

2024



**easy
read**



Making Rail Accessible

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Introduction



Southeastern Railway runs train services in Kent, East Sussex and London.



We want everyone to feel safe and comfortable on our trains.



This leaflet will give you information if you need extra help using our trains and stations.



It says the additional help and support we can give you if you:

- Are disabled.
- May need help moving around.
- Need extra support to travel.

Passenger Assist



Southeastern is part of a service called **Passenger Assist**.

Passenger Assist lets us help passengers who are disabled or require help.



All train companies in the country are part of Passenger Assist.



To book help, contact us by:

- Telephone: **0800 783 4524**
- Text relay number:
18001 0800 783 4524



- Southeastern mobile app - this is a computer programme for your phone, tablet or computer.

You can get the Southeastern mobile app on your phone from the Apple store or Google marketplace.



- Filling in the online form:
www.southeasternrailway.co.uk/travel-information/more-travel-help/accessible-travel

On the webpage go to 'How do I book assisted travel?'.



- Calling National Rail Enquiries on 0800 022 3720.

What help is available and how to get it



Travelling straight away

You don't need to book to get help at our stations.



You can go to an **accessible** station and a member of staff will help you onto the train.

Accessible is when a place is easy to get into or around.



You can find out which stations are accessible at:

**[www.southeasternrailway.co.uk/
station-information](http://www.southeasternrailway.co.uk/station-information)**



Not all stations have staff. If the station doesn't have staff you can:

- Call Passenger Assist on:
0800 783 4524



- Use a help point. Every station has one. You can press the button and speak to someone who can make arrangements to help you.



In Kent and East Sussex, the trains have **conductors**, and some have **On Board Managers (OBMs)**.

A **conductor** or **OBM** is a member of staff who checks and sells tickets.



Sometimes the conductor or OBM will be able to help you onto the train if the station has no staff.



If a train doesn't have an OBM or a conductor, we will do everything we can to help you.



If a train service is not accessible to you, we will give you an accessible way to travel for the same price.



If possible, please arrive at the station early if you haven't booked help beforehand as this will help to make sure the staff have time to help you.



Booking help

When you book a journey with any train company, you can also book help.



You can book help 2 hours before your train leaves.

We will do everything we can to help you travel:



- To or from a station which is not accessible.
- To or from a station with no staff.
- On a train that doesn't have a conductor or OBM.



We have some staff that can travel to different stations to help people.

We will give you free transport, like a taxi, to the nearest accessible station if:

- The station is not accessible to you.
- The train is not accessible to you.
- A service that is replacing a train, like a bus, is not accessible to you.
- If there are problems with services that make them not accessible to you, like a lift not working.





We can:

- Help you plan your journey and tell you which stations are accessible.



- Tell you what **facilities** are available for you on our trains and other companies' trains.

Facilities are the equipment and areas available for people to use.



- Tell you about timetables and when train services have been replaced by buses.



- Give you advice about using a wheelchair or mobility scooter in our stations and on our trains.



- Help with luggage if they can.



- Help you move around the station and on or off the trains.



- Give you information about wheelchair spaces.



- Help you with buying tickets.



- Let you know how to complain or tell us we've done a good job.



We can give you **Sunflower Lanyards**, **Just A Minute (JAM) cards** and **Priority Seating Cards**.

You can get these from:



- Ticket offices.



- Our website:
www.southeasternrailway.co.uk/travel-information/more-travel-help/travel-support#hidden-disabilities



- Our mobile app.



- Contacting customer services.



If you wear a **Sunflower Lanyard** or show a **JAM card**, staff will know you need extra help.



There is more information at:
[www.southeasternrailway.co.uk/
travel-information/more-travel-help/
travel-support#hidden-disabilities](http://www.southeasternrailway.co.uk/travel-information/more-travel-help/travel-support#hidden-disabilities)



You can show a **Priority Seating Card** to another passenger to let them know you need to sit in a **priority seat**. For more information go to:
[www.southeasternrailway.co.uk/
travel-information/more-travel-help/
travel-support#hidden-disabilities](http://www.southeasternrailway.co.uk/travel-information/more-travel-help/travel-support#hidden-disabilities)



Priority seats are for people:

- Who have difficulty moving around.
- Who are pregnant.
- Who have difficulty standing up.



They have more room for your legs and have labels on the seat and window.

Tickets, fares and railcards



Tickets

You can get help with your ticket from any member of staff at the station.

