

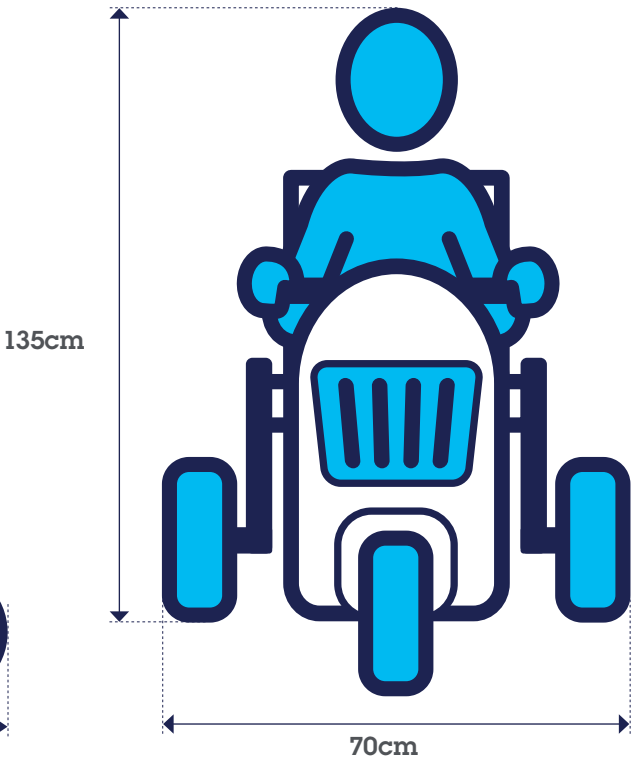
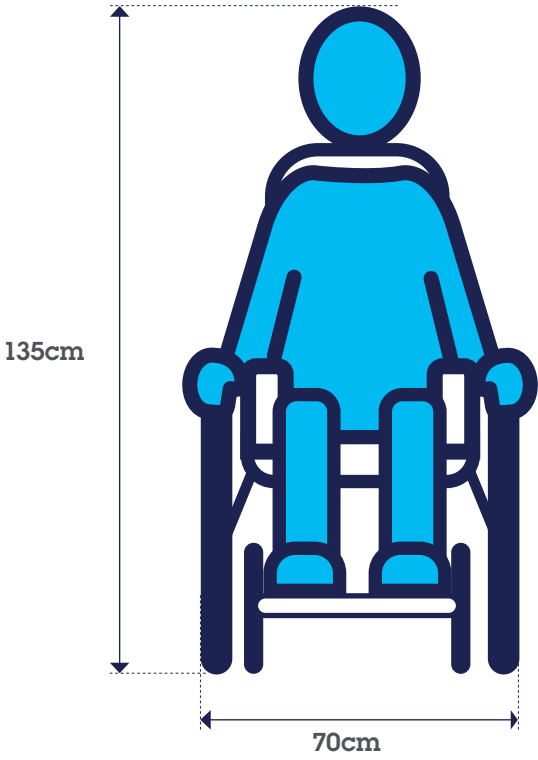


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Wheelchairs and scooters on trains

A short safety guide

All of our trains can accommodate wheelchairs of up to 120cm long and 70cm wide. There are some further restrictions on scooters so please see details of our scooter policy at the end of this guide.



Before travel

Whether you book assistance or you simply show up at a station we'll always do what we can to help. Booking the support you need in advance just gives us a little more time to ensure we have the staff available to provide you with any help you may need.

If you have not travelled before or recently changed your mobility aid, please check the dimensions with the Passenger Assist team to ensure it is okay to use on trains. Some scooters are only meant for road use and cannot be used on trains.

To check the availability of staff, the accessibility of a station or to book assisted travel contact our Assisted travel service by calling:

0800 783 4524

Further information can also be found here:

southeasternrailway.co.uk/travel-information/more-travel-help/assisted-travel

Bookings need to be made at least 12 hours before travel.

Arriving at the station

When you arrive at the station either speak to a member of staff or at unstaffed stations use a help point.

