

# Disabled Person's Protection Policy

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[eastcoast.co.uk](http://eastcoast.co.uk)



**EAST COAST**

# Contents

- 1. Introduction**
  - 2. Our commitment to disabled customers**
  - 3. East Coast services**
    - 3.1 Where we operate
  - 4. Planning your journey**
    - 4.1 Plan ahead
    - 4.2 Assisted travel team
    - 4.3 At our ticket offices
    - 4.4 Online
    - 4.5 National Rail Enquiries
    - 4.6 Live travel updates
  - 5. Assistance**
    - 5.1 Booking Assistance
    - 5.2 Assistance with luggage
  - 6. Getting to and from the station**
    - 6.1 By car
      - 6.1.1 Pick ups and drop off
      - 6.1.2 Parking
    - 6.2 Buses
    - 6.3 Taxis
    - 6.4 On foot
  - 7. Buying your ticket**
    - 7.1 The Disabled Persons Railcard
    - 7.2 Concessionary fares available without a Disabled Persons Railcard
    - 7.3 Season Tickets for blind or visually impaired customers
    - 7.4 Ticket purchase
      - 7.4.1 Via the internet
      - 7.4.2 Over the phone
      - 7.4.3 At our stations
      - 7.4.4 On our trains
      - 7.4.5 From other train operators and online ticket retailers
  - 8. At the station and on the train**
    - 8.1 Assistance
    - 8.2 Automatic ticket gates
    - 8.3 Getting on and off the train
      - 8.3.1 Ramps
    - 8.4 Seats on trains
    - 8.5 Wheelchair and priority seating areas
    - 8.6 Scooters and wheelchairs
    - 8.7 Assistance dogs
    - 8.8 Assistance during the journey
    - 8.9 On-board announcements
    - 8.10 Accessibility features of our trains
  - 9. Onward travel**
    - 9.1 Interchange with other forms of transport or onward rail connections
    - 9.2 Assistance with onward rail connections
    - 9.3 Information about other modes of transport
  - 10. Service disruption**
    - 10.1 How we will assist you during service disruption
    - 10.2 Assistance for disabled customers during emergencies
    - 10.3 Changes to station access
  - 11. Communicating this policy**
  - 12. Contact and feedback**
- Stations and facilities**  
**Facilities for disabled customers on our trains**

# 1. Introduction

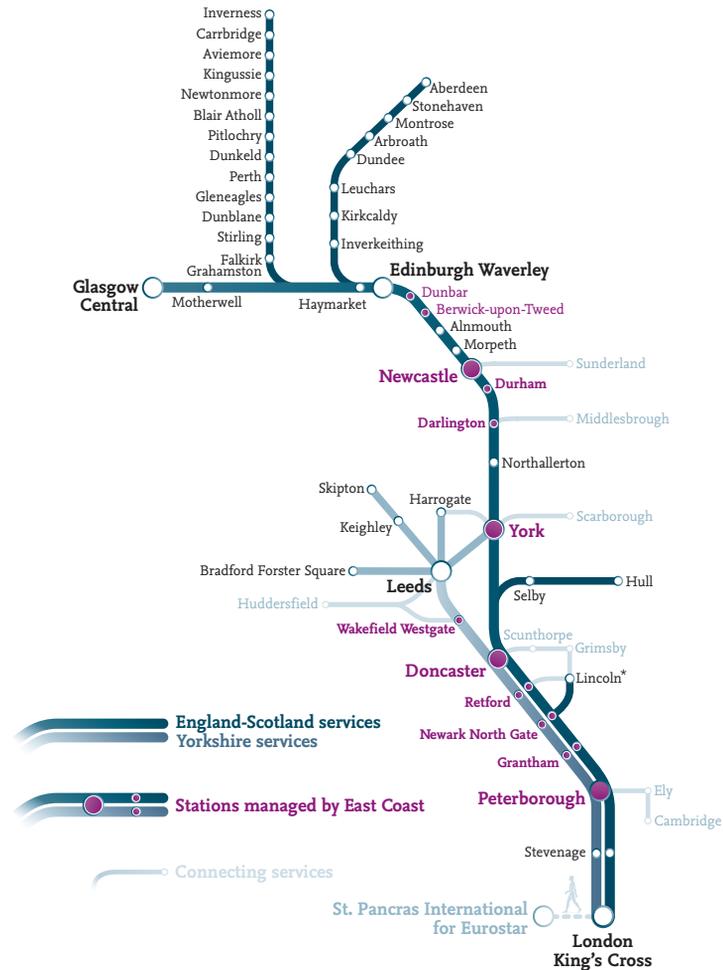


Welcome to East Coast Main Line Company. We're a subsidiary of Directly Operated Railways, the new company established by the Government. East Coast has day-to-day responsibility for the operation of train services between London King's Cross and Peterborough, the East Midlands, Yorkshire, the North-East of England and Scotland.

We want you to be delighted with our services wherever you come into contact with our business. At East Coast, we aim to deliver consistently high standards of safety, performance, and customer service in all aspects of our operations. This document sets out our policy in relation to disabled customers. It details our commitment to making access to rail services as straightforward as possible and provides a guide to the detailed arrangements and services we will provide for disabled customers to achieve that objective.

Your views and suggestions about this policy and the services and procedures we provide for disabled travellers are important to us. Please contact our Customer Relations team about this, or any other issue regarding our services. Their contact details can be found at the back of this booklet.

*Karen Boswell*  
Managing Director, East Coast.



\* Services to include Lincoln from 22 May 2011

## 2. Our commitment to disabled customers

At East Coast, we want the journeys of our disabled customers to be as straightforward and enjoyable as possible. We recognise the challenges faced by disabled customers when travelling on the rail network and we are committed to improving access and the level of service we provide for the benefit of all our customers.

We recognise and commit to fulfill our legal obligations in relation to disabled customers. We will not discriminate against disabled people wishing to use our services and are committed to facilitating their access to the rail network by providing additional services and support. This document forms part of our Disabled Person's Protection Policy (DPPP) and fulfils our obligations under our Passenger and Station Licences, the DfT's Guidance on Disabled Person's Protection Policies November 2009, the DfT's "Accessible Train and Station Design for Disabled People: A Code of Practice" 2008 and the requirements of legislation such as the Disability Discrimination Act 1995 and the Human Rights Act 1998.

We will continue to operate and support the services and facilities introduced for disabled customers by previous franchisees and we commit to continue to deliver improvement. This will include delivering an investment programme to improve accessibility of our stations. We will ensure that the impetus for improvement in accessibility does not stagnate.