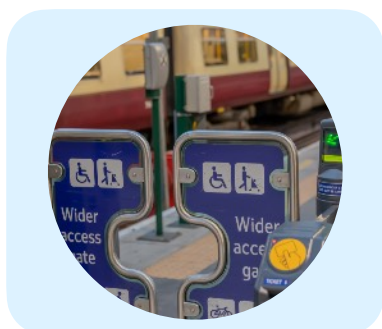


When you book help over the phone, you can also buy tickets at the same time.



You can buy tickets and book help at the same time on:

- Our website:
www.southeasternrailway.co.uk
- Our mobile app.



Some stations have ticket gates and you will need a ticket to get onto the platform.

There will be at least one wider ticket gate for wheelchair users and people who use other mobility aids.



If the gates are closed there will be staff there to help.

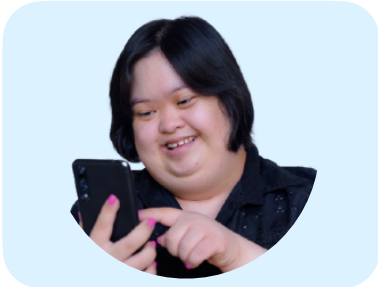


You can buy a ticket:

- At a ticket office.



- From a ticket machine.



- By phone: **0800 783 4524**



- On our website:
www.southeasternrailway.co.uk

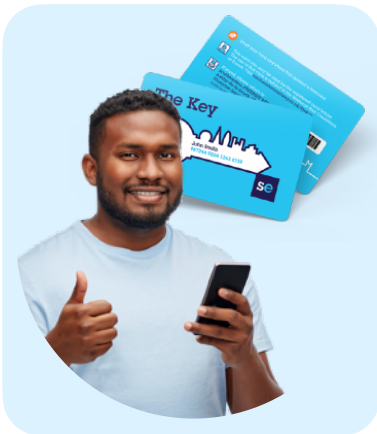


- On our mobile app.



The Key

The Key is a card you can use instead of a ticket.



You book your journey at home, then use The Key to get through station gates and avoid queues.

You can book tickets for most train companies using The Key.



You can pick up a Key card at a ticket office or from our website:
www.southeasternrailway.co.uk/the-key

eTickets



Some Southeastern routes now accept digital eTickets.



eTickets are barcodes that can be scanned at the ticket gate or by a member of staff.



You can use your eTicket to travel by showing it on your phone, tablet or other electronic device.

You can also print your eTicket.



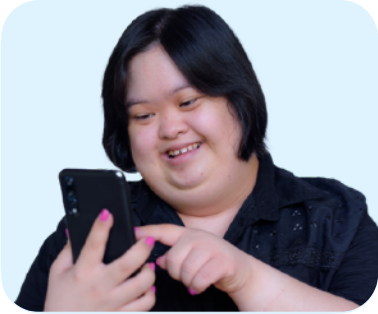
Visit our website for more information on eTickets:

www.southeasternrailway.co.uk/tickets/tickets-explained/etickets

S-Tickets



S-Tickets are season tickets you can buy on the Southeastern website or on our app.



If you buy an S-Ticket from our website you will need to download the Southeastern app.



To use your S-Ticket, your app must be updated to the newest version.



You can use your S-Ticket on the ticket gate or show it to a member of staff.



More information about S-Tickets can be found on our website:

www.southeasternrailway.co.uk/tickets/tickets-explained/stickets

Some tickets are not currently available on The Key, including:



- Advance tickets.
- Early Bird Season tickets.
- Anytime Open Returns.
- Off-Peak Returns.

Penalty fares

A **penalty fare** is the price you must pay if you don't have a ticket.



If you couldn't book a ticket because of your disability, you will not have to pay a penalty fare.



Instead, you will be able to buy the right ticket on the train or at the station you are going to.



Railcards

A **railcard** is a special card which gives you a **discount** when travelling by train.

A **discount** is where you pay less money for something.

The railcards that you can get are:

- Senior Railcard.
- Two Together Railcard.
- Family and Friends Railcard.
- Network Railcard.
- 16-17, 18-25, 26-30 Railcards.
- Disabled Persons Railcard.



There is more information about railcards at: www.railcard.co.uk



The Disabled Persons Railcard gives you a third off some tickets for you and someone travelling with you.



For more information:

- Pick up a leaflet from a ticket office.



