

Welcome to East Midlands Railway (EMR)

This leaflet explains what help is available to customers who want to travel with us. It reflects our Accessible Travel policy.

We want everyone who travels with us to have a safe, comfortable and enjoyable journey, and to feel confident using our services.

If you do not regularly travel on trains and you have a disability, you may have some questions about travelling by train. This leaflet should give you the answers.

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

You can find the full version of our policy and procedures on our website or by scanning the QR code on this page. If you would like a physical copy, call us on **08000 113 323** and we will send one to you.

This leaflet will cover the following.

- How to book Passenger Assist
- The types of assistance we will provide
- Where you can get more information



Contents

04	Passenger Assist
05	For immediate travel
06	How to book assistance for your journey
08	Our commitment to our customers
10	Buying your ticket
12	Discounts and Railcards
15	Wheelchair and mobility scooters
16	Help at the station
18	Help on the train
20	If things don't go as planned
22	How to get in touch



Passenger Assist is a national system supported by all train companies. It allows train companies to make necessary arrangements to help customers who have disabilities or restricted mobility.

We are committed to working in line with the Passenger Assist system and have a specialist team which will help you book Passenger Assist before you travel. When booking Passenger Assist to travel to or from a station that has no staff, or which only has staff there some of the time, we will make sure you receive the assistance you need and the team on the train will help you get on or off the train.

If you need assistance at a station that is not accessible to you, we will arrange alternative transport to the nearest or most convenient and accessible station. Our Passenger Assist team are available 24 hours a day, seven days a week (except Christmas Day and Boxing Day).

What assistance is available and how do I get it?

You can contact us about Passenger Assist any time by contacting our Passenger Assist team.

If your journey involves another train company, we will need to confirm part of your journey with them. If this is the case, we will discuss options with you. To make sure that our staff are ready to help you and understand your specific needs, we recommend booking Passenger Assist up to two hours before travelling.

The Passenger Assist app

You can book Passenger Assist for all your journeys on the national Passenger Assistance app, which you can download on your smartphone or tablet.

Once you have booked Passenger Assist, we will tell our team when you will be arriving and that you will need help.

For immediate travel

You can visit any of our stations that are accessible to you and ask for help getting on the train. Just speak to a member of our staff at the station or on the train.

At our stations, you can also message us on WhatsApp or use a help point to call for assistance. Help points are available 24 hours a day and have two buttons, one to get information and one to use in an emergency.

We always do our best to make sure you get the help you need on your train journey. If this isn't possible, or when it is necessary, we will arrange alternative accessible transport, at no extra cost. Please be aware that it may take some time to arrange help if you haven't booked Passenger Assist before you travel.

On the day you travel, you can contact our customer service team by phone, WhatsApp or webchat. We will then contact the relevant stations and tell them that you will be travelling and will need help.

We are proud to support the Sunflower scheme. The scheme makes it easy for customers to ask for help and communicate their needs when travelling on our network.



**The Hidden Disabilities
Sunflower scheme**



HOW TO BOOK ASSISTANCE FOR YOUR JOURNEY

You can book Passenger Assist and track your booking through the national Passenger Assistance app. You can create an accessibility profile on the app to make booking even easier.



To book Passenger Assist online, visit:
booking.passengerassistance.com

To book Passenger Assist, or if you have any questions about travelling with us, please call customer services on **03457 125 678**.

Our staff are trained to assist passengers with both visible and non-visible (hidden) disabilities. Listed on the opposite page are the ways we can help you at our staffed stations:

Help with planning your journey

- Planning your journey
- Getting on or off a train (for example, by providing ramp access)
- Moving your luggage through the station and getting it on or off a train
- Moving through the station to your platform
- Reserving a seat on longer, express routes or booking a wheelchair space
- Reserving a seat on services operated by other train companies
- Getting to and from connecting services and onward transport within the station area
- Buying tickets
- Checking the accessibility and facilities available on the train and at the station

Please note that we can't travel with you or provide personal care, such as help with eating, taking medication or using the toilet. If you need this type of help, we recommend that you travel with a companion.

We operate at a number of stations which are not staffed or which only have staff there some of the time. At these stations our train staff can help you get on and off the train and to and from the platform. If you need help with anything else at the station, please contact our Customer Service Centre. They will help you to plan your journey from an accessible station at no extra cost to you.