We are committed to meeting the services, standards and guidance contained in the DfT's "Accessible Train and Station Design for Disabled People: A Code of Practice" July 2008 (The Code).

We will identify where existing services and facilities do not comply with the requirements of The Code and work to address these shortfalls. We will ensure that any changes, improvements or investments that are carried out comply with the standards of The Code. Where we are not able to meet fully the standards of The Code, we will consider alternative measures or seek dispensation where it is not possible to achieve compliance. This policy will be reviewed in the light of any updates to The Code.

We will take a proactive lead, consulting fully with rail industry partners, national and local representatives of disabled travellers and stakeholders in the communities we serve to identify opportunities for improvement, whether on our franchise, or across the UK rail network. Our aim is to support the creation of consistent and high quality standards of access across the rail network for disabled customers. We fully support the Disabled Persons Railcard and the development of national initiatives such as the Assisted Passenger Reservation System (APRS).

## 3. East Coast services

### 3.1 Where we operate

We operate train services from London King's Cross on the following routes, illustrated by the map on page 6.

- to/from Leeds via Doncaster;
- to/from York via Doncaster;
- to/from Newcastle via York;
- to/from Edinburgh via Newcastle;
- to/from Glasgow Central via Edinburgh;
- to/from Aberdeen via Edinburgh;
- to/from Inverness via Edinburgh; and
- other routes to/from Skipton, Harrogate, Bradford Forster Square and Hull.

We are the operator of 12 of the stations on these routes:

Berwick-upon-Tweed, Darlington, Doncaster, Dunbar, Durham, Grantham, Newark North Gate, Newcastle, Peterborough, Retford, Wakefield Westgate and York.

At the back of this booklet you will find a table that provides information about the accessibility and other facilities relevant to disabled customers at each of these stations.

Where services or facilities are provided by a third party at our stations we will make every effort to ensure that they are as accessible as possible and that their location does not cause an obstruction.

We also call at 37 stations where we are not the station operator. Information about accessibility at these stations is available from our Assisted Travel team or the National Rail Enquiries website, [www.nationalrail.co.uk](http://www.nationalrail.co.uk). Contact details are provided in section 4.

## 4. Planning your journey

### 4.1 Plan ahead

We want you to have all the information you need to plan your journey to match your individual needs. Our dedicated Assisted Travel team, our Telesales team and our station ticket office staff are all there to help you do this. You can also access information on our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk), from this document (which will be updated at least annually) and from National Rail Enquiries, [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

### 4.2 Assisted Travel team

Our Assisted Travel team are able to advise and arrange all aspects of your journey over the phone. They can:

- advise you about access arrangements at the stations you want to use and help you plan the best route for your journey;
- help you purchase your tickets;
- arrange assistance for when you arrive at the station, change trains or reach your destination;
- arrange seat reservations, including wheelchair spaces and extra leg room for those travelling with assistance dogs; and
- arrange seat reservations, assistance and purchase tickets for other train operators' services (although some train operators do not offer seat reservations on their services, you can still arrange assistance).

You can contact the Assisted Travel team on  
by phone **08457 225 225\***

(select option 2 then option 5)

by textphone **08451 202 067**

Open: Monday to Saturday 08.00 – 20.00  
Sunday 10.00 – 20.00

Closed Christmas Day and Boxing Day.

\* Calling an 0845 number costs 2p per minute daytime, and 0.5ppm at all other times when called from BT landlines. Other networks, including calls from mobiles may vary, please check with your service provider.

### 4.3 At our ticket offices

You can purchase your ticket, book assistance, and reserve seats at any of our ticket offices in advance of your journey.

### 4.4 Online

You can plan your journey and book tickets online via our website, [www.eastcoast.co.uk](http://www.eastcoast.co.uk). You can also make seat reservations and request assistance from this site.

### 4.5 National Rail Enquiries (NRE)

NRE provides information about the accessibility of every station on the National Rail network. You can access it from the NRE website, [www.nationalrail.co.uk/passenger\\_services/disabled\\_passengers](http://www.nationalrail.co.uk/passenger_services/disabled_passengers) or by phone **08457 48 49 50** by textphone **0845 60 50 600**

You can also download station maps detailing accessibility from this site. Our Assisted Travel team will be happy to provide copies of maps from this site on request.

We will ensure that the information about our stations relating to accessibility held on the database is always up to date and accurate. We will promptly, and certainly within 24 hours, report any changes including where significant work is being carried out that temporarily effects station accessibility, where facilities such as lifts are out of order or where facilities on trains that materially affect disabled passengers' journeys are unavailable. We will also advertise where facilities are not available at station entrances and on our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk)

### 4.6 Live travel updates

Our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) provides live train service information and information on planned engineering works that might affect your journey. We also offer travel alerts via email or SMS text message and you can register for this service through our website. Up-to-the minute information on all UK rail services is provided by NRE on [www.nationalrail.co.uk](http://www.nationalrail.co.uk) and Train Tracker on 0871 200 49 50. Please always check before you set off.

## 5. Assistance

### 5.1 Booking Assistance

So that we can provide the best service possible to meet your needs, we recommend that you book assistance at least 24 hours before travelling. You can do this from the Assisted Travel team, your local station ticket office, or via our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk), (see section 12 for contact details). They will book assistance for you using the Assisted Passengers Reservation System (APRS), a national service supported by all train operating companies across the National Rail network. You will be allocated an APRS reference number which you need to take with you so that the staff on stations and trains can identify your booking.

All stations operated by East Coast are staffed. The opening times are detailed in the table at the back of this booklet and on our website. We will do our best to provide you with the assistance you need to make your journey whether you have booked in advance or not, but by booking ahead you help us to provide that assistance as promptly and effectively as possible. Not every station where our trains call have staff to assist you at all times. Please book through our Assisted Travel team in good time to ensure that arrangements are made to meet your requirements.

Please try to book assistance 24 hours in advance but if this is not possible, still contact us and we will do what we can to help you.

If you have booked assistance up to 24 hours in advance via the APRS system and it is not provided at an East Coast operated station then we will refund you the cost of your entire journey (100% of the value of a single ticket, or 50% of a return ticket). If you were not satisfied with the assistance provided, please contact our Customer Relations team quoting the APRS reference number of your booking. This will help us to trace what went wrong. Full details of our compensation policies can be found in our Passenger's Charter which is available on our website, from our stations or posted to you on request from our Customer Relations team.

The level of assistance we provide is limited by the ability of our staff to safely fulfil your request.

