

Making rail accessible: helping older and disabled customers

November 2016



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Our commitment to you

London Overground is managed by Transport for London (TfL) and operated by Arriva Rail London (ARL).

Six routes make up the London Overground network:

- Richmond and Clapham Junction to Stratford
- Watford Junction to Euston
- Gospel Oak to Barking
- Highbury & Islington to West Croydon and Clapham Junction
- Liverpool Street to Enfield Town, Cheshunt (via Seven Sisters) and Chingford
- Romford to Upminster

At London Overground, we are committed to providing you with a safe, reliable and friendly service. We want to make sure that you can use our services safely and in comfort.

We recognise that our customers may have different requirements when they travel with us and we are committed to making your journey as easy as possible. This applies not only to wheelchair users, but also:

- Customers with visual or auditory impairments or learning disabilities
- Customers whose mobility is impaired through arthritis or other temporary or long term conditions
- Those with mental health issues
- Older people
- Customers accompanying disabled children in pushchairs
- Disabled customers requiring assistance with luggage

We welcome your feedback on the service we provide and any suggestions you may have for improvements. Our contact details are shown on the back page of this leaflet.

Policy summary

London Overground is committed to helping less able customers travel more easily by offering the following services:

- Assistance at stations and to board and alight from trains when using our services or making connections at the stations we manage
- Alternative accessible transport when our stations or trains are inaccessible
- Clear, consistent and up-to-date customer information
- A range of discounts to reduce the cost of the journey

London Overground is committed to working with TfL, Network Rail and the Department for Transport (DfT) to support the delivery and development of Access for All schemes.

Aside from upgrades to stations and trains, we regularly review our arrangements as part of our wider Equality and Inclusion agenda.

This document, along with our policy document 'Making rail accessible: guide to policies and practices', is reviewed annually.

Assistance for customers

We have staff at all our London Overground managed stations during train operating hours who provide the following assistance services for our older and disabled customers:

- Assistance with boarding and alighting, including luggage assistance (up to one item of hand luggage and two items of luggage not exceeding 300mm x 700mm x 900mm in size)
- Assistance with transferring between trains or other modes of onward transport calling at our stations
- Wheelchair assistance including wheelchair ramps at all accessible stations

London Overground operates a turn up and go service for customers requiring assistance. All stations are staffed while trains are running. To request assistance please speak to a member of staff who will be happy to help. They will also make sure that staff at your destination are ready to help you alight.

If you are travelling from one of our stations with step-free access to the train and require assistance at your destination please let a member of staff know before you board the train. We will make sure that someone is ready to provide you with assistance on arrival.

Although we aim to help customers board or alight from trains as quickly as possible, there may be a delay of up to five minutes at terminating stations. You will be informed of any possible delay at the time of booking and you are recommended to allow extra time to make any connections.

As well as providing turn up and go assistance, London Overground offers a service for customers to pre-book assistance 24 hours in advance if they wish to. This may be helpful for journeys which involve travel on trains or stations managed by another company.

London Overground participates in and fully supports the Passenger Assist system to ensure that our customers can book assistance for their entire journey, regardless of which Train Operating Company runs the other train services or stations involved.

We are resourced to maintain Passenger Assist and improve performance, which is measured and monitored periodically.

If you need assistance for your journey, please contact the TfL Contact Centre by phone on 0343 222 1234 giving where possible 24 hours' notice, especially when your journey continues beyond London Overground. For customers who are deaf or hard of hearing, booking assistance is possible by Minicom textphone on 0800 112 3456.

Although seats cannot be reserved on London Overground services, we will make every effort to ensure that wheelchair spaces are prominently marked for wheelchair users so that disabled customers can obtain a seat on the train. We have clearly marked priority seats on all our trains for use by disabled customers or

those less able to stand.

We are committed to keeping industry databases updated with any changes to the accessibility of facilities and services at our stations to ensure that information on the National Rail Enquiries and TfL websites are up to date.

The 'Stations made easy' pages on the National Rail Enquiries website provide more information regarding the accessibility of facilities and services and will be updated whenever there is a change to accessibility as follows:

- Any physical constraints preventing disabled customers from using the station
- Any significant temporary work affecting station accessibility
- Any changes to stations that would make them temporarily inaccessible, eg lifts and toilets out of order
- Any facilities on trains being unavailable if this would have a material impact on a disabled customer's journey, including the temporary use of inaccessible trains

Alternative accessible transport for older and disabled customers

Where our stations are not accessible to you (preventing you from accessing the train) we will provide alternative transport at no additional cost (eg taxi or direct local bus). This will include those occasions when a station becomes temporarily inaccessible, eg when a lift is out of order and you are unable to manage the stairs, or when any replacement service during service disruption is inaccessible.

