Making Rail Accessible

Helping older & disabled passengers

grandcentralrail.com
Reach Out

*Be moved to stay connected with free Wi-Fi on Grand Central services*

*Subject to availability*
Welcome to Grand Central Railway. We want you to enjoy your travel experience when using our services. We provide a high quality, affordable service on two routes:

- West Riding service which links Bradford, Low Moor, Halifax, Brighouse, Mirfield, Wakefield, Pontefract and London Kings Cross.

These routes are illustrated by the route map on the back cover of this booklet.

We call at 15 stations on our routes, Grand Central does not operate any of these, but we have contractual arrangements in place to ensure assistance is provided. Information about accessibility and assistance at each station is available from our Assisted Travel team or the National Rail Enquiries (NRE) website nationalrail.co.uk. You will find contact details in the Contact Us section.

Our policy

We believe that all passengers should be able to travel with us at ease and with confidence. We are committed to providing high standards throughout your journey and we recognise the need to provide all our passengers, including those with disabilities, with information about our services, our trains and the stations at which we call.

We aim to continually improve the services provided for disabled people. We do not manage any stations so we work with operators of the stations we serve to assist our disabled passengers. Further information on station access arrangements and facilities is in Appendix A.

We will ensure that any new trains we buy, and any existing trains we refurbish, comply with the European Technical Specification of Interoperability for Persons with Reduced Mobility (TSI PRM). If this isn’t possible, we ask for dispensation or exemption from the DfT but only after we have exhausted all avenues to make the train compliant.
This document forms part of our Disabled People’s Protection Policy (DPPP) and fulfils our obligations under our GB Passenger SNRP, Department of Transport (DfT) Guidance on Disabled People’s Protection Policies, DfT Design Standards for Accessible Railway Stations Code of Practice (The Code) and the requirements of legislation such as the Human Rights Act and the Equality Act.

We will work to identify where current services and facilities do not comply with The Code, if there is any physical feature that makes it impossible or unreasonably difficult for a disabled person to use a Grand Central served station, we will work with the station operator and Network Rail (as landlord) to fully meet the standards, or seek dispensation where this is not possible.

Developing our Disabled People’s Protection Policy

This document, entitled Making rail accessible: helping older and disabled passengers, provides useful information for disabled passengers. It provides details of our services and facilities, how they are provided and the standards of service that can be expected, as well as how we help if services are disrupted.

It forms part of our overall DPPP: Making Rail Accessible through which we seek to meet the needs of passengers who are disabled, or whose mobility is impaired.

The document has been prepared with reference to the DfT publication How to write your Disabled People’s Protection Policy: A Guide for Train & Station Operators (issued November 2009). We will carry out a review of the document at the end of each anniversary year from its issue.
ASSISTANCE FOR PASSENGERS

Planning your journey

Booking assistance

We want you to have all the information you need to plan your journey. To get the best service to suit your individual needs we strongly recommend booking assistance before you travel.

We use the national Passenger Assist used by all rail-service operators to book suitable on-train accommodation. Details of all station staffing times, facilities and staff availability are contained in Knowledgebase, the tool used by Passenger Assist to check the assistance available at stations and on train. We will allocate sufficient resources to ensure that Passenger Assist is delivered reliably and improved, and also to keep the database updated.

You can buy your tickets and make seat reservations when calling the assisted travel helpline. To help you with your travel needs, we recommend that you give 24 hours’ notice for us to arrange assistance.

You will be given a reference number, this will help staff at stations and on train identify your booking, but do not worry if you don’t have it with you.

Passenger Assist Reservation Service

The service allows you to:

• Arrange assistance for your journey, for alighting and boarding
• Request a portable ramp for boarding or alighting
• Reserve your seat and if you require it, a priority or wheelchair space. If a reservation is not available then you will be advised this at the time of requesting assistance.
• Make onward travel reservations on services operated by other train companies where reservations are available
• Arrange assistance to and from connecting services
• Purchase travel tickets
• Check the accessibility and facilities on both our rolling stock and at stations we call at.