### **5.2 Assistance with luggage**

We will do our best to help with luggage and priority will be given to disabled customers requiring assistance. However, we do not employ staff specifically to carry customers' luggage and platform staff may have to attend to train safety before they can help.

Please bear in mind the weight, size and quantity of luggage and do not exceed the limits of your luggage allowance as a fee, not exceeding half the adult fare, may be charged for each additional item above your luggage allowance or for any items exceeding 90 x 70 x 30cms. Your allowance, as specified in the National Rail Conditions of Carriage, is for two large items and one small item. Large items should not exceed 90 x 70 x 30cms and small items should not exceed 55 x 40 x 20cms. Items of luggage should not exceed 50kgs in weight. Any luggage assistance provided by our staff is limited by the ability of our staff to lift the item(s) safely.

Where left luggage facilities are provided they are accessible to disabled passengers. The station facilities table at the back of this booklet lists those stations with left luggage facilities.

## **6. Getting to and from the station**

You can plan your journey to and from the station on our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) using Transport Direct or at [www.transportdirect.info](http://www.transportdirect.info)

For those requiring assistance at London King's Cross Station please report to the Customer Information Point (CIP) on the main concourse or to the First Class Lounge Reception which is adjacent to the Eastern station entrance (top of Platform 1). However, if arriving by taxi, an assistance point has been installed adjacent to the taxi drop-off point to call for assistance from Network Rail who will assist you to our CIP.

Our staff can assist you from our trains to St. Pancras International Station or to the street level entrance of King's Cross St. Pancras Underground Station. Staff can also assist you to the taxi rank or to the bus stop located immediately outside the station, on the same side of the road.

### **6.1 By car**

#### **6.1.1 Pick-up and drop-off**

All our stations have designated pick-up and drop-off points near the entrance to make access to the station as easy and safe as possible. All our stations have short stay car parking areas which may be of use for those assisting or meeting others at our stations.

#### **6.1.2 Parking**

All our station car parks include a number of designated disabled customer car parking bays for

use by Blue Badge holders, sited to provide easy access between the car park and the station. To use these spaces please clearly display your Blue Badge permit in your car. Normal car parking charges apply. We monitor usage of these spaces and carry out enforcement if necessary to ensure only those entitled to disabled parking use these spaces.

Our aim is to balance the need for parking for disabled customers with the availability of spaces for other rail users. We will monitor the use of spaces and review the results not less than three monthly. We will discuss our findings, and any proposals to change the number or location of Blue Badge parking spaces to better match supply with demand, with statutory bodies and appropriate organizations representing disabled people.

## 6.2 Buses

Most of our stations have good connections with local bus services. Directions to the bus stops and where to find out information about the services can be found on station information posters.

Information is also provided by Transport Direct via our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) or at [www.transportdirect.info](http://www.transportdirect.info). The NRE website at [www.nationalrail.co.uk/stations\\_destinations](http://www.nationalrail.co.uk/stations_destinations) also provides information on local bus services.

In addition, Traveline provides information about buses and all other forms of transport available along the East Coast route. You can access Traveline by telephone on **0871 200 22 33** online at [www.traveline.org.uk](http://www.traveline.org.uk)

For information about bus services in London, contact Transport for London on **020 7222 1234** (24 hours a day) or at [www.tfl.gov.uk](http://www.tfl.gov.uk)

You can buy PlusBus with your train ticket for a discounted price and get unlimited local bus travel around your origin or destination town.

It is available for 23 towns and cities along the east coast and over 240 towns across Britain. Visit [www.plusbus.info](http://www.plusbus.info) for more details.

## 6.3 Taxis

Station information posters near the entrance to all our stations provide directions to taxi ranks. Information on the provision of accessible taxis at stations can be obtained from our Assisted Travel team on **08457 225 225\*** (select option 2 and then option 5). The NRE website [www.nationalrail.co.uk/stations\\_destinations](http://www.nationalrail.co.uk/stations_destinations) also provides information about taxis from every station on the rail network including those offering accessible taxis. When we tender the contracts for taxis serving our stations we will take into account the applicant's ability to provide accessible vehicles.

## 6.4 On foot and bicycle

Our aim is to make access to the station as safe and easy as possible. All our stations have space for cycles, step free access, dropped kerbs and tactile paving at key points.

# 7. Buying your ticket

## 7.1 The Disabled Persons Railcard

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

Your Railcard allows you, and an adult companion travelling with you, to obtain a 1/3 discount off most Standard fares and First Class fares on the National Rail network. It also allows you to buy discounted tickets on board the train you are travelling on, if your disability prevents you from obtaining a ticket at the station where you got on the train. If you have purchased a ticket and received a Disabled Persons Railcard discount, you must carry your railcard with you on your journey.

\* Calling an 0845 number costs 2p per minute daytime, and 0.5ppm at all other times when called from BT landlines. Other networks, including calls from mobiles may vary, please check with your service provider.

Detailed information is provided in the 'Rail travel made easy' guide published by the Association of Train Operating Companies (ATOC). This guide and an application form are available from major stations, from the Disabled Persons Railcard Office and from the NRE website [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

You can contact the Disabled Persons Railcard Office via their website at:  
[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) or  
by phone **0845 605 0525\***  
by minicom/textphone **0845 601 0132**  
(for customers with hearing impairments)  
by email **disability@atoc.org**

## 7.2 Concessionary fares available without a Disabled Persons Railcard

Passengers who need to stay in their own wheelchair during their journey and those registered as blind or visually impaired are entitled to the following discounts on First Class and Standard Anytime tickets throughout Great Britain even if they do not possess a Disabled Persons Railcard:

- 34% discount for First Class/Standard Anytime Singles or Returns
- 34% discount on First Class/Standard Anytime Day Singles
- 50% discount on First Class/Standard Anytime Day Returns

An adult companion travelling with you is also entitled to the same discount. If you have a visual impairment you must be travelling with a companion to be eligible for this discount.

In the case of customers with visual impairment, please take a document confirming your impairment when buying your ticket and when travelling. This must be from a recognised institution such as Social Services, your Local Authority, The Royal National Institute of Blind People (RNIB) or St Dunstan's.

## 7.3 Season Tickets for blind or visually impaired customers

If you are blind or visually impaired you can buy a Season Ticket that allows a companion (not necessarily always the same person) to travel with you at no extra cost. These tickets can be purchased from staffed stations. As above, please take a document from a recognised institution confirming your visual impairment when buying your ticket and when travelling.