When you arrive at the station, we will ensure that alternative transport is arranged to take you between:

- Your station of origin and the nearest or most convenient accessible station and/or
- Your destination station and the nearest or most convenient accessible station

We only provide alternative transport services between stations served by London Overground or other National Rail operators when our stations and trains are inaccessible. Customers using alternative accessible transport are required to hold a valid ticket for the journey they wish to make.

Customer information

We aim to provide clear and consistent information regarding train departures and we work closely with other Train Operating Companies to ensure that our information provision is in line with industry good practice. Our staff are available at all times to provide up-to-date information and there are also customer Help Points, fitted with induction loops, on all stations.

We are committed to ensuring that up-to-date information about our facilities, services and the accessibility of our stations and trains is available on the National Rail Enquiries website at www.nationalrail.co.uk

The Customer Service Resource Centre are responsible for ensuring that our industry databases are updated with any changes to the services we provide within 24 hours.

You can also obtain full details of the services that we offer from the TfL Contact Centre or any member of station staff. Our station staff have access to the National Rail Enquiries website and the 'Stations made easy' pages and can provide information about our facilities, services and the accessibility of our stations and trains.

The following maps and guides are also available from tfl.gov.uk

- **Audio Tube map**
A guide to Tube, Docklands Light Railway (DLR) and London Overground with information on Tube and DLR station facilities
- **Large print (colour or black and white) Tube maps**
These include Tube, DLR, London Overground and TfL Rail and are produced for visually impaired/colour-blind customers; available at tfl.gov.uk/maps
- **Getting around London – Your guide to accessibility**
This provides help with planning journeys using Tube, DLR, London Overground, buses, taxis and private hire vehicles, trains, trams and riverboats; available in large print and Braille at tfl.gov.uk/accessguides
- **Step-free Tube guide**
This identifies and gives further details on step-free access at Tube, DLR, London Overground and TfL Rail stations at tfl.gov.uk/accessguides
- **Tube toilet map**
The locations of toilet and baby changing facilities on the Tube, DLR, London Overground and TfL Rail at tfl.gov.uk/accessguides

Tickets and fares

If you are unable to buy a ticket at a station before your journey because our facilities are not available or accessible to you for any reason, you may buy a ticket without penalty (ie including any applicable discounts) at your destination.

Local borough councils provide Freedom Passes to give older and disabled Londoners free travel on almost all public transport in London. Freedom Pass holders may travel free on Tube, DLR, London Overground, TfL Rail, bus, tram and National Rail services. Although time restrictions apply on some National Rail services, Freedom Pass holders may travel on London Overground services at any time. For more information on applying for a Freedom Pass, you should contact your local council – call 0300 330 1433 or visit www.freedompass.org

If you hold a Disabled Persons Railcard (www.disabledpersons-railcard.co.uk), please remember to show it when purchasing your ticket at a ticket office. Railcard discounts are also available from ticket vending machines. Visually impaired customers without a Railcard are entitled to discounts when travelling with a companion and should present their Certificate of Visual Impairment (CVI) or BD8 certificate. Wheelchair users are also entitled to discounts without a Railcard as detailed in the table on page 10.

Please note that non-Railcard discounts are only available from our ticket offices.

Additionally, details on the 60+ London Oyster photocard are available at tfl.gov.uk - please note that this is not available for those who are eligible for an older or disabled persons Freedom Pass.

More information on tickets and fares can be found at tfl.gov.uk/fares and at www.disability-onboard.co.uk

The following discounts are available for travel on London Overground and other National Rail journeys:

	Adult	Child
Disabled Persons Railcard holder	34% discount on most National Rail single or return fares	Standard child rate applies (where a child holds a Disabled Persons Railcard a 34% discount is available to an adult companion on most National Rail fares)
Companion to a Disabled Persons Railcard holder	As above	The standard child rate applies to a child travelling as a companion
Wheelchair users and one companion, or wheelchair user travelling alone	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares	75% discount available on most National Rail Anytime day single and return fares (34% discount available for accompanying adult on most National Rail fares, and 50% discount available for National Rail Anytime day return)
Blind or visually impaired customers when travelling with a companion (no discount if travelling alone)	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares	Standard child rate applies

Oyster pay as you go: Discounted fares are available to customers who hold a Disabled Persons Railcard. The discount must be set on the Oyster card prior to travel and can be done at any London Overground ticket office.

