



**E M R**

## Contact us

Visit: [eastmidlandsrailway.co.uk](http://eastmidlandsrailway.co.uk)  
Twitter: Tweet a message to [@eastmidrailway](https://twitter.com/eastmidrailway)  
Email: [contact@eastmidlandsrailway.co.uk](mailto:contact@eastmidlandsrailway.co.uk)  
Telephone: **03457 125 678**  
TextDirect: **18001** followed by **03457 125 678**  
Address: Write to **Customer Service Centre,**  
**East Midlands Railway,**  
**Hudson Way, Pride Park,**  
**Derby, DE24 8HS**

# MAKING RAIL ACCESSIBLE: HELPING OLDER AND DISABLED PASSENGERS

A guide to our  
Accessible Travel Policy

The information in this leaflet was correct at the time of printing in August 2019, but may be subject to change without prior notice. East Midlands Railway does not accept liability for any inaccuracy of this information.

Valid from 18 August 2019

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# Introduction: making rail travel accessible for all

The purpose of this leaflet is to explain what assistance is available to passengers who want to travel on East Midlands Railway (EMR). In the following pages we set out:

- How you can book assistance
- The levels of assistance we are able to provide – and not able to provide
- Where you can get further information.

At EMR, we want everyone who travels with us to have a secure, comfortable and enjoyable journey, and to feel confident about using our services. If you are not a regular train traveller and you have an issue with mobility or a disability, you may have some questions about travelling by train. This leaflet should provide you with the answers.

We are committed to making sure that customers who need assistance can make full use of our rail network. That means making it straightforward to use our services, making our trains as accessible as possible, and providing additional support when you need it.

This leaflet reflects our Accessible Travel Policy. You can find a full copy of our policy and procedures on our website at [eastmidlandsrailway.co.uk/atp](http://eastmidlandsrailway.co.uk/atp) or call us on **08000 11 33 23** and ask us to send you a copy.

## Passenger Assist

Passenger Assist is a national system supported by all train operating companies which allows operators to make necessary arrangements to assist customers with disabilities or restricted mobility. We are committed to this system and we have a specialist team which will help you book assistance in advance at our stations and on our trains. Our Passenger Assist team is available to help you 24 hours a day, 7 days a week, except Christmas Day.

# Assistance: what is available and how to get it

## For immediate travel

You can turn up at any station that is accessible to you and request assistance onto a train from a member of our staff, or you can call for assistance via a Help Point phone (the service is also available 24 hours a day with the exception of Christmas Day). We will do our best to make sure you can be assisted with your train journey as your needs require – or, where reasonably practicable, provided with alternative accessible transport offered at no extra cost. Although do bear in mind that it may take a period of time to make arrangements if you haven't booked in advance.

## Where travel is being arranged in advance

You can book assistance with us for journeys involving multiple connections and train operators on the National Rail Network – we recommend booking assistance 12 hours in advance of your journeys on EMR and 24 hours for journeys involving other train operating companies. (From April 2020, assisted journeys can be booked up to 10pm the day before or 12 hours prior to travel, whichever is the shorter time period. As part of our franchise agreement with the Department for Transport, from January 2021, the notice period will reduce to six hours, and from April 2022, in line with Office of Rail and Road guidance, it will reduce to just two hours).

When booking assistance to board from or alight to a part-staffed or unstaffed station, we will do our best to ensure you have the help and assistance you need. If a station is inaccessible to you, we will arrange alternative accessible transport, such as a taxi, to the nearest or most convenient accessible station. You can book assistance on our services and those of other train operating companies at our station ticket offices, or by contacting us, as shown below.

## Ways to book assistance for your journey

Call: **08000 11 33 23** or **03457 125 678** option 3 (except Christmas Day)

Text Direct: **18001 08000 11 33 23** (for people with hearing impairments)

Online: [eastmidlandsrailway.co.uk/assist](http://eastmidlandsrailway.co.uk/assist) to complete an online request form

# What to expect: our commitment to passengers at every stage of the journey

## The levels of assistance we are able to provide

- Help with planning your journey
- Assistance with getting on and off the train
- Help with luggage
- Getting through the station, to your platform and boarding the train
- Boarding with wheelchairs, scooters and mobility aids
- Seat reservations on longer express routes, or booking a dedicated wheelchair space
- Making travel reservations on services operated by other train companies
- Assistance to and from connecting services and onward transport within the station area
- Buying travel tickets
- Checking the accessibility and facilities available on the train and at the station.