## 7.4 Ticket purchase

You can purchase tickets for your journey in a number of ways:

### 7.4.1 Via the internet

Our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) provides a journey planner and ticket purchase facility for any journey on the National Rail network. You can access Disabled Persons Railcard discounts when purchasing online, reserve a seat, 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).

### 7.4.2 Over the phone

Our Telesales team will be pleased to help you and can be reached on **08457 225 225\*** or textphone **08451 202 067** via our Assisted Travel team.  
Open: Monday to Saturday 08.00 – 20.00  
Sunday 10.00 – 20.00  
Closed Christmas Day and Boxing Day.

By phone from abroad **+44 (0) 191 227 5959**

They will also be able to book any assistance you require during your journey and reserve your seat. Please allow 5 days for tickets to be delivered by post using standard delivery or pay an extra charge for next-day delivery. Alternatively you can pick tickets up from any one of the self-service machines or ticket offices at our stations.

\* Calling an 0845 number costs 2p per minute daytime, and 0.5ppm at all other times when called from BT landlines. Other networks, including calls from mobiles may vary, please check with your service provider.

When collecting tickets from our self-service machines or stations, you will need to bring the credit or debit card you used to buy your ticket, as well as the booking reference number allocated to you when you booked to obtain your tickets.

If you are unable to present the same card please contact the retailer where you purchased the ticket immediately, and certainly no later than the day before travel.

#### 7.4.3 At our stations

You can buy tickets, reserve seats and book assistance in person from our ticket offices, or other train operators' ticket offices. Every window in East Coast ticket offices is fitted with an induction loop and each of our stations has a portable induction loop. Some ticket offices have low-level counters suitable for those in wheelchairs (see the table at the back of this booklet).

All East Coast stations have self-service ticket machines from which you can buy discounted tickets with a valid railcard. A full list of stations detailing the provision of accessible ticket machines is available on the NRE website [www.nationalrail.co.uk](http://www.nationalrail.co.uk). All East Coast stations have machines that meet the DfT Code of Practice.

#### 7.4.4 On our trains

If you are unable to purchase a ticket before you board the train, you can purchase a ticket from the Train Guard and you will still be able to use your Disabled Persons Railcard.

Please note that at stations where automatic or manual ticket barriers are in use you will need to purchase a ticket before you travel. The only exception to this policy is if you are unable to buy a ticket because the ticket office is closed or a self-service ticket machine that accepts cash is not available. In these circumstances you can buy any ticket available on the day of travel, including with

railcard discounts if applicable, on the train from the Train Guard.

#### 7.4.5 From other train operators and online ticket retailers

You can also purchase tickets to travel on our services from other train operators and rail ticket retailers.

## 8. At the station and on the train

### 8.1 At our stations

All East Coast stations are staffed and our staff will be happy to provide information and assist you. Our members of staff receive training in how to support and assist disabled customers. The times that staff will be available generally match the times our train services operate. The details at each location are available on our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk), on the station information posters and from our Assisted Travel team (see contact details in section 4.2) or from NRE [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

We recommend that you arrive at the station at least 20 minutes before your train is due to depart to allow you plenty of time to catch it. Please make yourself and your needs known to us as soon as you arrive at the station. Each station has a designated meeting point for those customers who have booked assisted travel (see the table at the back of this booklet) and many stations have Customer Information Points which are open at busy times and can provide specific accessibility information depending on your individual needs or up to date travel information, timetables or leaflets to help you plan your journey.

Wheelchairs are available at all our stations for temporary use at the station by mobility-impaired customers.

To help you identify your train all East Coast stations have electronic customer information screens and also use public address systems so that we can provide clear and consistent messages which is particularly important in the event of delays or disruption.

All East Coast stations have Secure Stations Accreditation. This is awarded by the Department for Transport following assessment by the British Transport Police, and demonstrates our commitment to passenger and staff security. Accessible platform seating is available at all our stations. The full list of station facilities is displayed on the table at the back of this booklet.

## **8.2 Automatic ticket gates**

Automatic ticket gates are in operation at Grantham, Newark, Darlington, Durham and Newcastle. Where gates are installed and in operation, customers will need to purchase a ticket before they travel. There are also manual gatelines at Doncaster and Peterborough. At London King's Cross from February 2011 automatic ticket gates will be in operation on Platforms 0 - 5. All the gatelines include a wide aisle gate suitable for wheelchair users or those with impaired mobility. If members of staff are not available to supervise the gateline, the gates will be retained in the open position.

## **8.3 Getting on and off the train**

### **8.3.1 Ramps**

All our stations have ramps, able to carry up to 230kgs, to assist wheelchair access to and from trains. Our trains also carry heavy-duty ramps which are able to carry 300kgs.

Please note that although ramps can be used at all our stations there are stations on the rail network where the height difference between the train and platform make them unsuitable for the use of ramps. If you book assistance in advance, we will

advise you of the accessibility at the stations you wish to use or of an accessible alternative. Assistance getting on and off our trains can be booked through our Assisted Travel team. Their contact details are provided in section 4.2. Our staff will assist you to and from your seat, (or reserved space if you are in a wheelchair). If you have not booked assistance, our On-board and Station teams will still do their best to assist you, but by booking in advance we will be able to help you as promptly and efficiently as possible.

At stations where trains terminate, we will attend to the needs of customers who have booked assistance as quickly as possible, ensuring that you wait no longer than five minutes after the arrival of the train.

## **8.4 Seats on trains**

Seat reservations can be made for all our train services from our ticket offices, other operators' station ticket offices, our Telesales team, the website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) or through our Assisted Travel team. If you do not have a seat reservation our On-board team will assist you as best they can to find a seat.

East Coast operate two types of train; one electric (also known as an Intercity 225) and the other a diesel train (also known as an Intercity 125 or HST). The seating layouts for both of these train types can be found towards the back of this booklet.

## **8.5 Wheelchair and priority seating areas**

All our trains have designated wheelchair spaces in First Class and Standard accommodation with "assistance" buttons nearby and at least one wheelchair accessible toilet with "assistance" buttons. Wheelchair spaces are available in Coach L in First Class and Coach F in Standard accommodation. A diagram illustrating the layout of the carriage is provided at the back of this booklet. Our staff monitor these seats to ensure they are available for those who need them.

Our trains have “priority” seating near coach doors; these seats have folding tables and armrests to make access easier. These are for use by disabled customers, pregnant women, those with impairments to their mobility or for older people. Space is available beneath these seats to accommodate an assistance dog.