A summary of the facilities available at the stations we call at is shown in Appendix A, all of which are operated by other companies, such as Network Rail, First TransPennine Express, Northern Rail and Virgin Trains East Coast. This is just a summary, the full list of facilities at each station is shown online at: nationalrail.co.uk/passenger_services/disabled_passengers where you can download station maps. Please see the Contact Us section for more details.

Live travel updates

Live train service information and details of planned engineering works is available at grandcentralrail.com. Up to the minute information on all UK rail services is provided by NRE on nationalrail.co.uk and Train Tracker on 03457 48 49 50*. Please always check before you set off.

* Calls are charged at national call rates the same as calls to geographic numbers (numbers starting 01 or 02) and may be included in call packages. Calls from landlines are typically charged up to 10p per minute; calls from mobiles typically cost between 10p and 40p per minute.

Assisted Travel scheme contacts:

• Phone: Assisted travel helpline 0344 811 0072 (open 08.00 – 20.00).

• Text Relay: Assisted travel helpline: 18001 0344 811 0072 (open 08.00 - 20.00).

Please allow up to 24 hours in advance of your journey. Assisted travel services are open Monday to Sunday, closed Christmas Day and Boxing Day as we do not operate train services on those days.

However, other train operating companies’ Assisted Travel teams are available on 26th December, and can book assistance at stations and on trains for all train services.
Please contact National Rail Enquiries on 03457 484950, who will be happy to transfer you to the appropriate team.

Calls are charged at national call rates the same as calls to geographic numbers (numbers starting 01 or 02) and may be included in call packages. Calls from landlines are typically charged up to 10p per minute; calls from mobiles typically cost between 10p and 40p per minute.

- Web: grandcentralrail.com - here you can request assistance whilst buying your ticket on the Travel Details page.

We have Station Access Agreements in place with the operators of the stations we call at. These require them to arrange mobility assistance at stations.

If you wish to travel to or from a station that is unstaffed when you need to use it or is inaccessible to you, we can still provide assistance to help you make your journey, with as much by rail as possible. We want to do everything that we can reasonably do to help you make your journey, so, please contact us to discuss your individual circumstances and the help we can provide to support you.

If your assistance needs require it, we can provide alternative transport, such as a taxi, at no extra cost to you, to take you to the most convenient accessible or staffed station, where a member of staff will be on-hand to assist you. We will discuss with you how best to meet your needs and to make as much of the journey by rail as possible and where practicable, we will send a member of staff to an unstaffed station to assist.

**Booking Assistance**

We recommend booking ahead, giving us 24 hours’ notice for us to make arrangements. You can do this through our Assisted Travel Scheme, through the ticket office at staffed stations or at grandcentralrail.com. You should bring your reference number so staff on train and at stations can identify your booking.

We recommend getting to the station at least 20 minutes before your train is due to depart so you have plenty of time to get on board.
If you are unable to book in advance we will seek to do everything possible to ensure that you have the same level of comfort and service. Please contact a member of station staff (at staffed stations) on arrival if you have any assistance requirements. If you do not have a reservation, our on board team will assist you onto the train and do their best to help you find a seat.

Further information relating to our services can be found in our timetable which includes train times and on board information. These are available on board our trains, at staffed stations where we call and at grandcentralrail.com.

ACCESSIBLE ALTERNATIVE TRANSPORT

If a station is inaccessible to you, we’ll provide alternative transport (at no extra cost) to the nearest or most convenient station to enable you to continue your journey. If you’re unsure whether the station you intend to use is accessible to you, please call 0344 811 0072 or email customer.services@grandcentralrail.com

When we cannot run rail services due to engineering work or disruption we’ll make sure that you are able to continue your journey by providing a suitable alternative at no extra cost. We simply ask that you make yourself known to a railway company representative at the station, or speak to the rail replacement bus driver to ensure we give the assistance needed.