Freedom Pass holder: Free travel on TfL services, which includes travel on London Overground at any time. Free travel is also available on most National Rail services in London Fare Zones 1-9 after 09:30 Mondays to Fridays and anytime at weekends. Please check Freedom Pass terms and conditions for further information.

At the station

London Overground is committed to maintaining the accessibility of our stations and will not permanently close any station or gate if this will lead to a reduction in accessibility for disabled customers.

As part of our planned programme of improvements, we will be introducing PA systems and clearer electronic displays for communicating customer information along the new routes to bring them in line with stations on our existing routes. We aim to ensure that all information regarding train departures is kept up to date, especially during service disruption.

We provide timetable leaflets, posters and information at all our stations and members of staff are available during all train running hours if you require any further assistance or information.

We place timetables, posters and information leaflets where they are accessible to disabled customers wherever possible. Where third parties provide facilities, we work closely with them to ensure that these facilities are as accessible as possible.

All of our ticket machines are able to offer discounts to Disabled Persons Railcard holders. Where our stations have automatic ticket gates, these are staffed when in operation. If for any reason we are unable to supervise ticket gates we will switch them to the 'open' position.

Left luggage facilities are provided by Network Rail at Euston and London Liverpool Street stations. They are accessible to disabled passengers including wheelchair users.

You can find more information regarding accessibility, facilities and services at our stations in the 'Station accessibility information' section of this leaflet.

On the train

Trains across our network provide dedicated wheelchair bays and prominent priority seating. All our trains provide audio information in each carriage.

Trains on the Richmond and Clapham Junction to Stratford route, Watford Junction to Euston route, Gospel Oak to Barking route and the Highbury & Islington to West Croydon and Clapham Junction route also provide visual information in each carriage and CCTV for greater security.

Wheelchairs are accepted on all of our services.

We have introduced longer trains, to increase capacity. Please be aware that because of short platforms the doors in the rear carriage will not open at the following stations:

- Canada Water
- Rotherhithe
- Wapping
- Whitechapel

Please make sure you are travelling in the correct part of the train if alighting at these stations.

To ensure that customers have sufficient time to prepare to leave the train, we make an announcement about the next stop after departure from the previous station. On many of our trains this information is also displayed inside the train. We aim to ensure that we keep you regularly informed of how the train is running, especially during service disruption. If you have any feedback about this information please contact the

TfL Contact Centre, whose contact details can be found at the back of this leaflet.

Our trains have priority seats for disabled customers or those less able to stand. These seats are clearly signed and on our new trains have a lighter colour fabric to help our customers find them more easily.

When providing assistance, our staff will make every effort to ensure that you can obtain a seat or use the wheelchair spaces provided by assisting you when you board the train into the correct space/seat.

You can use mobility scooters on our trains. We can carry scooters and wheelchairs up to 700mm wide and 1200mm long with a maximum weight of 300kg (including your weight). Customers may remain in scooters and wheelchairs when travelling and can use the dedicated wheelchair bays. We will provide alternative transport for you and your scooter in the event of planned and unplanned disruption; this will be by an accessible bus or taxi.

We cannot carry scooters or wheelchairs in excess of these sizes and weight restrictions because of the limited space in train carriages and the size of train doorways.

Making connections

We are happy to provide assistance to any customer making connections to other train services or other modes of onward transport calling at our stations. This includes providing help with boarding and alighting as well as luggage assistance.

Where customers identify themselves to our staff on arrival at the station, we will ensure that assistance is available if there is a change of platform at short notice.

While we operate a turn up and go service at our stations, customers wishing to book assistance in advance should contact the TfL Contact Centre to book their assistance, allowing extra time to make their connections.

You can find more information regarding the assistance services we offer in the 'Assistance for customers' section of this leaflet or by getting in contact with us.

Accessible onward transport

London has a wide range of accessible transport options to help everyone get around.

London Buses operate all services, except heritage routes, with low-floor vehicles with wheelchair ramps, enabling all customers to get on and off easily. The DLR and London Trams are Rail Vehicle Accessibility Regulations (RVAR) compliant. All licensed taxis (black cabs) are accessible to people using wheelchairs.