### **8.6 Scooters and wheelchairs**

All our trains are able to carry wheelchairs, electric wheelchairs and mobility scooters which are no more than 120cm long and 70cm wide in standard accommodation on all trains and in First Class on our electric trains. In First Class accommodation on our diesel trains the maximum dimensions are 120cm long by 55cm wide. Unfortunately we are unable to carry larger items unless they can be folded or dismantled to meet these dimensions. In such circumstances these items will be considered as luggage and we ask that they are lifted on and off the train by a companion.

Please note that we do not have accessible toilet facilities in First Class accommodation on our diesel trains

If you use a wheelchair or scooter, we strongly advise that you call our Assisted Travel team at least 24 hours before you travel as space for these items is limited.

### **8.7 Assistance dogs**

Assistance dogs are welcomed on all our train services. We provide dedicated seating with additional leg-room for customers travelling with assistance dogs which should be booked in advance from our Assisted Travel team. Assistance dogs may accompany a customer anywhere, including the on-board restaurant (where available).

### **8.8 Assistance during the journey**

All our trains have an On-board team. They will do their best to assist you during your journey including meeting you and assisting you to your seat.

Most of our trains have a catering service. Many of our trains have an at-seat dining service available to passengers travelling in First Class and a CaféBAR with trolley service for passengers travelling in Standard accommodation. If you are unable to access the CaféBAR and no trolley service is available, staff will be happy to bring you refreshments on request wherever possible. Staff can also assist if you have difficulty opening wrappers or cartons.

If you let us know that you are travelling and will require assistance via our Assisted Travel team this will help us to ensure that our service is prompt and appropriate for your needs.

### **8.9 On-board announcements**

All members of our On-board team are trained in making announcements using the on-board public address system. Our training ensures that they understand the importance of making timely announcements, particularly before the departure of the train and before arrival at a station to allow disabled or mobility-impaired customers sufficient time to prepare to alight.

Our trains do not have visual information displays inside the coaches. We do provide station calling information cards in the doorway windows. These are visible from the station platforms.

### **8.10 Accessibility features of our trains**

A diagram showing the location and facilities on each of our types of train and the routes they serve is provided at the back of this booklet.

## 9. Onward travel

### 9.1 Interchange with other forms of transport or onward rail connections

Travel on East Coast train services may be only part of your journey. Our policy is to provide assistance to customers to make connections between other rail services or other forms of transport at other stations as easily as possible.

### 9.2 Assistance with onward train connections

Our Assisted Travel team will be able to assist you with information about onward connections including booking assistance. Further information is provided in Section 4.2.

### 9.3 Information about other modes of transport

Information about other modes of transport such as buses and taxis to and from East Coast stations are shown on our station information posters.

You can use Transport Direct via our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) or at [www.transportdirect.info](http://www.transportdirect.info) to plan journeys.

The NRE website [www.nationalrail.co.uk/stations\\_destinations](http://www.nationalrail.co.uk/stations_destinations) provides information about taxis and buses from stations.

Traveline: [www.traveline.org.uk](http://www.traveline.org.uk) or **0871 200 22 33** also provides information on other forms of transport from rail stations.

## 10. Service disruption

### 10.1 How we will assist you during service disruption

We recognise the impact that service disruption can have on the journeys of disabled customers who cannot necessarily take advantage of the travel options of other customers during disruption.

All our staff are trained and briefed on the importance of proactively providing regular and frequent information and of providing additional support to disabled customers during disruption.

Our staff will make appropriate use of all communications equipment, both audio and visual such as customer information visual display systems, audio announcements, notice-boards, and our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk), to provide you with the information you need to make an informed decision about how best to continue your journey. Our aim is to ensure passengers are informed of delays affecting their train within two minutes of the delay being known.

If the platform from which your train departs is changed at short notice, our staff will help you to reach the appropriate platform, helping with luggage and providing guidance to those with visual impairment. If you miss your train we will ensure that you are able to continue your journey by the next available train at no additional cost.

During short-notice disruption, if you have booked assistance we will ensure that any changes to your travel arrangements are notified to all the relevant locations on the remainder of your journey so that staff are available to help you, even if you are on a different train from the one planned.

When emergency or amended timetables are introduced we aim to contact affected passengers that have booked assistance to inform them and make alternative arrangements if required.

If trains are replaced by buses or coaches, we will always endeavor to provide vehicles that comply with relevant accessibility regulations. However, at short notice, this may not always be possible. Our staff will make appropriate use of all communications equipment to direct you to this substitute transport. If you are unable to access the alternative transport provided then we will endeavor to arrange a suitable taxi accessible to you at no extra cost to the nearest station with appropriate access.

If you are unable to reach your destination by train because of service disruption, we will ensure that alternative accessible transport is provided for you at no extra cost to your destination, or where necessary, we will provide overnight hotel accommodation for you until we can get you to your final destination.

### **10.2 Assistance for disabled customers during emergencies**

All our staff are trained in the procedures to be adopted in the event of an emergency on either our trains or stations, including the evacuation of stations and trains. These procedures include provision and assistance for disabled customers.

Our staff will assist you 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.

We regularly review our emergency procedures and will consult with representatives of disabled customers during this process.

### **10.3 Changes to station access**

We recognise the impact that the rebuilding of London King's Cross station may have on the travel plans of disabled customers. Our On-board and Station teams will be happy to assist and provide advice on the best routes through the station.

At other locations, where there are proposals to change the access arrangements at a station, there will be no closures of station entrances or gates until consultation has taken place with the DfT, Passenger Focus, London TravelWatch and appropriate local disability groups if the proposals would lead to a reduction in accessibility for disabled customers to any platform or facility. Where accessibility is altered or removed, we will provide reasonable replacement facilities that are accessible, or access to such facilities. Any changes to access will be subject to the approval of the DfT.

Where access to platforms or other facilities for customers with disabilities (for example lifts, accessible toilets etc), breakdown or are temporarily out of use, we will notify NRE and APRS and ensure the information appears on our website within 24 hours and is also displayed at the station entrance. Where possible, this notification includes the expected or actual date by when the facility is to be returned to use. If, as a result of facilities being out of use you are unable to access our station, we will provide, where necessary, suitable alternative transport for customers to/from the nearest suitable station.

We welcome comments from you about any facilities or services that may be unavailable or inoperable.

## 11 Communicating our policy

Copies of this document are available, free of charge, from our ticket offices and can be downloaded from our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk). From our Customer Relations team you can also obtain, free of charge, copies of this document or the supporting document 'Making rail accessible: guide to policies and practices.