In all cases when disruption occurs during the journey our Senior Conductor and on-train team will keep you informed as the situation develops and will make any necessary arrangements to assist you.
We understand that it’s important for you to have confidence in the information available about our services. We will ensure that all information displayed on our website or on a third party website such as National Rail Enquiries is up to date.

Our Digital Marketing Manager will ensure that information on our website is updated within 24 hours of receiving notification of changes.

You can get copies of this leaflet at grandcentralrail.com or by contacting Customer Services on 0345 603 4852. Other formats, such as Braille, large print or in audio, are available on request.

Printed leaflets will be reviewed annually and updated as required.

The Disabled Persons Railcard

You may qualify for a Disabled Persons Railcard if you have a disability that makes travelling by train difficult.

A railcard offers you and an adult travel companion up to 1/3 off most Standard and First Class fares on the National Rail network. Discounted tickets can be bought on board the train if your disability prevents you from buying a ticket at the station. If you have purchased a ticket with your Disabled Persons Railcard discount, you must carry the railcard with you when travelling. You can contact the Disabled Persons Railcard Office in the following ways:

- Online: disabledpersons-railcard.co.uk
- Email: disability@raildeliverygroup.com
- Phone: 0345 605 0525 (7am to 10pm Monday to Sunday)
- Minicom/text phone: 0345 601 0132 (for customers with hearing impairments)
- Post: Disabled Persons Railcard Office, PO Box 6613, Arbroath, DD119AN
Concessionary fares available without a Disabled Persons Railcard

If you need to stay in your wheelchair during your journey or if you are registered blind or visually impaired, you are entitled to the following discounts on First Class and Standard Anytime tickets throughout Great Britain, even if you do not have a Disabled Persons Railcard:

• 34% discount on First Class and Standard Anytime Singles or Returns
• 34% discount on First Class and Standard Anytime Day Singles
• 50% discount on First Class and Standard Anytime Day Returns

An adult travelling with you is also entitled to the same discount.

If you have visual impairment you must travel with a companion to claim this discount. If you have a visual impairment, please bring a document that confirms your impairment when you buy your ticket and when you travel. This must be from an institution such as Social Services, your Local Authority or The Royal National Institute of Blind People (RNIB).

Buying a ticket

You can buy tickets in several ways to travel with Grand Central Railway.

• Online
You can buy tickets at grandcentralrail.com for any journey on the National Rail network. You can claim Disabled Persons Railcard discounts, reserve a seat (including priority seating) and request assistance. Tickets can be collected from stations, at ticket offices or self-service machines, or they can be posted to you (please allow five working days or pay an extra charge for next day delivery).

• Over the phone
Telesales are here to help you and can be reached by:

• Phone: 0344 811 0071
AT THE STATION

Our on-train staff will always be available to assist you boarding and leaving the train, and to find your seat and secure your luggage on board.

If you wish to travel to or from a station that is unstaffed when you need to use it or is inaccessible to you, we can still provide assistance to help you make your journey if you contact our Assisted Travel Team.
Please refer to the station facilities table at the end of this booklet for more information or go to nationalrail.co.uk/stations_destinations/

We recommend getting to the station at least 20 minutes before your train is due to depart so you have plenty of time to get on board. If you have booked assistance please go to the station information point or ticket office for assistance (see table at the back of this book). London Kings Cross, Doncaster and York have Customer Information Points where you can get specific accessibility information or up to date travel information, timetables and leaflets to help you plan your journey.

Wheelchairs are available at some stations for temporary use (see facilities table at end of leaflet).

**Station entrances**

**Permanent alterations**

We work with station operators at the stations we serve to ensure they maintain the accessibility of the stations. Where station improvements require the temporary closure of an entrance, we will work with the station operator to ensure the needs of disabled people are considered and that suitable alternative arrangements are made.

**Temporary alterations**

Occasionally the third party station operators may need to restrict access to stations. If this happens we will work with the station operator to ensure adequate information is provided and a suitable alternative access route made available if necessary.