There is step-free access between London Overground and other operators' services at:

Barking, Canada Water, Cheshunt, Clapham Junction, Crystal Palace, Denmark Hill, Euston, Forest Hill, Harrow & Wealdstone, Liverpool Street, Queens Road Peckham, Richmond, Romford, Stratford, Watford Junction, Wembley Central, West Croydon and Willesden Junction

For more information, visit tfl.gov.uk/accessibility

Disruption to facilities and services

During service disruption, we will make regular announcements, where systems allow, and ensure that we update our information screens regularly to keep you informed. If there is a change of platform at short notice, we will ensure that we provide customers, who identify themselves to our staff at the station, with assistance to change platforms. Our station staff are trained to look for any customers who require assistance in these circumstances.

Where you have booked assistance in advance, we will make every effort to contact you to make alternative arrangements. If it is likely that any rail replacement service will be inaccessible we will arrange to take you to the nearest or most convenient accessible station from where you can continue your journey without an additional charge.

During planned engineering work, we will provide clear information at our stations to advise customers of replacement transport options. All replacement bus services run on behalf of London Overground during planned engineering work are fully accessible. When our facilities and services are not available or are not accessible, we will make every effort to provide alternative facilities.

The Customer Service Resource Centre is responsible for ensuring that any changes to accessibility are updated on the National Rail Enquiries website within 24 hours. This information will include details of:

- Any physical constraints preventing disabled people from using the station
- Significant temporary work affecting station accessibility
- Changes to stations that would make them temporarily inaccessible
- On-train facilities being unavailable when this would affect disabled customers' journeys

Contact us

The TfL Contact Centre is available for you to find out more about our services or provide feedback on the services and facilities that we provide.

Our Customer Experience Director is responsible for this policy and for making sure that we take the needs of disabled customers into consideration.

For any comments relating to the content of this leaflet please refer to the TfL Contact Centre; contact details on the back page.

There are several channels available for customers to contact us. We have given consideration to each of these options to ensure that concerns raised can be captured and handled effectively and efficiently.

We offer a local rate and easy to remember phone number that is included in a majority of call packages for landline and mobile providers. The TfL Contact Centre is available 24 hours a day.

If for any reason the phone lines are not open, a recorded message is played giving details of opening hours and alternate contact options, such as the website. A TextPhone service is available on a Freephone number for customers with a hearing disability.

Station accessibility information

Notes below refer to the 'Step-free access' columns on pages 18 to 23

1. Station with multiple entrances

Step-free access may not be available at all entrances to the station – please check before you travel. There is no step-free access for customers changing platforms.

2. Station with step-free access to some lines

Step-free access is available for London Overground or National Rail services. There is no step-free access for customers wishing to use London Underground.

3. Station with step-free access to London Overground services

Step-free access is available for London Overground services. There is no step-free access for customers wishing to use London Underground or National Rail.

The note below refers to the 'Customer information (visual and aural)' column on pages 18 to 23

* Visual customer information only

All stations are managed by London Overground unless otherwise shown.

Train Operating Company codes refer to the 'stations' column on pages 18 to 23.

CC	Managed by c2c
LE	Managed by Abellio Greater Anglia
LM	Managed by London Midland
LU	Managed by London Underground
NR	Managed by Network Rail
SE	Managed by Southeastern
SN	Managed by Southern
SW	Managed by South West Trains
TL	Managed by Thameslink
XR	Managed by TfL Rail

Additional notes:

- This station accessibility information is reviewed every six months and updated on the TfL website as required
- Updates on station accessibility can also be found on the National Rail Enquiries website