- Call the Disabled Persons Railcard office on: **0345 605 0525**



- Textphone: **0345 601 0312**



- Go to: **www.disabledpersons-railcard.co.uk**

Discounts

You can get a discount if you are:

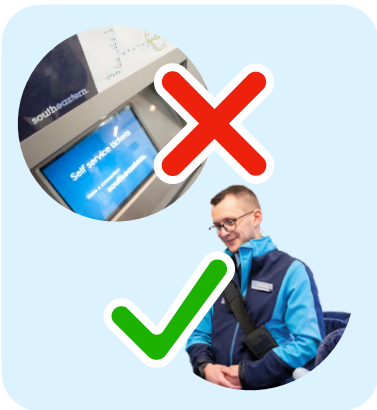
- Blind or have difficulty with eyesight and you are travelling with someone.



- Staying in a wheelchair for your journey and you don't have a railcard.



You can't get the discount from a ticket machine.



So, you'll need to buy your ticket from a ticket office or staff on the train.

If you are registered as blind, you can buy a **season ticket** from a ticket office.



The **season ticket** means that someone can travel with you for free.



Flexible Season Ticket

A Flexi Season Ticket is a new kind of season ticket that allows you to travel 8 times every 28 days.

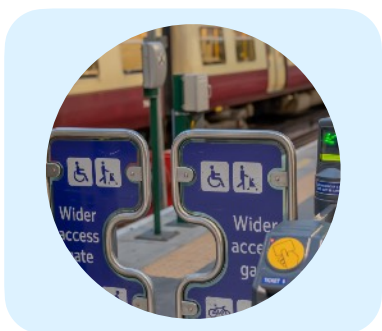


These 8 journeys can be at any time.

Before you make a journey with a Flexi Season Ticket, you will need to:

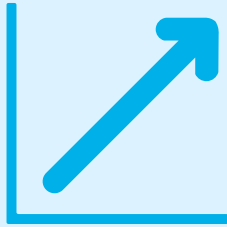


- Say that you want to use it on our app - this is called 'activating', or



- Tap your Flexi Season Ticket on the reader on a ticket gate.

Help at stations

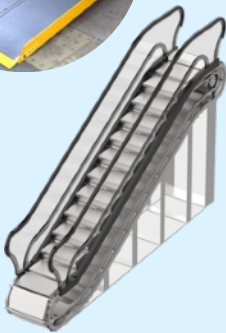
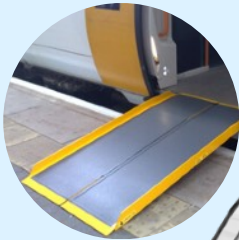


Station facilities

We will continue to improve the facilities we have at our stations.

Our facilities include:

- Lifts.
- Ramps.
- Escalators.
- Accessible counters.
- Induction loops – these help people with hearing aids to hear.
- Toilets and accessible toilets.
- Waiting rooms and shelters.
- Accessible seating.





You can find more information at:
**[www.southeasternrailway.co.uk/
station-information](http://www.southeasternrailway.co.uk/station-information)**

or: **www.nationalrail.co.uk/stations**



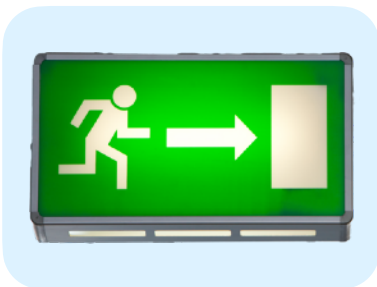
At a station with staff

If you need help when you arrive at the station, please let the staff know.

If the station has staff, they will:



- Help you to get off the train.



- Help you find your way out of the station.



- Help you to get on your next train, or to another way of getting around, like the London Underground.



Staff will be at the information point on the platform, the ticket office or the gates.

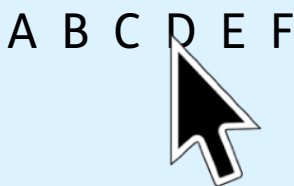


The meeting point for Passenger Assist is usually the ticket office or gates.



You will be told where to go when you book the help, or you can find out on our website:

www.southeasternrailway.co.uk/travel-information/more-travel-help/station-information



On the webpage, choose the first letter of the name of the station you are travelling from. Then click on the station name and go to 'Accessibility'.



We recommend that you arrive at least 20 minutes before your train leaves.

At some stations, it needs to be longer. You will be told this when you book help.