OUR COMMITMENT TO OUR CUSTOMERS

We are committed to giving you the information you need to plan your journey. You can get information about planning your journey and buying tickets by visiting our website or contacting us in any of the following ways.

Useful links

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

Station facilities:

eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information

Train facilities:

eastmidlandsrailway.co.uk/trains

Accessibility information:

eastmidlandsrailway.co.uk/accessibility

Staff availability:

eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information

Accessible parking spaces:

eastmidlandsrailway.co.uk/parking

Temporary reductions in accessibility (including toilet facilities):

eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information

Train times and routes:

eastmidlandsrailway.co.uk

Details of delays, disruption and emergencies (including emergency or temporary timetables):
eastmidlandsrailway.co.uk

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

Get in touch with our **Passenger Assistance team** by calling **08000 11 33 23**. If you would like to buy tickets at the same time, please call Monday to Friday between 8am and 7pm.



Visit a ticket office:

Speak to our staff in a ticket office at one of our stations. You can find information about ticket offices (including locations and opening times) on our website.



Contact our Customer Service team:

If you have any questions about travelling with us, call our customer service team on **03457 125 678**. Lines are open 24 hours a day, seven days a week (except Christmas Day and Boxing Day). Or Chat to the Customer Service Centre team on our website.



Text Relay:

Text: **18001** followed by **03457 125 678**



Social media:

Message us on X at **@eastmidrailway**. Our social media team is online 24 hours a day.



Email:

Email our customer service team via webchat or email us: contact@eastmidlandsrailway.co.uk



WhatsApp:

You can scan the QR code here or use the number: **07501 330 988**



For BSL support:

Visit the British Sign Language Interpreter page on our website at eastmidlandsrailway.co.uk/british-sign-language-interpreter or scan this QR code with your smartphone or tablet to take you to the page.





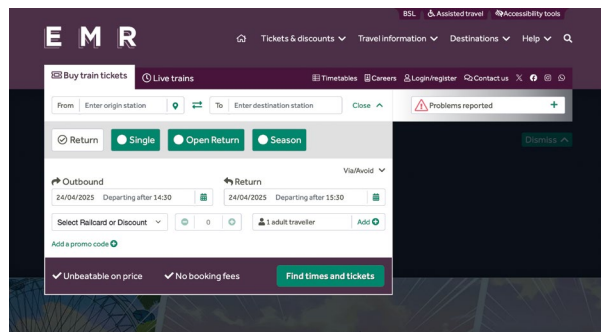
BUYING YOUR TICKET

Our staff are trained to ask customers who are buying tickets with a Disabled Persons Railcard whether they need help with any part of their journey.

We can arrange Passenger Assist and book your tickets at the same time. On 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 a number of ways you can buy your ticket.

On our website

You can buy tickets before you travel and collect them from a station. Or, we can post them to you.



At one of our ticket offices

There are staffed ticket offices at many of our stations. Find out more about ticket office locations on our website at eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information



Using a ticket machine

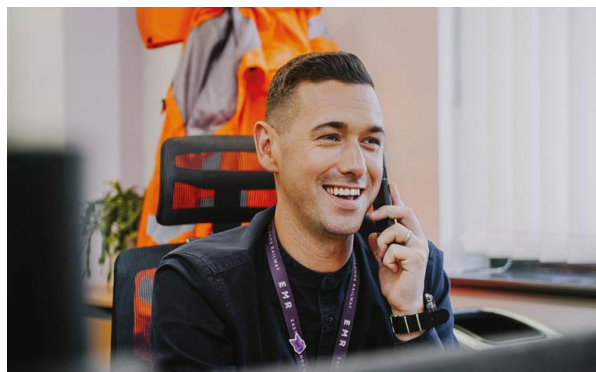
We have ticket machines at most of our stations. You can use them to buy tickets or collect tickets you've bought online.



Call our Passenger Assist team

Get in touch with our team to buy tickets at the same time as booking Passenger Assist. You can collect tickets from any train station or we can post them to you.

Don't worry if you can't buy a ticket before you travel, you can buy one on the train or at the station you are travelling to. If you are entitled to any discounts (for example, because you have a Disabled Persons Railcard), these will still be valid.





DISCOUNTS AND RAILCARDS

You can get discounted train tickets if any of the following apply:

- You are blind or partially sighted. If you are blind or partially sighted and are travelling with a companion without railcards, the discounts on Anytime or Day tickets apply to both of you.
- You stay in your wheelchair for the whole rail journey. If you stay in your wheelchair throughout the journey and you do not have a railcard, you will be given the discounts shown below on Anytime and Day tickets.