**Aural and visual information**

At stations, information will be provided, in the event of delays or platform alterations, by public address announcements and information display screens to give you clear and consistent information. We will work with each station operator to improve the availability and quality of real time train running information.
Ticket machines
Many stations served by Grand Central have self-service ticket machines which are located to be accessible to all passengers. The machines issue tickets with Disabled Persons Railcard discounts for both the holder and their companion.

Ticket gates
Automatic ticket gates are in operation at London Kings Cross and Bradford Interchange. These gates are normally staffed however if no one is available to operate them, then the gates will be locked in the open position.

Luggage
Assistance with luggage can be provided at stations if booked in advance, and our on-train staff will always be able to provide assistance on and off the train.

Please bear in mind the weight, size and quantity of luggage. Your allowance, as specified in the National Rail Conditions of Travel, is for two large items not exceeding 90x70x30cm and one small item which you should be able to place on your lap.

Left luggage
Accessible left luggage facilities are available for passengers at the following stations:
- London Kings Cross, left-baggage.co.uk located under the Parcel Yard alongside platform 9
- Near to York station, leftluggageyork.co.uk located in Queen Street (next to the Europcar Office on Queen Street adjacent to the long stay car park)

Facilities provided by third parties
All staff on board our trains are directly employed by Grand Central. If there are occasions when services on our trains are provided by 3rd parties, we will ensure that their staff work to the provisions of this policy.
Car parking
Where stations have designated disabled parking spaces this is shown in the Stations Facilities table at Appendix A. Grand Central works with our partners who manage station on our route to improve parking facilities wherever possible.

ON THE TRAIN

Grand Central’s train fleet consists entirely of Class 180 trains. The seating plan is detailed in Appendix B.

Aural and visual information
All our trains have PA announcements and our conductors ensure that announcements are made giving details of the next station stop and of any service disruption whenever they can reasonably do so. All our trains also have electronic visual display screens, which will display the next stopping point.

Seats on trains
You can make seat reservations at station ticket offices, through telesales and at grandcentralrail.com.

You can reserve a priority seat whilst purchasing a ticket. These seats are labelled (see diagram) and locations can be seen on the train seating plan (see Appendix B).

A portable ramp is available on all our trains. If you have booked wheelchair assistance, you should contact a station representative on arrival who will ensure you are assisted to the platform and onto the train.
**Wheelchair and priority seating areas**

Our trains have priority seating near coach doors. These are for customers with disabilities, pregnant women, those with impairments or disabilities and for older people. Many of these can be reserved during the booking process. You’ll find pictures of the layouts of our carriages at the back of this booklet.

Our trains have designated wheelchair spaces in First Class and Standard accommodation. There are assistance buttons nearby and one wheelchair accessible toilet with *assistance* buttons. This can be found in Coach F (standard which can be accessed from Coach E First Class).

Wheelchair spaces are available as follows:

- Coach F (Standard) and Coach E (First Class)

To give wheelchair users access to and from the train, all our trains carry ramps able to carry up to 280kg. The maximum dimensions we accept are:

- 120cm long and 70cm wide in Coach F (Standard) and Coach E (First Class)

If you have booked the wheelchair space and the train we are using has a different layout to the one shown in the diagram our staff will assist you to the appropriate space.

**Electric mobility scooters**

The maximum size of electric mobility scooters which we can convey is;

- Width: 700mm
- Length: 1,200mm
- Weight: 280 kilograms (including passenger)

Please refer to our separate *Powered Mobility Scooters* Policy for more information for scooter users.
Train types

Grand Central operates one type of train – Class 180. You’ll find a diagram of the seating layouts of our trains at the end of this booklet.

Class 180 trains have designated wheelchair positions and an accessible toilet facility. Wheelchair positions are available in First Class (Coach E) and Standard (Coach F) accommodation with an accessible toilet facility located close by. This type of train accommodates a standard wheelchair (no larger than 70cm wide and 120cm long) in First Class and Standard accommodation. These trains were built to meet the current Rail Vehicle Accessibility Regulations.