If you arrive at the station by car or taxi, we can help you from:

- The car park drop-off area.
- A blue badge parking space.



We can't help you outside the station area.

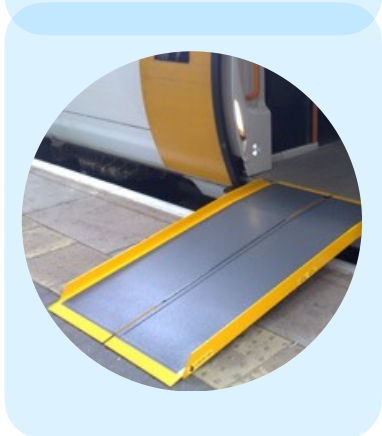


We can carry 2 bags or suitcases onto the train.

It is best if you book someone to carry your bags through Passenger Assist.



We will make sure you and your bags get onto the train and into a seat or wheelchair space.



We can provide a ramp for you to get onto the train.

Please tell us if you need one when you book your help, or as soon as possible when you are at the station.



If you arrive at the station by train, we can help you:

- Get off the train.
- Go to the station exit.
- Go to the bus stop or taxi rank.
- Get to your next train if you are changing trains.
- Find the right staff member if you need to use the London Underground.

At a station without staff



Some of our stations don't have staff, or only have staff when the ticket office is open.



If there is no station staff, a conductor or OBM can help you onto the train.



Make sure you are somewhere they can see you, behind the yellow line on the platform, and try and get their attention.



They will be looking out for people who need help getting onto the train.

If you have booked help, they will know this and be looking out for you.

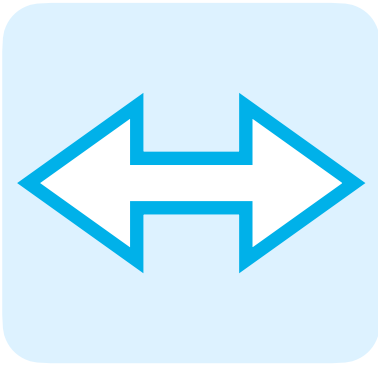


They won't be able to help you get to or from the car park as the train doesn't stop for long enough.



You can check when a station has staff or when help is available on a train by checking:

- www.southeasternrailway.co.uk/station-information
- The station information poster.



Mobile assist staff

Mobile assist staff move from place to place.

If you are using a station and train that both have no staff, we can:



- Send one of our mobile assist staff to help.



- Get you a taxi to the nearest station with staff.



We can only do this if you book help in advance.

The mobile assist staff could provide help even if it has not been booked.

But whenever possible, it is best to book in advance to make sure that your assistance is ready and waiting for you when you arrive.



If you haven't booked and there is no station or train staff to help you, you can:

- Call Passenger Assist on:
0800 783 4524



- Use a help point. Every station has one. Press the button that says 'Assistance' or 'Emergency'.

Help on the train



Facilities and staff on our trains

You can find information about the facilities on our trains at:

www.southeasternrailway.co.uk/travel-information/on-board

You can find out if these things are available on your train:

- Priority seating.
- Wheelchair spaces.
- Accessible toilets.
- Conductor or OBM.



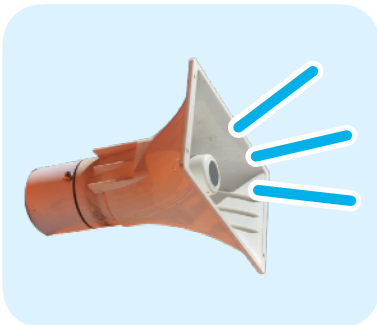
Reserving a seat



You can't reserve a seat on our trains.

If your journey involves travelling with other train companies as well as Southeastern, you should find out if you can reserve a seat on these trains.

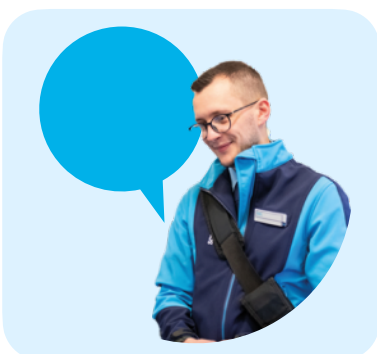
Information you can see and hear



Our trains automatically tell everyone about the route and which station is next.



They can also tell you which part of the train you need to be in if it splits up during your journey.