Our staff are trained to assist passengers with both visible and hidden disabilities.

Please note that we can't accompany you throughout your journey or provide personal care, such as help with eating, taking medication or using the toilet. If you need this sort of help you should travel with a companion.



## Before you travel

We commit to providing you with the information you need when planning your journey, irrespective of disability. You can obtain information about journey planning and ticket purchase through the following channels:

**Phone:** just get in touch with our team on **08000 11 33 23** or **03457 125 678\*** option 3 who will be happy to help you. If you want to buy tickets at the same time, please call between 8am and 7pm.

**Ticket Office:** visit one of our staffed ticket offices at stations; the following link [eastmidlandsrailway.co.uk/stations](https://www.eastmidlandsrailway.co.uk/stations) will provide locations and opening hours

**Online:** [eastmidlandsrailway.co.uk](https://www.eastmidlandsrailway.co.uk) our website will provide you with travel information and enable you to buy tickets.

Our staff will be able to provide information on our facilities and services, which can also be found via the following links to our website:

- station facilities: [eastmidlandsrailway.co.uk/stations](https://www.eastmidlandsrailway.co.uk/stations)
- train facilities: [eastmidlandsrailway.co.uk/trains](https://www.eastmidlandsrailway.co.uk/trains)
- accessibility information: [eastmidlandsrailway.co.uk/accessibility](https://www.eastmidlandsrailway.co.uk/accessibility)
- staff availability: [eastmidlandsrailway.co.uk/stations](https://www.eastmidlandsrailway.co.uk/stations)
- disabled parking spaces: [eastmidlandsrailway.co.uk/parking](https://www.eastmidlandsrailway.co.uk/parking)
- temporary reductions in accessibility (including of toilet facilities): [eastmidlandsrailway.co.uk/stations](https://www.eastmidlandsrailway.co.uk/stations)
- train times and routes: [eastmidlandsrailway.co.uk](https://www.eastmidlandsrailway.co.uk)
- details of delays, disruption and emergencies (including emergency or temporary timetables): [eastmidlandsrailway.co.uk](https://www.eastmidlandsrailway.co.uk)

Wherever possible we will also provide help and advice on how best to get to your final destination, including the availability of bus, tram and taxi services.

## Buying your ticket

Our staff are trained to ask customers who are buying tickets with a Disabled Persons Railcard whether they require assistance with any aspect of their journey. Our team can also arrange assistance and tickets as one transaction. Our website ticket booking section will also remind customers about the Passenger Assist service.

For some journeys you will need a ticket to get onto the station platform, so buying a ticket before you travel is always a good idea. There are several ways to buy a ticket:

- **Online at [eastmidlandsrailway.co.uk](http://eastmidlandsrailway.co.uk):** you can buy your ticket in advance and collect it when you get to the station or have it posted to you.
- **From an EMR ticket office:** there's a staffed ticket office at many stations. The following link [eastmidlandsrailway.co.uk/stations](http://eastmidlandsrailway.co.uk/stations) will provide ticket office locations and opening hours.
- **From a ticket vending machine:** you will find these at most of our stations. You can buy tickets using a debit or credit card, or collect tickets you've bought online.
- **On the phone:** just get in touch with our team – and remember that you are able to buy Advance fares at the same time as booking assistance via Passenger Assist. We will post your ticket to you or arrange for you to collect it from any train station.

#### **If you are not able to buy in advance...**

Don't worry, you can still buy a ticket on the train or at your destination station. If you are entitled to any fare reductions, for example, if you have a Disabled Persons Railcard, these will still apply even if you haven't bought your ticket in advance.

#### **Discounts and Railcards**

We participate in a number of schemes offering discounted fares, these are detailed below.

#### **If you are visually-impaired**

If you are a visually-impaired person travelling with a companion and you do not hold a railcard, the following discounts on Anytime/Day tickets apply for both of you:

- First/Standard Anytime Single or Return – 34% off
- First/Standard Anytime Day Single – 34% off
- First/Standard Anytime Day Return – 50% off

No concession applies if you are travelling alone and you do not hold a railcard.

To obtain these discounts, a document confirming your disability, issued by a recognised institution (for example, Social Services Department, Local Authority, Guide Dog Ownership certificate, Royal National Institute of Blind People (RNIB) or Blind Veterans UK) is required.

- Season tickets – you can be issued with one adult season ticket to cover two persons; the two travelling for the price of one. A different companion may travel with you on different days.