You should arrive a minimum of 20 minutes before your train is due to leave. This will give staff time to make sure arrangements are in place for you, especially if you haven't booked in advance.

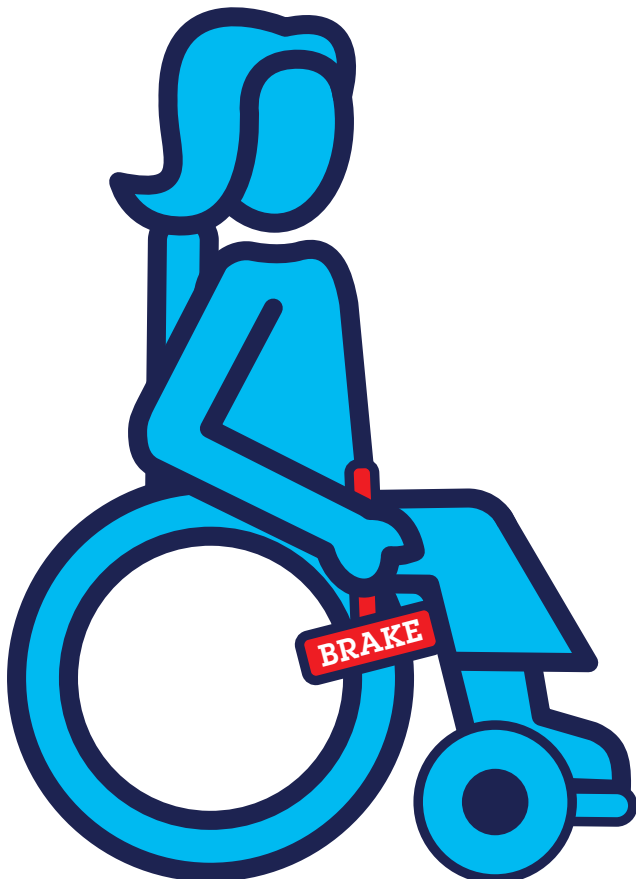
If you have booked assistance, make sure the member of staff knows and is aware of what your access needs are.

While at an unstaffed station position yourself on the platform where you will be most visible to train staff. In this situation, booking in advance is advised in case alternative transport needs to be arranged. Some of our services are Driver only operated and they are unable assist with deploying a ramp.

Getting to the platform

One of our station team member will help you to the platform and wait with you, or advise you where to wait and when they will return. As platforms are not always level please make sure you apply your brake to your wheelchair or scooter.

Platforms can be busy places so please be aware of other passengers and if using a powered wheelchair or scooter make sure you minimise your speed and keep away from the platform edge, staying well behind the yellow line.