The station accessibility information is correct as at November 2016

Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
Acton Central	✓	✓	✓		✓		✓	✓	✓	see note 1	
Anerley	✓	✓					✓	✓	✓	see note 1	
Barking [CC]	✓	✓	✓		✓		✓	✓	✓	✓	✓*
Battersea Park [SN]		✓					✓	✓	✓		✓
Bethnal Green	✓	✓	N/A				✓●		✓		
Blackhorse Road [LU]		✓			✓	✓	✓	✓	✓		
Brockley	✓	✓	✓		✓		✓	✓	✓	see note 1	
Brondesbury	✓	✓					✓	✓	✓		
Brondesbury Park	✓	✓	✓				✓	✓	✓		
Bruce Grove	✓	✓					✓			✓	
Bush Hill Park	✓	✓			✓	✓	✓		✓	see note 1	✓*
Bushey	✓	✓			✓	✓	✓	✓	✓		
Caledonian Road & Barnsbury	✓	✓	✓				✓	✓	✓	✓	
Cambridge Heath	✓	✓	N/A				✓●		✓		
Camden Road	✓	✓	✓		✓		✓	✓	✓	✓	
Canada Water [LU]	✓	✓	N/A		✓		✓	✓	✓	✓	✓
Canonbury	✓	✓	✓		✓		✓	✓	✓	✓	
Carpenders Park	✓	✓	✓		✓		✓	✓	✓	✓	
Cheshunt [LE]	✓	✓	✓		✓	✓	✓	✓	✓	see note 1	*

For notes and codes see pages 17

Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
Chingford	✓	✓			✓	✓	✓ ●		✓	✓	✓ *
Clapham High Street	✓	✓	N/A				✓	✓	✓		
Clapham Junction [SW]	✓	✓	✓		✓		✓	✓	✓	✓	✓ *
Clapton	✓	✓					✓ ●		✓		
Crouch Hill	✓	✓	N/A				✓	✓	✓		
Crystal Palace	Partial	✓	✓		✓	✓	✓	✓	✓	✓	✓ *
Dalston Junction	✓	✓	✓				✓	✓	✓	✓	*
Dalston Kingsland	✓	✓					✓	✓	✓		
Denmark Hill [TL]	✓	✓	✓				✓	✓	✓	✓	*
Edmonton Green	✓	✓			✓		✓		✓	✓	
Emerson Park	✓	✓	N/A				✓		✓	✓	
Enfield Town	✓	✓			✓		✓ ●		✓	✓	✓ *
Euston [NR]	✓	✓	✓	✓	✓	✓	✓	✓	✓	see note 2	✓ *
Finchley Road & Frognal	✓	✓					✓	✓	✓		
Forest Hill	✓	✓	✓		✓	✓	✓	✓	✓	see note 1	
Gospel Oak	✓	✓	✓		✓		✓	✓	✓	✓	✓ *
Gunnersbury [LU]		✓	✓				✓	✓	✓		
Hackney Central	✓	✓	✓		✓		✓	✓	✓	✓	
Hackney Downs	✓	✓			✓		✓		✓		

For notes and codes see pages 17

Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
Hackney Wick	✓	✓	✓				✓	✓	✓	see note 1	
Haggerston	✓	✓	✓				✓	✓	✓	✓	*
Hampstead Heath	✓	✓	✓		✓		✓	✓	✓	✓	
Harlesden [LU]		✓					✓	✓	✓		
Harringay Green Lanes	✓	✓	N/A		✓		✓	✓	✓	see note 1	
Harrow & Wealdstone [LU]		✓			✓	✓	✓	✓	✓	✓	✓*
Hatch End	✓	✓				✓	✓	✓	✓	platform 2 only	
Headstone Lane	✓	✓	✓				✓	✓	✓	platform 2 only	
Highams Park	✓	✓			✓	✓	✓●		✓	see note 1	
Highbury & Islington [LU]	✓	✓	N/A		✓		✓	✓	✓	see note 3	
Homerton	✓	✓	✓				✓	✓	✓	✓	
Honor Oak Park	✓	✓	✓		✓		✓	✓	✓		
Hoxton	✓	✓	✓				✓	✓	✓	✓	*
Imperial Wharf	✓	✓	✓				✓	✓	✓	✓	
Kensal Green [LU]		✓					✓	✓	✓		
Kensal Rise	✓	✓	✓				✓	✓	✓	see note 1	
Kensington (Olympia)	✓	✓	✓		✓	✓	✓	✓	✓	see note 1	✓*

Kentish Town West	✓	✓					✓	✓	✓		
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For notes and codes see pages 17

Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
Kenton [LU]		✓					✓	✓	✓		
Kew Gardens [LU]		✓	✓		✓	✓	✓	✓	✓	see note 1	
Kilburn High Road	✓	✓	✓				✓	✓	✓		
Leyton Midland Road	✓	✓	N/A				✓	✓	✓		
Leytonstone High Road	✓	✓	N/A				✓	✓	✓		
Liverpool Street [NR]	✓	✓	✓	✓	✓		✓		✓	see note 2	✓*
London Fields	✓	✓	N/A				✓●		✓		
New Cross [SE]		✓	✓		✓		✓	✓	✓	✓	✓*
New Cross Gate	✓	✓	✓		✓		✓	✓	✓	✓	
North Wembley [LU]		✓					✓	✓	✓		
Norwood Junction	✓	✓	✓		✓	✓	✓	✓	✓	platform 1 only	✓*
Peckham Rye [SN]		✓			✓		✓	✓	✓		✓
Penge West	✓	✓				✓	✓	✓	✓	platform 1	✓*
Queen's Park [LU]		✓	✓		✓		✓	✓	✓		
Queens Road Peckham [SN]		✓	✓				✓	✓	✓	✓	
Rectory Road	✓	✓					✓●		✓		
Richmond [SW]	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓*
Romford [XR]	✓	✓	✓		✓		✓	✓	✓	✓	✓*
Rotherhithe		✓	✓				✓	✓	✓		

For notes and codes see pages 17

Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
St. James Street	✓	✓			✓		✓ ●		✓		
Seven Sisters	✓	✓	N/A		✓		✓		✓		✓
Shadwell	✓	✓	✓				✓	✓	✓		
Shepherd's Bush	✓	✓	✓		✓		✓	✓	✓	see note 1	
Shoreditch High Street	✓	✓	✓		✓		✓	✓	✓	✓	*
Silver Street	✓	✓					✓ ●		✓		
South Acton	✓	✓	✓				✓	✓	✓	see note 1	
South Hampstead	✓	✓					✓	✓	✓		
South Kenton [LU]		✓					✓	✓	✓		
South Tottenham	✓	✓	N/A				✓	✓	✓		
Southbury	✓	✓					✓ ●		✓		
Stamford Hill	✓	✓					✓ ●		✓		
Stoke Newington	✓	✓					✓ ●		✓		
Stonebridge Park [LU]		✓					✓	✓	✓		
Stratford [XR]	✓	✓	✓		✓		✓	✓	✓	✓	✓*
Surrey Quays	✓	✓	✓		✓		✓	✓	✓		
Sydenham	✓	✓	✓		✓		✓	✓	✓	see note 1	
Theobalds Grove	✓	✓	N/A			✓	✓ ●		✓		
Turkey Street	✓	✓					✓ ●		✓		
Upminster [CC]	✓	✓			✓	✓	✓	✓	✓		✓*
Upper Holloway	✓	✓	N/A				✓	✓	✓	see note 1	

For notes and codes see pages 17

Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
Walthamstow Central	✓	✓	✓		✓	✓	✓		✓	see notes 1 and 2	✓
Walthamstow Queen's Road	✓	✓	N/A				✓	✓	✓	✓	
Wandsworth Road	✓	✓	N/A				✓	✓	✓		
Wanstead Park	✓	✓	N/A				✓	✓	✓		
Watford High Street	✓	✓			✓		✓	✓	✓		
Watford Junction [LM]		✓	✓		✓	✓	✓	✓	✓	✓	✓*
Wapping		✓	✓				✓	✓	✓		
Wembley Central [LU]		✓	✓				✓	✓	✓	✓	✓*
West Brompton [LU]	✓	✓					✓	✓	✓	platforms 2, 3 & 4	
West Croydon	✓	✓	✓		✓		✓	✓	✓	see note 1	
West Hampstead	✓	✓	✓		✓		✓	✓	✓		
Whitechapel [LU]	✓	✓					✓	✓	✓		
White Hart Lane	✓	✓					✓ ●		✓		
Willesden Junction	✓	✓	✓		✓		✓	✓	✓	✓	✓*
Wood Street	✓	✓					✓ ●		✓		
Woodgrange Park	✓	✓	N/A				✓	✓	✓		

For notes and codes see pages 17

Contact information

Phone: 0343 222 1234
Online: www.tfl.gov.uk/contact
TextPhone: 0800 112 3456
Post: TfL Contact Centre,
4th Floor, 14 Pier Walk
London, SE10 0ES

If after contacting us you wish to take your comments further, please write to the independent statutory watchdog for transport users in and around London.

London TravelWatch
169 Union Street, London, SE1 0LL
www.londontravelwatch.org.uk

The information within this booklet is available to download from
www.arrivarailondon.co.uk/go/travel/accessibility

Information correct as at November 2016



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0343 222 1234*



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@LDNOverground



National Rail Enquiries
03457 48 49 50

*Service and network charges may apply. See tfl.gov.uk/terms for details.