No discount applies if you travel alone without a railcard.

Class of Travel	Ticket Type	Discount
First Class or Standard	Anytime Single or Return	34% off
First Class or Standard	Anytime Single	34% off
First Class or Standard	Anytime Return	50% off

Season tickets for people who are blind or partially sighted

If you are blind or partially sighted, you can get one adult season ticket to cover two people, so a companion can travel with you for no extra cost. A different companion can travel with you on different days.

To get these discounts, you will need a document that confirms your disability and is issued by a recognised institution (for example, a document from social services, your local authority, the Royal National Institute of Blind People or Blind Veterans UK, or a Guide Dog ownership certificate).

Disabled Persons Railcard

A Disabled Persons Railcard gives you and an adult travelling with you one-third off Standard and First Class rail tickets throughout England, Scotland and Wales for a whole year.

You may qualify for a Disabled Persons Railcard if you are blind or partially sighted, are deaf or hard of hearing, have epilepsy or receive a disability-related benefit. Please visit the Disabled Persons Railcard website at disabledpersons-railcard.co.uk/ for the latest benefits and discounts

Senior Railcard

A Senior Railcard gives anyone aged 60 years or over one-third off Standard and First Class, Anytime, Off-Peak and Advance ticket prices.

You can buy a one-year Senior Railcard online or at any National Rail ticket office at staffed stations.

Or you can buy a three-year Senior Railcard online only. The Senior Railcard is not valid if you are travelling during morning peak time, Monday to Friday (not including bank holidays) or if your full journey is within the London and South East area. Morning Off-Peak services vary by route, so we recommend you check with the train operator before buying your tickets.

Please visit the Senior Railcard website at senior-railcard.co.uk/ for more information as there may be other railcards that are more suitable for you.



WHEELCHAIRS AND MOBILITY SCOOTERS

Wheelchairs

Wheelchairs can be carried and placed in the designated spaces on all our trains as long as they fit within the following dimensions.

- Maximum width: 700mm
- Maximum Length 1200mm
- Maximum weight (including passenger): 300kg

If your wheelchair is larger than the above dimensions, please contact our Passenger Assist team for free on **08000 113 323**. They may be able to reserve you space on a train that you can take your wheelchair on.



Mobility scooters

Some mobility scooters are only meant for road use and cannot be used on trains. If you haven't travelled by train with your scooter before or you have recently changed your mobility scooter, please check the dimensions with us to make sure it is okay to use it on our trains.

You need to get a scooter pass from us before you travel on one of our trains, even if your scooter meets the size and weight criteria. A scooter pass shows our staff that you and your scooter can travel safely on our trains.

Mobility scooter criteria for travel:

Scooters with a triangular footprint with one or two wheels at the front (if there are two wheels at the front, they must be close together):

- Maximum length: 1200mm
- Maximum width: 700mm
- Maximum weight (including passenger): 300kg
- Maximum speed: 4mph

Scooters with a square footprint with four wheels spaced evenly apart

- Maximum length: 1050mm
- Maximum width: 500mm
- Maximum weight (including passenger): 300kg
- Maximum speed: 4mph

How to get in touch for a scooter pass

When you apply for a scooter permit, you will need to tell us the manufacturer, model and vehicle number of your scooter.

We will send you a permit by post within 10 working days, or we will explain in writing why you cannot take your scooter on our trains. We can also attach your scooter permit to an email in a digital PDF format. To get a permit, you can contact us in the following ways:



Contact our Passenger Assist team:
08000 11 33 23 or 03457 125 678 (option 3)



Email us at:
contact@eastmidlandsrailway.co.uk



Write to us at:
EMR Customer Service Centre,
Locomotive House,
Locomotive Way,
Pride Park,
Derby, DE24 8PU



Station facilities

We are always trying to improve the range of facilities available at our stations. Station facilities include lifts, ramps, escalators, accessible counters, hearing loops at ticket counters to send sound to hearing aids or cochlear implants, toilets, waiting rooms, shelters and accessible seating.

Our website has 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 at nationalrail.co.uk/stations

Our trains call at some stations that are managed by other train companies. We work with the other companies to make sure we provide accessible facilities and services at these stations.