If there is a change to the type of train we provide or any material changes to the level of accommodation we can provide, don’t worry as your assistance requirements are held by our Assisted Travel team. They will contact you in advance to discuss alternative arrangements with you. Our on train team also hold your assistance requirements and they will ensure you are supported during the journey should any issues arise on the day of travel.

We recommend that wheelchair accommodation and priority seating is also booked in advance, as described above. Arrangements can normally be made from up to 12 weeks before the date of travel.

When we refurbish our trains we take account of the Rail Vehicle Accessibility Regulations and look for opportunities to improve accessibility.
Train accessibility information
Our train services offer the following facilities:
• Buffet counter
• An at seat service via an on board host in First Class
• Seat reservations
• Passenger information via manual public address, automated public address and information screens
• Accessible toilet facility
• On-board portable ramp
• Graphic evacuation signage
• Colour contrasting grab rails

Wheelchair areas
Our trains have designated wheelchair spaces, which are available in Coach F in Standard and Coach E in First Class with an accessible toilet in coach F.

Travelling with an assistance dog
Assistance dogs are welcome on all our trains.

On board announcements
Our staff make on train announcements to help give timely advice, particularly before the train departs and we will ensure that the name of an approaching station is announced to give people enough time to prepare to get off safely.

The on board team have been trained to ensure they make clear, consistent, audible announcements. We will ensure that when the name of an approaching station is announced we allow an adequate period of time for passengers to prepare to leave the train. If you have any problems hearing the announcements you should advise the on board team; they will be happy to help you throughout your journey.
Our on train team

The on-train team will do their best to make your journey as comfortable as possible. If you are travelling in Standard and unable to access the buffet, staff will be happy to bring you refreshments on request where possible.

Our staff are trained to:

- Understand the term disability
- Understand the legal obligations that apply to the service we provide and how they impact upon staff roles
- Have increased awareness of disability through a range of training tools and simulation
- Have an understanding of the correct techniques to use when offering and providing assistance, especially those involving manual handling such as ramps and wheelchairs
- Understand that an increasing number of disabled passengers chose to travel independently
- Understand the role of assistance dogs in dealing with blind and deaf people and those suffering from epilepsy.

We are committed to the training and development of our staff. As part of our training commitments, our staff undertake disability awareness training. The training course is reviewed and updated in line with industry legislation, in partnership and consultation with local disabled persons groups and when any material changes take place to our trains or facilities.
We recognise that your travel with Grand Central may only be part of your journey. We want to help you make connections where possible with other modes of transport. Where a disabled passenger is travelling with us to connect with another onward service, our on train staff will make every effort to ensure that accurate information about the connecting service is provided before leaving our train.

**Assistance with onward rail connections**

The Assisted Travel service can give you information about onward connections including booking assistance. Please see the Contact Us section for details.

**Information about other modes of transport**

Additional information about other modes of transport can be found through:

- National Rail Enquiries at [nationalrail.co.uk/stations_destinations](http://nationalrail.co.uk/stations_destinations) for information about taxis and buses from stations.
- Traveline at [traveline.info](http://traveline.info) or [0871 200 22 33](http://0871%20200%2022%2033) for information on other forms of transport from rail stations.

**DISRUPTION TO FACILITIES AND SERVICES**

**How we will assist you during service disruption**

We recognise that service disruption can cause significant problems for customers with disabilities who cannot necessarily use other travel options. If you have booked your journey through Passenger Assist we will contact you in advance to notify you when emergency or amended timetables are introduced.

When service disruption occurs on route, our Senior Conductor will keep passengers informed and review assistance arrangements for disabled passengers.
In times of disruption, we will do everything possible to minimise delay and inconvenience to you. We will ensure that when replacement buses and taxis are required, they are fit for purpose and no additional costs will be passed onto you.

Details of planned engineering works may be obtained from the notice boards at the stations where we call, at grandcentralrail.com,

by telephone (NRE on 03457 48 49 50)
or through the Assisted Travel helpline.