Boarding the train

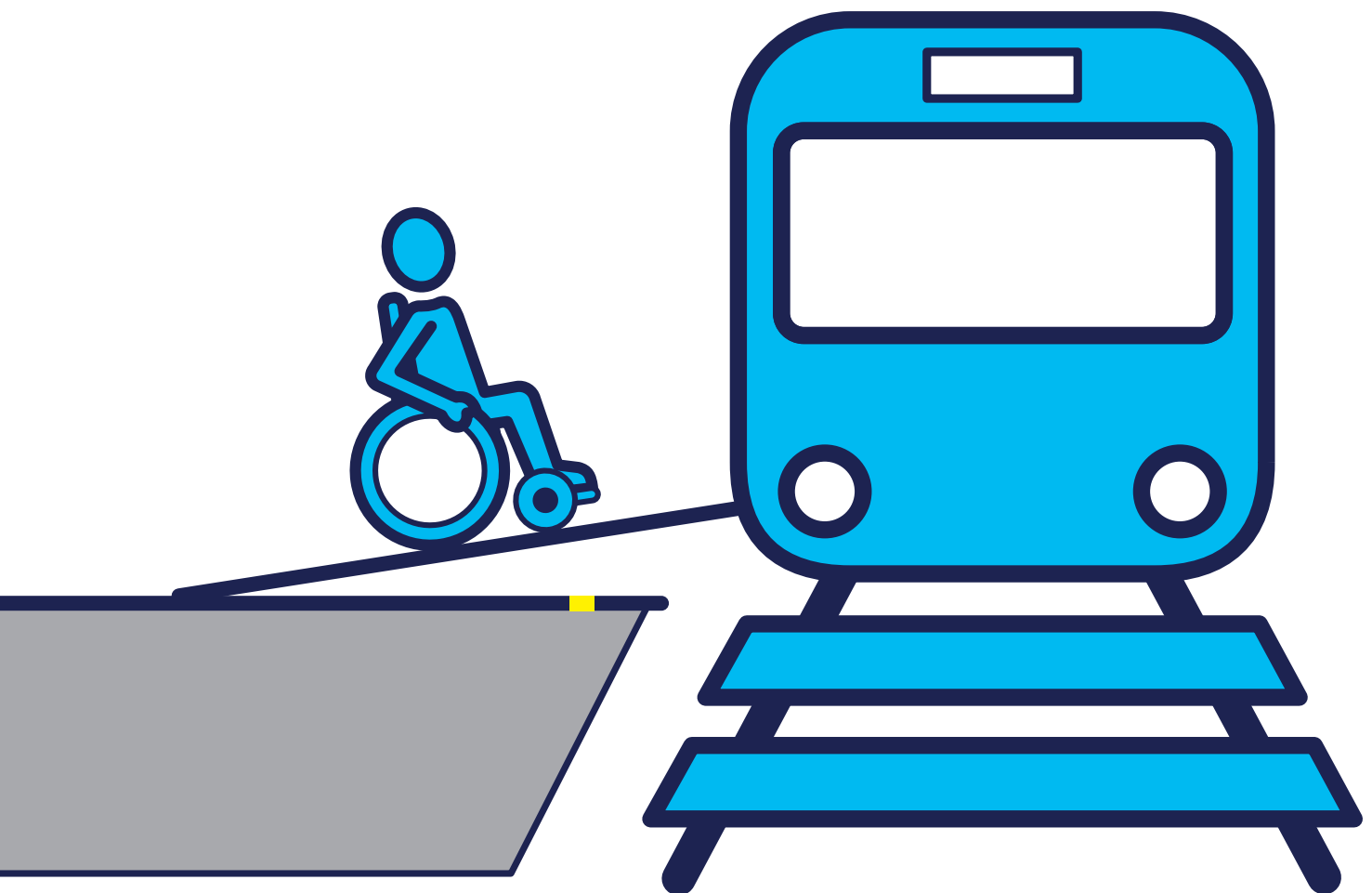
Please wait for either the station or train member of staff to deploy the ramp before attempting to board the train.

You will normally be boarded facing the train, so the member of staff or your companion are pushing you, rather than pulling you on to the train.

If boarding on your own be aware of the speed you are travelling. You are entering a confined space so be aware other people might be in your path.

Make sure your wheelchair/scooter is aligned with the middle of the ramp and do not turn when on the ramp.

There is a combined weight restriction of 300kg for mobility aids and passenger on our ramps.



Once on the train

If there is a wheelchair space on the train, position your wheelchair/scooter in it, parallel to the side of the train. Ensure as best as possible that you are within the designated space and not blocking the doors or corridor through the train.

Make sure the brakes are applied to your scooter/wheelchair so that it doesn't roll around. Be aware that the train will rock and tilt as it goes along, so make sure you are seated securely.

There will be a call for aid device in the wheelchair space at a reachable height, possibly behind a fold down table which the assisting staff should make sure is available to you.

If there is no wheelchair space on the train, or all spaces are occupied, then position the wheelchair/scooter to one side of the door vestibule or the other to not block the route through the train for other passengers.

Please be aware that you may have to move your wheelchair/scooter if the side of the train that is adjacent to the platform, changes.

If you wish and are able to transfer to a seat, you may find a fold down seat in the wheelchair space or a fixed one nearby.



