

# West Horndon

## Address

West Horndon station  
Station Approach  
West Horndon  
CM13 3TJ

## Ticket office

<b>Monday to Friday:</b>	6:15 AM to 10:30 AM
<b>Saturday:</b>	Unavailable
<b>Sunday:</b>	Unavailable

## General information

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

## Ticket buying & collection

<b>Oyster Pre Pay:</b>	No
<b>Oyster Validator:</b>	No
<b>Smartcard Issued:</b>	No
<b>Smartcard Validator:</b>	Yes
<b>Oyster Topup:</b>	No
<b>Prepurchase Collection:</b>	Yes
<b>Smartcard Topup:</b>	Yes
<b>Ticket Machine:</b>	Yes
<b>Penalty Fares:</b>	Applicable Operators: c2c
<b>Ticket Office Note:</b>	Platform 2

## 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 - Boxing Day  0345 744 4422 (option 3, followed by option 3)  <a href="mailto:contact@c2craill.net">contact@c2craill.net</a>
<b>Customer Help Points:</b>	Yes

## Station facilities

<b>ATM Machine:</b>	No
<b>Baby Change:</b>	No
<b>Seated Area:</b>	Yes
<b>Shops:</b>	No
<b>Station Buffet:</b>	Yes
<b>Telephones (Cards &amp; Coins):</b>	No
<b>Toilets:</b>	Yes
<b>Toilets Note:</b>	The toilets are located in the Booking Hall.  The National key toilets are located in the Booking Hall; these toilets are operated by a RADAR key.
<b>Waiting Room:</b>	No

<b>Waiting Room Note:</b>	Platform 2 Booking Hall
<b>Passenger Information Systems:</b>	DepartureScreens, Announcements

## Car parking

<b>Car parking:</b>	Yes
<b>Name:</b>	Station Car Park
<b>Operator:</b>	National Car Parks Ltd
<b>Spaces:</b>	146
<b>Annual Charge:</b>	£1170.00
<b>Daily Charge:</b>	£8.20
<b>Monthly Charge:</b>	£117.10
<b>Off Peak Charge:</b>	£3.10
<b>Three Monthly Charge:</b>	£340.00
<b>Weekly Charge:</b>	£30.70
<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): £1,497.00

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>	no
<b>Spaces:</b>	20
<b>Type:</b>	Stands
<b>Location:</b>	Car Park & Platform 2 (Shoeburyness bound)
<b>Cycle Storage CCTV:</b>	Yes

## Other transport

<b>Location for rail replacement services:</b>	Outside station entrance in car park
<b>Taxi Rank:</b>	Yes
<b>Taxi Rank Note:</b>	No
<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>	Within booking hall. 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>	No
<b>Step Free Access Note:</b>	Step free access is only available from street level if travelling towards Southend from platform 2. There is no lift or step free entrance to platform 1
<b>Accessible Taxis:</b>	No
<b>Accessible Ticket Machines:</b>	Yes
<b>Impaired Mobility Set Down:</b>	Yes
<b>Impaired Mobility Set Down Note:</b>	Outside station entrance
<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 23/10/2020 06:00:08