crail.net</a>

**Customer Help Points:** Yes

### Station facilities

<b>ATM Machine:</b>	Yes
<b>ATM Machine Note:</b>	Outside the main booking hall, adjacent to WH Smith
<b>Baby Change:</b>	Yes
<b>Seated Area:</b>	Yes
<b>Shops:</b>	Yes
<b>Shops Note:</b>	Doddle and WH Smith
<b>Station Buffet:</b>	Yes

<b>Station Buffet Note:</b>	Refreshment Kiosk on Platform 1
<b>Telephones (Cards &amp; Coins):</b>	No
<b>Toilets:</b>	No
<b>Toilets Note:</b>	The toilets are located on Platform 1.  The National key toilets are located on Platform 1; these toilets are operated by a RADAR key.
<b>Waiting Room:</b>	No
<b>Waiting Room Note:</b>	Platform 1
<b>Passenger Information Systems:</b>	Departure Screens, Announcements

## Car parking

<b>Car parking:</b>	Yes
<b>Name:</b>	Station Car Park
<b>Operator:</b>	National Car Parks Ltd
<b>Spaces:</b>	498
<b>Annual Charge:</b>	£1882.00
<b>Daily Charge:</b>	£9.90
<b>Monthly Charge:</b>	£147.90
<b>Off Peak Charge:</b>	£4.00
<b>Three Monthly Charge:</b>	£433.00
<b>Weekly Charge:</b>	£38.50
<b>Car Parking Contact Available:</b>	No
<b>Phone number:</b>	0845 050 70 80
<b>Website:</b>	<b>Go to website</b>
<b>Note:</b>	Premier Reserved Parking (Annual): £1,566.00

Please note that the off peak parking rate applies after 10:00, Mondays to Fridays, all day Saturday and Sunday and on Bank Holidays

## Cycling

<b>Cycle Storage Availability:</b>	Yes
<b>Sheltered:</b>	yes
<b>Spaces:</b>	84
<b>Type:</b>	Compound
<b>Location:</b>	Entrance to station car park
<b>Cycle Storage CCTV:</b>	Yes

## Other transport

<b>Location for rail replacement services:</b>	Bus stop E on the Station Approach adjacent to platform 1
<b>Taxi Rank:</b>	Yes
<b>Taxi Rank Note:</b>	Located outside main entrance on Station Road
<b>Bus Service:</b>	Yes
<b>Bus Service Note:</b>	Information to plan your onward journey is available in a printable format <a href="#">here</a>

## Accessibility

<b>Accessible Booking Office Counter:</b>	No
<b>Accessible Booking Office Counter Note:</b>	Customer Service Staff
<b>Accessible Public Telephones:</b>	No
<b>National Key Toilets:</b>	Yes
<b>National Key Toilets Note:</b>	Platform 1. This can be accessed using a radar key.
<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>	Lifts are available from street level to platforms 1, 2/3 & 4/5

Step free access is not available to/from platform 6 (trains towards Romford).

Local TfL Buses are available to Emerson Park and Romford for those who cannot access Platform 6.

<b>Accessible Taxis:</b>	No
<b>Accessible Ticket Machines:</b>	Yes
<b>Impaired Mobility Set Down:</b>	Yes

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<b>Impaired Mobility Set Down Note:</b>	Outside main entrance on Station Road
<b>Helpline Contact:</b>	Yes
<b>Helpline Contact (Phone number):</b>	03457 44 44 22
<b>Helpline Opening Hours:</b>	Monday to Sunday 24 hours

The information in this document was generated 24/10/2020 23:55:18