Staffed stations

Our staff wear uniforms with our logo on, so they are easy to spot. If you need help at a station, you can find our staff at the information point, the ticket office or the ticket gates.

If you cannot find a member of staff, you can contact them through the station help point. At our larger mainline stations, we have introduced Passenger Assist flags to help you spot where you can get help.

At Derby, London St Pancras International, Nottingham and Sheffield, we have assisted travel lounges with staff dedicated to helping our customers before, after or during their journey. These lounges provide a friendly space for you to wait or ask for help.

We recommend you arrive at the station at least 20 minutes before your train is scheduled to leave. 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. Station staff can also help you collect your tickets if necessary.

You can bring up to two items of luggage on board our trains – one item measuring up to 90x70x30cm, which can be stored in a luggage rack, and one small bag or cabin-sized case, which can be stored under your seat or in the overhead storage space.

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

At unstaffed stations

If there are no staff at a station, train staff cannot provide any extra services, such as helping you to or from the car park. If you need this support, please get in touch and we will help you plan your journey with the assistance you need.

Getting off the train

Once you have arrived at the station you are travelling to, we will help you get off the train safely. When possible, we will also make sure a member of our team is there to help you with the next part of your journey.

Inaccessible stations

Not all of our stations are accessible. If you have a disability and the station you want to travel from is not accessible to you, we will provide alternative transport (such as a taxi) to take you to the nearest accessible station at no extra cost.

Ticket gates

At stations with automatic ticket gates, there will be at least one wider gate. Ticket gates are normally staffed at our stations. If a station with automatic ticket gates is not staffed, the gates will be left open.



We want your journey to be as comfortable and stress-free as possible. If there is any part of the journey you are not sure about, please ask the station or train staff as they will be happy to help

Seat reservations

We recommend that you reserve seats and wheelchair spaces before your journey. You can do this before midnight on the day before you travel with us. We provide a seat reservation service on our Intercity services to London but not on our regional routes. However, you can still reserve a wheelchair space on these routes.

On our Class 360 electric trains, which operate on our EMR Connect service, you cannot reserve seats and wheelchair spaces but there will be between four and eight wheelchair spaces available. There is also a fully accessible toilet in the same carriage as the wheelchair spaces.

On our services to Skegness, you cannot reserve a seat but you can book a wheelchair space and a seat for someone to travel with you (a companion seat) before you travel. Please ask our customer service team when buy your ticket so they can arrange this for you. Priority seating is available on most of our trains. These seats have extra legroom and are located near the train doors.

Wheelchair spaces are available on all our trains and our train staff work to make sure these spaces are prioritised for wheelchair users.

Our staff on the train carry smart devices to receive information about Passenger Assist that has been booked in advance. On trains where you can't book a seat, our staff will help you find an appropriate seat.

Information that you can see and hear

On services that do not have pre-recorded announcements, our staff will make regular announcements. If you cannot hear these announcements because of a disability, please tell a member of staff so they can provide written information or make other arrangements for you.

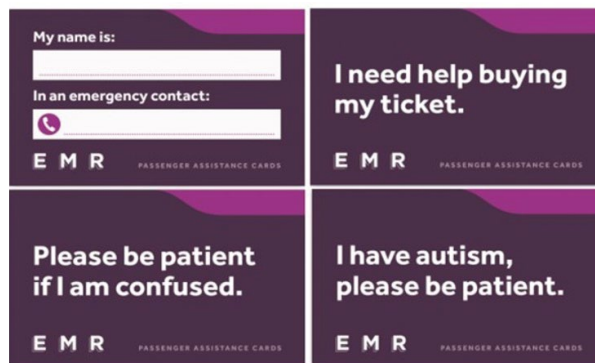
Train facilities

Staff will help you leave the train within five minutes of it arriving at the station you are travelling to.

Visit our website for information about the facilities available on different types of train, including the availability of priority seating and accessible toilets.

EMR TALK cards

TALK cards allow customers to communicate with staff in a simple way. Many disabilities and conditions affect speech and communication, including aphasia, autism, anxiety, depression, chronic pain or a stammer. Also, if English is not someone's first language, this can also make it harder to communicate.



TALK cards are free and available from our customer service centre, or you can ask for them at, phone, WhatsApp, on our website or by contacting us using the contact details on page 9.

Accessibility Maps

Our accessibility maps show the accessible facilities at the stations and on the routes we operate on. These maps are available at some of our stations, our customer service centre and on our website. The maps will show where stations have step-free access, accessible toilets, ticket offices and staff to help you.