**Assistance for disabled customers during emergencies**

On train staff are trained to deal with emergencies including evacuation and assistance for customers with disabilities. They will assist in the most appropriate way for your safety and that of others. If you use a wheelchair or have significant impairment to your mobility our normal policy is not to evacuate you from our trains until appropriate support is available unless you are in a life threatening situation.

**CONTACT US**

We welcome your comments about all aspects of our services. The Passenger Charter is available on our website at grandcentralrail.com and on request from our Customer Relations team. You can contact us in many ways so that we can help you.

**Assisted Travel Service**

- Phone: 0344 811 0072 (08.00 - 20.00)
- Text Relay: 18001 0344 811 0072 (08.00 - 20.00)

For timetable and train running information you can check grandcentralrail.com for live arrivals and departures or contact National Rail Enquiries (NRE):

- 03457 48 49 50
- Textphone: 0345 60 50 600
• TrainTracker Text: Text your station name to **8 49 50** for live departure and arrival times direct to your mobile. Your text sent to **8 49 50** will cost your standard network rate, the reply to you will cost 25p including VAT, and will be charged to you by your operator.

**Customer Services team**

• Post: Customer Relations Manager  
  Grand Central Railway  
  PO Box 5871  
  Sheffield  
  S1 9GP

• Phone: **0345 603 4852** (Monday - Friday 08.00-18.00).

• Email: customer.services@grandcentralrail.com

Open: Monday to Friday, closed Christmas Day and Boxing Day.

**General Enquiries/Telesales**

• Phone: **0344 811 0071**, open Monday to Sunday (08.00 - 22.00), closed Christmas Day and Boxing Day.

**Refunds of tickets purchased over the phone and from our website**

For tickets bought on the Grand Central website, visit your online account to see if your ticket is exchangeable or call **0371 244 0216**.

• Post: Grand Central Ticket Refunds, PO Box 23972,  
  Edinburgh EH3 5DA

• Web: Website Booking Support to check if your ticket is exchangeable

• Phone: **0371 244 0216**

Tickets bought from station ticket offices or through other retailers must be returned to the place of purchase and could be subject to conditions.
COMMUNICATING THIS POLICY

Copies of this booklet are available for free on our website grandcentralrail.com. You can also get copies from our Customer Services team, along with the supporting document Making Rail Accessible: Guide to policies and practices. Also copies of this booklet can be obtained from the ticket offices at all staffed stations called at by our services (see the station facilities table at the end of this booklet for more information).

You can request a copy in alternative formats such as audio and large print. We aim to have these sent out to you within five working days of your request.

ALTERNATIVE FORMATS

If you would like this leaflet in an alternative format such as large print, audio or Braille, please contact us at the Customer Services team.
The following table will provide you with a summary of the facilities available at each of the stations we travel through. This is only a summary, more information can be obtained from our Assisted Travel team or the National Rail Enquiries website nationalrail.co.uk.
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<tr>
<th>Station</th>
<th>Facilities</th>
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<tr>
<td>Bradford Interchange</td>
<td>Car parking, Waiting rooms, Ticket office, ATM</td>
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<td>Low Moor</td>
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<tr>
<td>Halifax</td>
<td>Car parking, Waiting rooms, Ticket office, ATM</td>
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<td>Brighouse</td>
<td>Car parking, Waiting rooms, Ticket office, ATM</td>
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<td>Mirfield</td>
<td>Car parking, Waiting rooms, Ticket office, ATM</td>
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<td>Wakefield Kirkgate</td>
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<td>Pontefract Monkhill</td>
<td>Car parking, Waiting rooms, Ticket office, ATM</td>
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<td>Doncaster</td>
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<tr>
<td>London Kings Cross</td>
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<td>York</td>
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<td>Thirsk</td>
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<td>Eaglescliffe</td>
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<td>Hartlepool</td>
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<tr>
<td>Sunderland</td>
<td>Car parking, Waiting rooms, Ticket office, ATM</td>
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Appendix B - Seating Plans

Class 180 seating plan