We can also provide copies in alternative formats such as audio and large print on request and we aim to have these sent out to you within seven working days of receiving your request.

## 12. Contact and feedback

We welcome your comments and feedback about all aspects of our services. Comments and Compliments forms are available at all our stations. Responsibility for delivery of this policy rests with the Customer Services Director who can be contacted through the Customer Relations team.

Our Passenger's Charter, which is available at stations, on our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) and on request from the Customer Relations team, details how we will try to make amends should a problem occur on your journey.

### East Coast Customer Relations

by post **Freepost RRZG-ZZZX-LKXX**  
**Newcastle upon Tyne**  
**NE1 5DN**

by phone **08457 225 333\***

by email **[customers@eastcoast.co.uk](mailto:customers@eastcoast.co.uk)**

Open Monday to Friday 08.30 – 17.00 excluding Bank Holidays.

### East Coast Assisted Travel

by phone **08457 225 225\***  
(select option 2 and then option 5)

by textphone **08451 202 067**

by email **[assisted.travel@eastcoast.co.uk](mailto:assisted.travel@eastcoast.co.uk)**

Open: Monday to Saturday 08.00 – 20.00  
Sunday 10.00 – 20.00

Closed Christmas Day and Boxing Day.

### Contact Centre

(General Enquiries/Telesales):

by phone **08457 225 225\***

Open: Monday to Saturday 08.00 – 20.00  
Sunday 10.00 – 20.00

Closed Christmas Day and Boxing Day.

by phone from abroad **+44 (0) 191 227 5959**

For refunds of tickets purchased over the phone from our Contact Centre:

### Refund Administration

by post **PO Box 850**  
**Newcastle upon Tyne**  
**NE99 1HZ**

### Website Booking Support

by phone **08457 225 111\***

For refunds of tickets purchased from our website:

### Web Support

by post **PO Box 1207**  
**Newcastle upon Tyne**  
**NE99 1JH**

\* Calling an 0845 number costs 2p per minute daytime, and 0.5ppm at all other times when called from BT landlines. Other networks, including calls from mobiles may vary, please check with your service provider.

## Stations and facilities – East Coast Stations

## Stations and facilities – East Coast Stations

Facilities/Stations	Peterborough	Grantham	Newark North Gate	Retford	Doncaster
Induction loops	✓	✓	✓	✓	✓
Low level ticket counters	✓	✗	✓	✗	✓
Staffed Customer Information Point	✓	✗ For travel advice, please consult with staff in ticket office	✗ For travel advice, please consult with staff in ticket office	✗ For travel advice, please consult with staff in ticket office	✓
Baby change	✓	✓	✓	✓	✓
Accessible toilet	✓	✓	✓	✓	✓
Meeting point for APRS assistance	Customer Information Point, Platform 2 (or Customer Service office, Platform 2)	Customer Service office, Platform 1	Ticket office, main concourse	Ticket office during opening times – all other times Customer Service office, Platform 1	Customer Information Point, Main concourse 08.15-18.00 ticket office 05.30-08.15 and 18.00-20.00. All other times Customer Service office, Platform 3B
Level of platform accessibility	There are steep ramps between platforms and assistance is recommended. A mobility buggy is available	Lift available - independent access	Lifts are available - independent access	For mainline platforms, lifts are available for independent access. Access to platform 4 on the low level is via stairs or escorted lift. Access to platform 3 on the low level is via stairs or a barrow crossing from platform 4 – assistance required	Lifts are available - independent access
Opening hours/ staff assistance available	Mon-Sat 04.00-01.00; Sun 06.00-00.30	Mon-Fri 05.50-00.50; Sat 05.50-22.15; Sun 09.20-23.59	Mon- Fri 05.45-01.15; Sat 05.45-22.30; Sun 09.00-00.30	Mon-Fri 05.45-23.00; Sat 05.45-23.00; Sun 08.30-23.00	Mon-Fri 05.15-01.30; Sat 05.15-00.30; Sun 07.30-01.30
Ticket office opening hours	Mon-Fri 05.45-21.00; Sat 06.00 - 21.00; Sun 08.05 - 21.00	Mon-Sat 05.50-20.00; Sun 09.20-20.00	Mon-Fri 05.45-20.15; Sat 05.45-19.40; Sun 09.00-20.15	Mon-Fri 05.45-18.20; Sat 05.45-17.20; Sun 09.30-18.00	Mon-Sat 05.15-20.00; Sun 08.00-20.00
Impaired mobility set down	✓	✓	✓	✓	✓
Accessible taxis	✓	✗	Limited availability as only one accessible taxi is available on the rank	Limited availability as only one accessible taxi is available on the rank	✓
Accessible platform seating	✓	✓	✓	✓	✓
Accessible weather proof waiting facilities	Platform 2	Main entrance hall	All platforms	On mainline platforms, shelters on other platforms	Platforms 3, 4 and 8
Wheelchair available for temporary use	✓	✓	✓	✓	✓
Designated Blue Badge parking	✓	✓	✓	✗	✓
Customer information systems	Both visual displays and aural using PA system	Both visual displays and aural using PA system	Both visual displays and aural using PA system	Both visual displays and aural using PA system	Both visual displays and aural using PA system
Accessible public telephones	✗	✗	✓	✓	✓
Catering facilities available	Café with seating; coffee kiosks; shops serving refreshments to take away	Café with seating and coffee kiosk	Coffee kiosk and café, both with seating	Vending machines only	Café with seating; coffee kiosks; shops serving refreshments to take away