#### **If you remain in your wheelchair for a rail journey**

If you remain in your wheelchair throughout the journey and you do not hold a railcard, you will be given the following discounts on Anytime/Day tickets:

- First/Standard Anytime Single or Return – 34% off
- First/Standard Anytime Day Single – 34% off
- First/Standard Anytime Return – 50% off

The same discount will apply if you have one companion.

#### **Disabled Persons Railcard**

There are two types of Disabled Persons Railcard available: one year and three years. Both entitle you to discounts of up to a third on most rail tickets. One adult accompanying you can also travel at the reduced fare. Full details on how to get a railcard can be found on:

Website: [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk)

Email: [disability@raildeliverygroup.com](mailto:disability@raildeliverygroup.com)

Call: **0345 605 0525**

Minicom/Textphone: **0345 601 0132**

(for people with hearing impairments)

#### **Senior Railcard**

If you are 60 or over you can buy a Senior Railcard. This gives you up to a third off most rail fares throughout the rail network in the UK. They are valid for one year or three years (you can choose which one to buy).

You can buy it online, on the phone or at any staffed station with your passport or UK driving licence as proof of age. At stations you can also use your birth certificate.

Senior Railcard Office

Website: [senior-railcard.co.uk](http://senior-railcard.co.uk)

Email: [railcardhelp@railcards-online.co.uk](mailto:railcardhelp@railcards-online.co.uk)

Call: **0345 300 0250**

There may be other Railcards that may be suitable for you. Please visit [railcard.co.uk](http://railcard.co.uk) for further information.

## Wheelchairs and mobility scooters

**Wheelchairs:** can be carried, in the designated spaces, on all of our trains so long as they fit within the following dimensions:

Width 700mm, Length 1200mm,

Weight (including passenger) 300kg

If your wheelchair exceeds the above dimensions, please contact our Passenger Assist team on **08000 11 33 23** or **03457 125678** option 3 with the technical details, as they may be able to reserve you on a train which can accommodate your wheelchair.

**Mobility scooters:** Some powered scooters are only meant for road use and cannot be used on trains, so if you have not travelled before or recently changed your mobility aid, please check the dimensions with us to ensure it is okay to use on our trains.

For this reason and because our trains have different internal configurations, we request that for powered scooters, you must obtain an EMR (or East Midlands Trains) scooter pass prior to travel in order to board an EMR train, even where your scooter may already meet the dimensions criteria. This is because, with so many different types of powered scooters in use, this pass will ensure that our staff can readily recognise that your powered scooter can be safely transported on our trains.

## Powered Scooter criteria is as follows:

3-Wheeled scooters or those with a triangular footprint (2 wheels at the front close together and 2 wheels at the rear) that fall within the following size dimensions and are a maximum length of 1200mm and width of 700mm and are:

- Maximum speed of 4mph;
- Does not exceed 300kg when it is carrying its user;
- Has a free-wheeling facility for use in case of power-failure;
- Has sealed batteries;
- Must negotiate gradients of 8 degrees or more; or
- Can be folded down to a size that can be accommodated as hand luggage.

**How to get in touch for a scooter pass:** Even if your scooter meets the above criteria, please contact our Passenger Assist team on **08000 11 33 23** or **03457 125678** option 3 with the technical details so that your scooter or mobility aid can be assessed and issued with a pass. You can also email us at **contact@eastmidlandsrailway.co.uk** or write to us at **Freepost CUSTOMER SERVICE CENTRE, Hudson Way, Derby DE24 8HS**. You will simply have to advise of us of the manufacturer, model and vehicle number of your scooter and, on verification, we will issue you with a pass within seven days.

## Passenger Assist app for customers

From April 2020, we will be rolling out the national Passenger Assist app, which will enable you to book Passenger Assist journeys, letting our staff know you are coming. The app will also provide enhancements, including helpful interactive station maps, plus location tracking and sharing to allow you and staff to interact more effectively with each other.

## Help at the station

### Station facilities

We will continuously improve the range of facilities available at EMR stations. Station facilities include lifts, ramps, escalators, accessible counters, induction loops at ticket counters and elsewhere, toilets and accessible toilets, waiting rooms and shelters, and accessible seating.