Our staff will let everyone know about delays and other things affecting the train or stations.



Oxygen cylinders

You are allowed to carry an oxygen cylinder with you if you need to.



Assistance dogs

Assistance dogs can be used in our stations and trains.

We can provide a ramp if you and your dog need one.



You can get an Assistance Dog Card posted to you from National Rail:
customer.relations@nationalrail.co.uk
or call 0800 022 3720.



On board toilets

If a train has toilets, there will be at least 1 accessible toilet.



Most trains on our London metro routes do not have toilets.

Some London metro trains with 2 coaches do have toilets, but they are not accessible.



All the accessible toilets on our trains have a folding baby change table.



Information about the toilets is available through our Customer Information system at stations and on our app.

It will tell you whether the toilets are working and whether the accessible toilet is available.

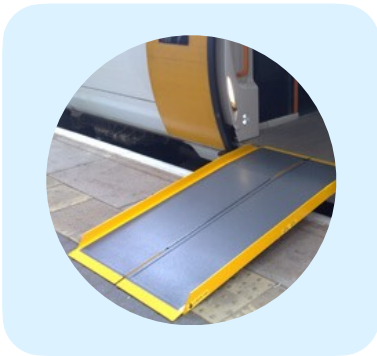
Wheelchairs and mobility scooters



All our trains have wheelchair spaces.

They can fit a wheelchair or mobility scooter 1200mm long and 700mm wide.

We have a speed limit of 4mph for scooters on our network.



All our trains have ramps for between the train and the platform.

Our ramps will only carry you if you and your wheelchair or mobility aids weigh less than 300kg altogether.



Our wheelchair spaces are near the accessible toilet.

There will be a picture of a wheelchair on the nearest door to the spaces.



Our staff will make sure you can get into the wheelchair spaces.



Some mobility scooters are too big for the spaces and can't be brought onto our trains.



If you are not sure if your scooter is suitable for the train, you can contact Customer Services.

Phone: 0345 322 7021

Calls cost the usual local rate. We may record the calls.



Ticket offices at all staffed stations have a mat so you can measure your scooter.

More information can be found at:
www.southeasternrailway.co.uk/accessible-travel

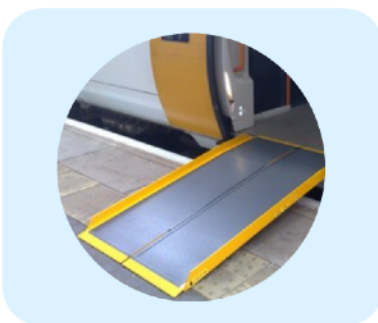
On the webpage go to ‘Support while travelling’.



Different train companies may have different rules, so please check if you are travelling with them.



Rollators can be used on all our train services and stations. Please contact us or a member of staff for assistance.



Staff can assist you with a ramp to get your rollator on and off the train.

Mobility scooters



We ask you to have your mobility scooter at its lowest speed on our platforms.

There is a speed limit of 4mph everywhere in our stations.

Before you get to the station please make sure your mobility scooter:



- Is on the right setting.



- Has working breaks.



Please do not speed up your mobility scooter to catch a train as this is dangerous.

Help at the end of your journey



Staff will help you get off the train as soon as possible.



If they can't do it straight away, it will be within 5 minutes.

When things don't go as planned



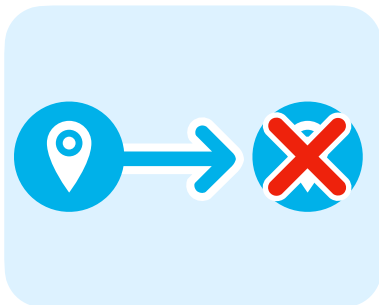
Delays and problems

We'll let you know if:

- There are delays of over 5 minutes.



- Station stops are cancelled or changed.



- The train can't finish the journey.



Sometimes the platform a train is leaving from can change right before it leaves.



We'll make sure there is enough time for people with reduced mobility to get to the new platform.



Let a member of staff know if you need help getting to the new platform.



If you've booked help and there are big problems with the service, we'll try and contact you to make a new plan.



If trains are cancelled, our replacement buses will be accessible to wheelchairs.



If they aren't accessible, we will provide a taxi and you won't have to wait any longer than for the bus.



If lifts, toilets or other facilities are unavailable, we'll do all we can to let you know and provide other options if possible.