## Stations and facilities – East Coast Stations

## Stations and facilities – East Coast Stations

Facilities/Stations	Wakefield Westgate	York	Darlington	Durham	Newcastle
Induction loops	✓	✓	✓	✓	✓
Low level ticket counters	✗	✓	✗	✓	✗
Staffed Customer Information Point	✓	✓	✓	✗ However, information can be obtained from staff offices on both platforms	✓
Baby change	✓	✓	✓	✓	✓
Accessible toilet	✓	✓	✓	✓	✓
Meeting point for APRS assistance	Customer Information Point, main concourse	Customer Reception, main concourse	Customer Information Point, Platform 4 (opposite ticket office)	Station Supervisor's office Platform 1	Customer Information Point, main concourse
Level of platform accessibility	Station staff can accompany passengers across a 'barrow-crossing'	Lifts available for independent access	Level access from Station Approach. Steep ramps from Victoria Road entrance - assistance recommended	Lifts available - independent access	Steep ramps to Platforms 5-8; Lifts to Platforms 3 and 4 - assistance recommended
Opening hours/ staff assistance available	Mon-Fri 05.00-23.59; Sat 05.00-23.59; Sun 07.30-23.59	Mon -Sun 24 hours	Mon-Sat 24 hours; Sun 07.00-23.59	Mon-Sat 24 hours; Sun 07.30-23.59	Mon-Fri 04.00-23.30; Sat 04.00-23.30; Sun 06.00-23.30
Ticket office opening hours	Mon-Sat 06.00-20.30; Sun 08.30-20.00	Mon-Thurs 05.45-21.00; Fri 05.45-22.00; Sat 05.45-21.00; Sun 07.30-21.30	Mon-Thurs 06.00-20.00; Fri 06.00-21.00; Sat 06.00-19.45; Sun 07.45-20.00	Mon-Fri 06.00-20.00; Sat 06.00-19.00; Sun 08.00-19.00	Mon-Sat 05.00-21.20; Sun 07.00-21.20
Impaired mobility set down	✓	✓	✓	✓	✓
Accessible taxis	✓	✓	✓	✓	✓
Accessible platform seating	✓	✓	✓	✓	✓
Accessible weather proof waiting facilities	Platform 2	Platforms 3 and 7/9	Platforms and main concourse	Platforms 1 and 2	Platforms 3, 4, 5, 6
Wheelchair available for temporary use	✓	✓	✓	✓	✓
Designated Blue Badge parking	✓	✓	✓	✓	✓
Customer information systems	Both visual displays and aural using PA system	Both visual displays and aural using PA system	Both visual displays and aural using PA system	Both visual displays and aural using PA system	Both visual displays and aural using PA system
Accessible public telephones	✗	✓	✗	✗	✓
Catering facilities available	Café and coffee shops both with seating. Shop serving food to take away	Public House; café and coffee kiosk all with seating. Various shops serving food to take away	Café and coffee shops both with seating. Various shops serving food to take away	Café and coffee shops both with seating. Various shops serving food to take away	Public house; café and coffee kiosk all with seating. Various shops serving food to take away

## Stations and facilities – East Coast Stations

Facilities/Stations	Berwick-upon-Tweed	Dunbar
Induction loops	✓	✓
Low level ticket counters	✗	✓
Staffed Customer Information Point	✗ For travel advice, please consult with staff in ticket office	✗ For travel advice, please consult with staff in ticket office
Baby change	✓	✓
Accessible toilet	✓	✓
Meeting point for APRS assistance	Main entrance or ticket office	Booking office
Level of platform accessibility	Lift between ticket hall/ platforms and overbridge	Level access - no assistance necessary
Opening hours/staff assistance available	Mon-Thurs 06.00-22.30; Fri 06.00-23.30; Sat 06.00-22.45; Sun 09.00-23.00	Mon-Fri 06.00-22.00; Sat 06.25-22.45; Sun 09.00-23.00
Ticket office opening hours	Mon-Fri 06.00-19.00; Sat 06.30-19.00; Sun 10.15-19.00	Mon-Fri 06.10-21.15; Sat 07.00-20.00; Sun 11.15-18.30
Impaired mobility set down	✓	✓
Accessible taxis	✗ There are no accessible taxis available on the station rank and only one accessible taxi operates in Berwick	✓
Accessible platform seating	✓	✓
Accessible weather proof waiting facilities	Main entrance hall and platforms	Platform 1 (single platform station)
Wheelchair available for temporary use	✓	✓
Designated Blue Badge parking	✓	✓
Customer information systems	Both visual displays and aural using PA system	Both visual displays and aural using PA system
Accessible public telephones	✗	✗
Catering facilities available	Coffee kiosk with seating	Vending machines only

## Stations and facilities – Network Rail Stations

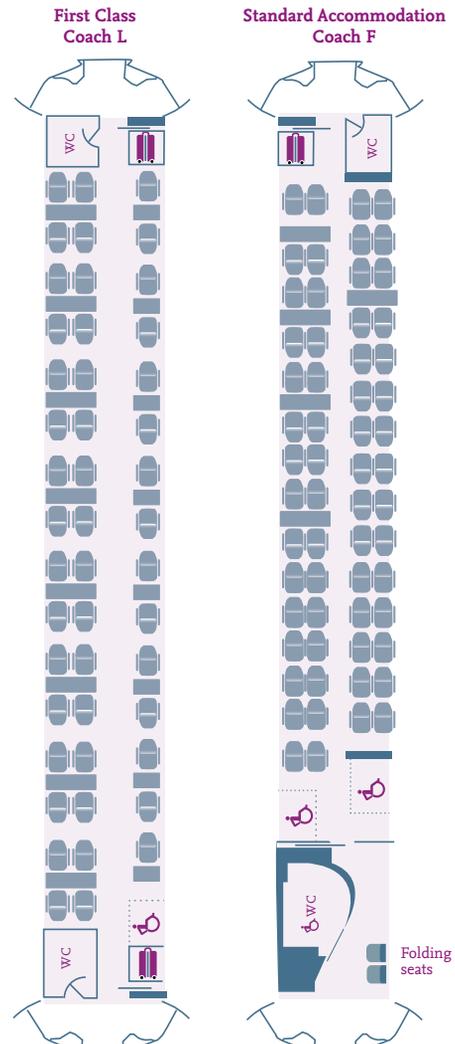
Facilities/Stations	Glasgow Central	Edinburgh Waverley
Induction loops	✓	✓
Low level ticket counters	✓	✗ Will be installed by June 2011
Staffed Customer Information Point	✗ For travel advice, please consult with staff in ticket office	✓
Baby change	✓	✓
Accessible toilet	✓	✓
Meeting point for APRS assistance	West Coast reception on main concourse or drop off point on carriage driveway between Platforms 11 and 12. Or customer lounge adjacent to Platforms 1 and 2	East Coast Customer Service reception adjacent to the East end of Platform 11
Level of platform accessibility	Level access to all platforms	Lifts and escalators
Opening hours/staff assistance available	Mon-Sat 05.00-00.30; Sun 07.00-00.30	Mon-Sat 04.00-00.45; Sun 06.00-00.45
Ticket office opening hours	Mon-Sat 05.45-23.30; Sun 09.15-21.30	Mon-Fri 05.00-00.00; Sat 05.30-00.00; Sun 07.00-00.00
Impaired mobility set down	✗	✗
Accessible taxis	✗	✓
Accessible platform seating	✓	✓
Accessible weather proof waiting facilities	Main concourse	Main concourse
Wheelchair available for temporary use	✓	✓
Designated Blue Badge parking	✓	✓
Customer information systems	Both visual displays and aural using PA system	Both visual displays and aural using PA system
Accessible public telephones	✓	✓
Catering facilities available	Public house; coffee kiosks; catering establishments with seating. Various shops serving food to take away	Public house; coffee kiosks; catering establishments with seating. Various shops serving food to take away