Our website contains information about the facilities and accessibility features at every station we manage. You can also find information on station facilities on the national rail website:

**[eastmidlandsrailway.co.uk/stations](http://eastmidlandsrailway.co.uk/stations)**

**[nationalrail.co.uk/stations](http://nationalrail.co.uk/stations)**

Our trains call at some stations managed by other companies. We liaise with these station operators to provide accessible facilities and services at these stations.

### At a staffed station

At the station, make yourself known to the staff – if they are not located at the information point or the ticket office, they will be wearing EMR-branded high-visibility vests. Alternatively, you will be able to contact them using the station Help Point. NB: at our larger mainline stations we have introduced Passenger Assist Flags to help you locate where you can obtain assistance.

We recommend you arrive at the station at least 20 minutes prior to the departure of your train. If you arrive by car or taxi, we can help you from the station car park drop-off area or a Blue Badge parking space. We can't help if you are outside the station area.

We can also carry your luggage onto the train – maximum two items up to 23kg each – if you book this in advance with us through our Passenger Assist team. This service is free. NB: You are also entitled to take an additional small item free of charge, if you are able to carry it independently.

When the train arrives, we will make sure you, and any luggage, are successfully boarded, seated or in a wheelchair space. We have portable ramps at all our accessible staffed stations and on all trains. These are suitable for wheelchairs and other mobility devices.

Station staff can help you collect your tickets if necessary.

### **At stations without any staff**

At unstaffed stations or when the ticket office at a staffed station is closed, train staff will help you to board. Train staff can't provide any further services, such as collecting you from the car park.

### **Getting off the train**

When you arrive at your destination station we will make sure you get off the train safely. Where appropriate, we will also make sure a member of our team is there to help you to the next part of your journey.

### **Inaccessible stations**

Not all of our stations are accessible to wheelchair users and people with other mobility issues.

In these circumstances, we will provide alternative transport such as a taxi – at no extra cost to you – to take you to the nearest accessible station.

We will send a member of staff to assist you where it's practical to do so.

### **Ticket gates**

At stations with automatic ticket gates, at least one will be a wide aisle gate. Ticket gates are normally staffed. When a station with automatic or manual ticket gates is unstaffed, we will leave the gates open.

## **Help on the train**

We want your journey to be as comfortable and stress-free as possible. If there's any aspect of the journey you are not sure about, please ask the station or train crew. They will be happy to help.

### **Seat Reservations**

We are able to offer seat reservations to all passengers including those with disabilities on the following services:

- London St Pancras International – Nottingham
- London St Pancras International – Derby/Sheffield
- London St Pancras International – Corby
- Liverpool – Norwich

We do not provide reservations on our other routes, although on Nottingham – Skegness services, you can reserve the wheelchair space and a companion seat.

Priority seating (which has extra legroom and situated near the doors) is available on most of our trains. Wheelchair spaces are available on all of our trains, and our on board staff will assist in ensuring these dedicated spaces give wheelchair users first priority.

If assistance is booked, we will advise whether a seat has been reserved. We will provide written details of the reservation made and where it is located on the train. If you are with companions and/or family members or dependants, we will do our best to reserve them close to your seat. On trains that are not reservable, staff on the train or at the station will assist you in locating an appropriate seat.

Please note that from April 2020, we will also be introducing our Blue Assist Priority Card scheme, to make it easier for customers to request assistance and communicate their needs when travelling on our network.

### **Aural and visual information**

All of our trains are equipped with public address systems. Our on board staff are trained to give announcements and will do so on all services that do not have pre-recorded announcements. Whenever possible, two minutes before arriving at each station (unless it is shown as 'pick-up' only in the timetable), an announcement will be made. Any unscheduled station stops

will be announced to provide reassurance and when a train has been delayed for two minutes an announcement will be made to explain the reason (if known). We encourage on board staff to walk through trains to make sure that you are aware of what is happening.

Some trains – but not all – are equipped with information systems that use visual displays. If your disability means that you are unable to hear the on board announcements please advise a member of staff so that alternative arrangements can be made.

### **Train facilities**

There is information about the facilities available on different train types on our website, including the availability of priority seating and accessible toilets by train type.

### **eastmidlandsrailway/trains**

#### **Assistance on arrival**

When a train terminates at an EMR station our pre-booked Passenger Assist service will help you to alight from the train as soon as possible and in any event within five minutes of the train's arrival time.

## If things do not go as planned

### **Delays and disruption**

We will assist you at times of disruption, delay or emergency and provide compensation should assistance fail. Where disruption and delays do occur, we will do everything we can to ensure that you are able to continue your journey and are not left stranded. We will let you know what is happening through our website, social media and staff announcements.