IF THINGS DON'T GO AS PLANNED

Delays and disruption

We will help you when our services are disrupted. If the help we provide is not up to standard, we will provide compensation. If there is a disruption or a delay, we will do everything we can to make sure that you can continue your journey and are not left stranded. We will provide updates on our website, on social media and through announcements at the station.

If the disruption means your original Passenger Assist arrangements are no longer valid, we will contact you and rebook Passenger Assist, including any alternative accessible transport, at no extra cost.

Our staff at stations and on our trains are trained to consider your needs. They will announce any service disruption and alternative transport over the customer information systems or do their best to tell you in person.

Our staff carry smart devices, which they can use to rearrange Passenger Assist during disruption. At all our stations which aren't staffed, you can use a help point to contact our staff 24 hours a day, seven days a week (except Christmas Day and Boxing Day). Our team will be able to help you make a plan for continuing your journey.

Emergencies

Our staff are trained in emergency procedures, safety and first aid. In an emergency, they will supervise any action that needs to be taken.

If there's an emergency on a train, staff will give you advice. 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 help to get you off the train safely. If you feel unwell at one of our stations, ask a member of staff at the station for advice. Please do not get on the train.

Our stations have evacuation plans which consider the needs of passengers with disabilities. 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 tell you.

Compensation

If you booked Passenger Assist but did not receive the support you needed, we will provide you with appropriate compensation for your journey. This may include an apology, another journey or goodwill gesture, financial compensation, or a combination of these. We will be happy to support you with your claim, and we will consider each claim individually. You can read more details of the claim process on our website at eastmidlandsrailway.co.uk/help-manage/manage/contact-us.

For each claim, we will provide you with a full explanation, including why you didn't receive the assistance you were expecting and what action we will take so it doesn't happen again.

You only need to make one claim if your journey involved more than one train company, and we will ask your permission to send your claim to another company if this is in your best interest. This may be because you were travelling with another operator when the assistance failed and they will provide compensation with a full explanation, including steps being taken.

Under the National Rail Conditions of Travel, we will consider all compensation claims for any losses or extra costs caused by a service failure. This will not affect your legal right to make claims under the Consumer Rights Act 2015, which also applies to us. You cannot claim compensation for the same losses twice, for example under both our claims process and the Consumer Rights Act 2015.



HOW TO GET IN TOUCH:

For large print, audio, braille, video or easy read versions of this leaflet, please contact our team and they will arrange this for you.

Our Accessible Travel Policy

Our Accessible Travel Policy document sets out our commitments and standards of service provision as well as relevant policies and practices, with regards to disabled people using the rail network. You can find our Accessible Travel Policy online and in large print, audio, braille, video, or easy read versions.



Information about accessibility at our stations and on our trains information:

For information about accessibility on our trains and at our stations, please visit the Station Information and train accessibility pages of our website.



If you have any questions or problems on your day of travel:

If you need to speak to us on the day you travel, call us for free on **08000 113 323**



Passenger Assist contact details:

Call us for free on **08000 113 323**. This service is not available on Christmas Day and Boxing Day.



Text Relay:

If you are deaf or hard of hearing, you can text **18001**, followed by **08000 113 323**



National Freephone Passenger Assist and Text Relay:

Call us for free on **08000 113 323**, or on **03457 125 678** (option 3). This service is not available on Christmas Day and Boxing Day.



How to contact us on social media:

Contact us on X at **@eastmidrailway**. Our social media team is online 24 hours a day. Or message us on WhatsApp using **07501 330 988**



Help us improve:

Help us improve accessibility and inclusivity at: **contact@eastmidlandsrailway.co.uk**

How to give us feedback or make a complaint

If you would like to tell us something about your journey or experience at one of our stations, please fill in our Assisted Travel Survey at **eastmidlandsrailway.co.uk/travelsurvey** If you would like to make a complaint, you can contact us in one of the following ways:



Phone call:

Call us on **03457 125 678**. Lines are open 24 hours a day, seven days a week.



Text Relay:

18001, followed by **08000 113 323**



Email / webchat:

Contact our customer service team through webchat or email us at **contact@eastmidlandsrailway.co.uk**



Write to us:

EMR Customer Service Centre,
Locomotive House,
Locomotive Way,
Pride Park,
Derby,
DE24 8PU