Sometimes there might be problems on your journey. We'll do everything we can to help you get where you're going.

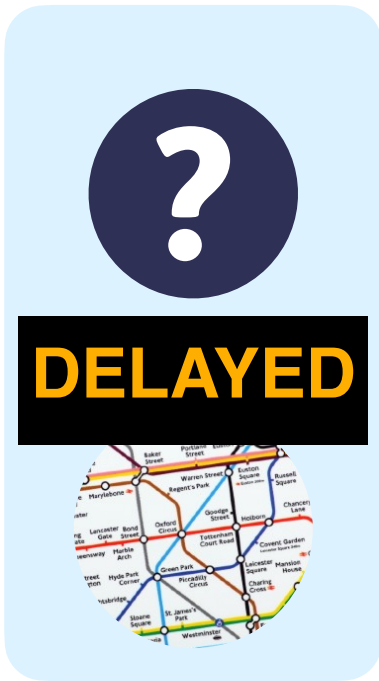


Our staff are trained to help with additional needs. They can help you plan a new journey if you need to.



We have **wi-fi** on our trains. This means you can use our mobile app to get information about your journey.

Wi-fi is a way of connecting to the internet.



Use the Southeastern app to find out information about:

- Your train and where it is now.
- Which stations your train will stop at and when.
- Delays and the reasons why.
- Other transport, including the London Underground.



What we will do if something goes wrong

If you booked help and did not receive it, please tell us so we can find out what went wrong.



You can get a contact form at a station, or:

- Go to:
www.southeasternrailway.co.uk/contact-us
- Call: **0800 783 4524**
- Textphone: **18001 0800 783 4524**



- Write to:
Southeastern Customer Services
PO Box 8625
Swadlincote
DE11 1HZ



We will make up for the things that went wrong, either by giving you some money back or some vouchers.



We will try hard to stop the same thing happening again.



If other train companies were involved, we will work with them to solve the problem.

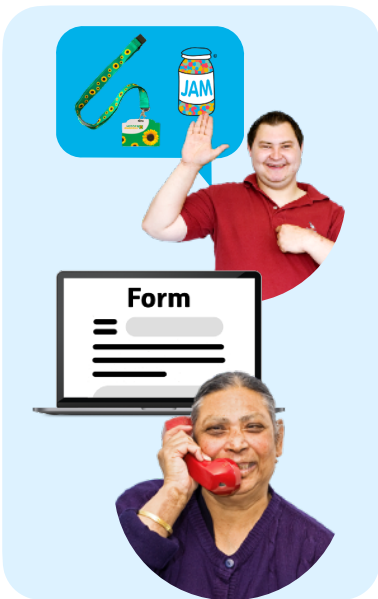


We will follow the law that says that you can claim if a problem with our service has cost you money.

More information



This leaflet is available in other versions like large print and audio. They can be downloaded from our website or sent to you in 7 days.



You can get a Sunflower Lanyard or JAM card by:

- Asking a member of staff at a station.
- Filling in an online form.
- Calling **0345 322 7021**.



You can get a Priority Seating Card by:

- Filling in an online form.
- Calling **0345 322 7021**.



Our Accessible Travel Policy has more information about people with disabilities using our trains.



You can get more information about accessible travel at:

- www.southeasternrailway.co.uk/assisted-travel
- www.nationalrail.co.uk



Customer Services:

- Phone: **0345 322 7021**
- Text Relay number:
18001 0345 322 7021



Passenger Assist and questions on the day of travel:

- Phone: **0345 783 4524**
- Text Relay number:
18001 783 4524

Calls to any of our numbers cost the usual local rate. We may record the calls.



If you'd like to help us with accessibility, tell us how by contacting us on:

- Email:
accessibility@southeasternrailway.co.uk
- Phone: **0800 022 3720**
- Text: **60083**



To make a complaint or tell us we're doing a good job:

- Phone: **0345 322 7021**



- Website:
www.southeasternrailway.co.uk/contact-us



- Write to:
**Southeastern Customer Services
PO Box 8625
Swadlincote
DE11 1HZ**

If you are not happy with how we deal with a complaint, please contact the **Rail Ombudsman** on:



- Website: **www.railombudsman.org**



- Email: **info@railombudsman.org**



- Phone: **0330 094 0363**



- Post: **Freepost RAIL OMBUDSMAN**



The **Rail Ombudsman** is independent and looks into complaints about the railways for the Government