## Stations and facilities – Network Rail Stations

Facilities/Stations	Leeds	London King's Cross
Induction loops	✓	✓
Low level ticket counters	✓	✓
Staffed Customer Information Point	✓	✓
Baby change	✓	✓
Accessible toilet	✓	✓
Meeting point for APRS assistance	Northern Trains Customer Information	Customer Information Point on main concourse or if arriving by car, the West Yard entrance
Level of platform accessibility	Lifts and escalators	Level access to all platforms
Opening hours/ staff assistance available	Mon-Sun 24 hours	Mon-Fri 05.00-01.36; Sat 05.00-00.36; Sun 05.30-01.36
Ticket office opening hours	Mon-Sun 24 hours	Mon-Fri 05.15-01.40; Sat 05.15- 00.40; Sun 06.00-01.40
Impaired mobility set down	✓	✗
Accessible taxis	✓	✓
Accessible platform seating	✓	✓
Accessible weather proof waiting facilities	Main concourse	Adjacent to ticket office
Wheelchair available for temporary use	✓	✓
Designated Blue Badge parking	✓	✓
Customer information systems	Both visual displays and aural using PA system	Both visual displays and aural using PA system
Accessible public telephones	✓	✓
Catering facilities available	Public house; coffee kiosks; catering establishments with seating. Various shops serving food to take away	Public house; coffee kiosks. Various shops serving food to take away

## Facilities for disabled passengers on our *HST*\* trains

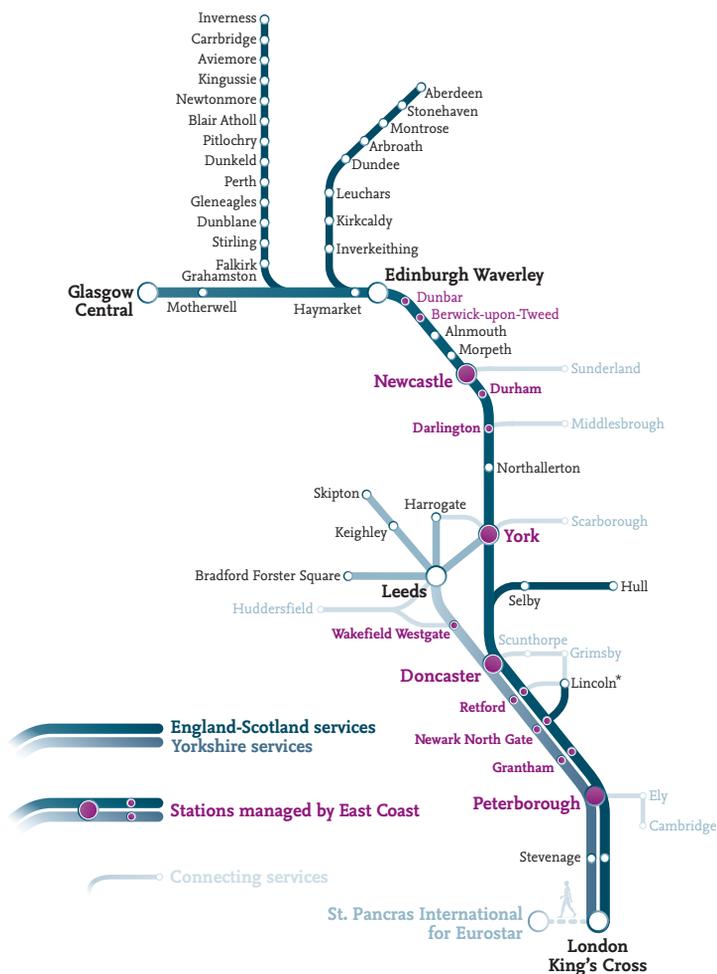
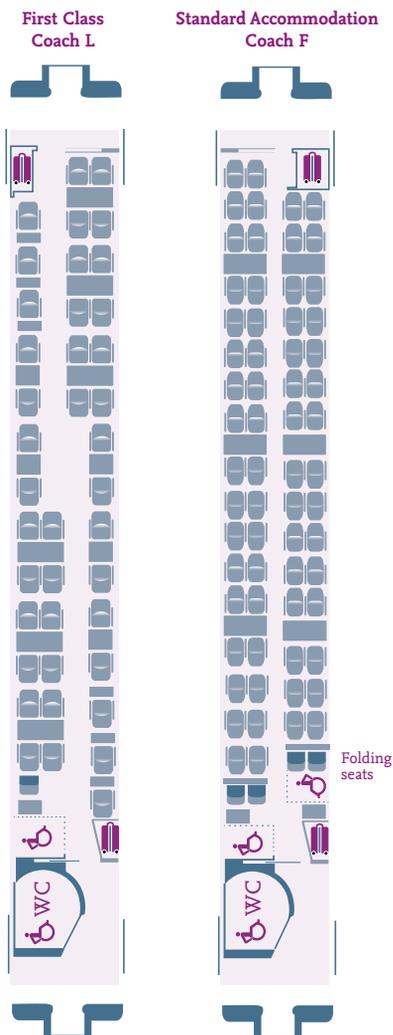
All seats have fold-up armrests to make it easier to get in and out. 'Priority' labelled seats with additional legroom and fold-up tables are situated near doors in all coaches. There is one wheelchair space in First Class and two in Standard accommodation all with companion seating. Assistance buttons can be found adjacent to wheelchair spaces and in the accessible toilet (please note there is no accessible toilet in First Class).



\*Our *HST* (High Speed Train) fleet can be easily recognised as they have white and silver livery.

# Facilities for disabled passengers on our InterCity 225\* trains

All seats have fold-up armrests to make it easier to get in and out. 'Priority' labelled seats with additional legroom and fold-up tables are situated near doors in all coaches. There is one wheelchair space in First Class and two in Standard accommodation all with companion seating. Assistance buttons can be found adjacent to wheelchair spaces and in accessible toilets.



\* Services to include Lincoln from 22 May 2011

\*Our InterCity 225 fleet can be easily recognised as they are blue with a white strip down the side.



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*FSC logo in this placement  
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