Leaving the train

A member of staff will make sure a ramp is in place to help you move off the train. At a terminal station it may take up to five minutes for a member of staff to arrive as they may have other passengers to assist.

Please wait for the ramp to be in place before attempting to get off the train, being lifted off the train is unsafe and our staff are unable to do this.

If a member of staff fails to show up please use the call aid point located in the wheelchair space or by the door to contact the driver, or ask a fellow passenger to get help with getting off the train. It's unsafe to try and prevent the doors from closing by positioning your wheelchair or using a cane or even your leg.

Please reduce your speed when leaving the train as there may be people on the platform or fixtures such as benches or lampposts that need to be avoided.

If you are being assisted off the train, staff will bring you down the ramp in the safest way possible, often with you facing towards the train. If you do not need assistance on the ramp and wish to face forward, then do let us know.



Guidance applicable only to scooter users

A scooter is different to an electric wheelchair. While a scooter can have three or four wheels it has a steering column instead of the joystick controls used for an electric wheelchair.

This means that turning circles in a scooter requires more space than it does in a wheelchair, making them less manoeuvrable on a train. And for that reason there is more restriction on scooter usage than there is on wheelchair usage.

On our London suburban services

Our metro class 376, 465 and 466 trains can only accept scooters up to 120cm (48") in length and up to 70cm (28") wide (including any attachments).

When on metro class 376 trains, the scooter must be left in the wheelchair area which is directly behind the driver's cab. Class 465 and 466 trains do not have wheelchair spaces (but will do by 2020), so scooters need to be parked in the door vestibule allowing access to the walkway.

On our high speed and mainline services to Kent and Sussex

Our high speed 395, our mainline Class 375 and 465/9 trains accept scooters that are no longer than 120cm (48") and no wider than 70cm (28") including any attachments. The scooter must be left in the wheelchair space.

On all our services

The height restriction of all scooters and wheelchairs is 135cm.

Folding/collapsible scooters that can be stored as luggage in luggage racks, can be carried on any type of train.

To help prevent scooters tipping back whilst going up the ramp please make sure that any shopping bags or similar are removed.

Do not pause on the ramp, nor be tempted to look behind you, as this can affect your centre of gravity and lead to instability.

For safety, scooter users are advised to transfer to a seat whilst on board the train.

There is a combined weight restriction of 300kg for mobility aids and the passenger on our ramps.

If you wish to get off your scooter and for staff to help push your scooter up the ramp, please make sure the scooter is put into free wheel mode.

Scooter users are advised to drive down the ramp facing forwards.

Feedback

Your feedback is important to us, and helps us to improve the services we offer. Please let us know if you've had a positive or a negative experience while travelling with us.

The vast majority of Assisted travel goes smoothly and disabled passengers, whatever their assistance requirements, are successfully assisted throughout their journeys.

But things can go wrong and if they do please let us know. If the assistance you booked in advance wasn't there, then we will fully refund your single ticket or 50% of your return ticket. Please contact Customer Services if you have an issue to discuss.

Further information

Please note that during times of service disruption or engineering work, the operators of replacement transport services such as buses, coaches and taxis may be unable to accommodate scooters.

Alterations due to planned engineering work are publicised 12 weeks in advance, see nationalrail.co.uk for more information.

If your service is unexpectedly terminated and your journey has to be completed by road, we will make sure you reach your destination and arrangements will be made to store your scooter until it can be collected.

For further information please contact us using one of the methods below.

Contact us

For information, advice or comment on our service, please contact us:

Southeastern Customer Services
PO Box 10422
Ashby-de-la-Zouch
LE65 9EL

Or by phone (24 hours a day seven days a week excluding Christmas day)

General enquiries **0345 322 7021** (calls are charged at local rate and may be recorded)

Fax **0800 783 4548**

To book assistance **0800 783 4524** (Freephone)

Text phone **0800 783 4548** (Freephone)

Or visit our website southeasternrailway.co.uk