If the disruption means your original assistance arrangements are no longer valid, we will contact you and re-book any required assistance through Passenger Assist, including any alternative accessible transport required without additional charge.

Our station and on train staff are trained to anticipate your needs, which also covers mental, intellectual or sensory impairments. They will communicate news of any service disruption and provision of alternative transport via the Customer Information Systems or, where possible, in person. Our staff are issued with smart devices, which gives them the means to rearrange onward assistance during times of disruption. The provision of Help Points at all of our unstaffed

stations, provide a link to our team 24 hours 7 days a week (except Christmas Day) who will also be able to assist you in re-planning your journey.

### **Emergencies**

In cases of emergency, our staff, who are trained in emergency procedures, safety and First Aid, will supervise any action that needs to be taken.

If there's an emergency on a train, staff will advise and help you. In most cases you should stay on the train and wait for instructions. If you have to leave the train between stations, the emergency services will provide equipment and help to get you off the train safely.

Our stations have evacuation plans which take into account the needs of disabled passengers. In an emergency, trained staff, and the emergency services if necessary, will help you get to a safe place. If we need to evacuate an unstaffed station, we will use the station Public Address system to alert you.

### **Redress and compensation**

When assistance has been booked but has not been provided, we will provide you with compensation for your journey. In cases where assistance is booked through our team, or at any EMR station or on one of our trains and it was not provided, we will offer you a full refund for the cost of the journey.

We will be happy to assist you with your claim via the following link [eastmidlandsrailway.co.uk/complaint](https://www.eastmidlandsrailway.co.uk/complaint)

We will coordinate a response to your complaint, should your journey have involved multiple train companies, and we will provide you with a full explanation, including why it happened and what mitigating actions we intend to take as a result.

We will also always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure. (For example, the cost of a new plane ticket if you miss a flight). This will not affect your legal rights to make claims under the Consumer Act 2015, although you must not seek to recover the same money twice for example both under our claims process and the Consumer Rights Act 2015.



# Where to get more information and how to get in touch

## Large Print or Easy Read versions of this leaflet:

contact our team on **08000 11 33 23** or **03457 125 678** option 3 and they will send it to you within seven days.

## Our Accessible Travel Policy:

this document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices, with regards to disabled people using the rail network.

It is available both online [eastmidlandsrailway.co.uk/atp](http://eastmidlandsrailway.co.uk/atp) and in Large Print and Easy Read formats available from our team on **08000 11 33 23** or **03457 125 678** option 3.

## Stations and trains accessibility information:

available from our website at [eastmidlandsrailway.co.uk/stations](http://eastmidlandsrailway.co.uk/stations) and [eastmidlandsrailway.co.uk/trains](http://eastmidlandsrailway.co.uk/trains)

## Day of travel queries or issues:

**08000 11 33 23**  
or **03457 125 678** option 3

## Assisted travel service opening hours and contact details:

**08000 11 33 23**  
or **03457 125 678** option 3 (except Christmas Day).

## Text Direct number:

**18001 08000 11 33 23** (for people with hearing impairments)

## National Freephone Passenger Assist and Text Direct Free SMS Passenger Assist Forwarding Service:

**03457 125 678** option 3  
and **18001 08000 11 33 23** (except Christmas Day)

## How to contact us via Social Media:

Twitter: [@eastmidrailway](https://twitter.com/eastmidrailway)

Instagram: [@eastmidsrailway](https://www.instagram.com/eastmidsrailway)

Facebook: [@eastmidlandsrailway](https://www.facebook.com/eastmidlandsrailway)

## How to get involved with us to help improve accessibility and inclusivity: [contact@eastmidlandsrailway.co.uk](mailto:contact@eastmidlandsrailway.co.uk)

## How to provide feedback or make a complaint:

in the first instance, please call our team on **08000 11 33 23** or fill out a feedback form on [eastmidlandsrailway.co.uk/complaint](http://eastmidlandsrailway.co.uk/complaint) or write to us at **Freepost CUSTOMER SERVICE CENTRE**

If you are not happy with the way the complaint is dealt with, please contact the Rail Ombudsman on:

Website: [railombudsman.org](http://railombudsman.org)

Email: [info@railombudsman.org](mailto:info@railombudsman.org)

Phone: **0330 094 0362**

Textphone: **0330 094 0363**

Post: **Freepost – RAIL OMBUDSMAN**

