

Making Rail Accessible

Helping older and disabled passengers



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1. Introduction

About Us

Welcome to TransPennine Express and Making Rail Accessible: Helping Older and Disabled Passengers.

We provide intercity rail services connecting key towns and cities throughout the North of England and Scotland across three routes:

North TransPennine

Services between Manchester Airport / Liverpool and Edinburgh, Newcastle, Middlesbrough / Redcar Central, Scarborough and Hull via Manchester Stations, Huddersfield, Leeds and York.

South TransPennine

Services between Liverpool Lime Street, Manchester Piccadilly and Cleethorpes via Stockport, Sheffield, Doncaster, Scunthorpe and Grimsby.

Anglo-Scot

Services between Manchester Airport / Liverpool and Edinburgh / Glasgow via Manchester Piccadilly, Preston, Lancaster, Oxenholme, Penrith and Carlisle.

We manage 19 railway stations across the North of England.

- Barnetby
- Cleethorpes
- Grimsby Town
- Hull
- Manchester Airport
- Northallerton
- Scunthorpe
- Selby
- Thirsk
- Yarm
- Brough
- Dewsbury
- Huddersfield
- Malton
- Middlesbrough
- Scarborough
- Seamer
- Stalybridge
- Thornaby

We also serve stations in key towns and cities across the North and Scotland managed by Network Rail and other Train Operating Companies.

We also have teams of TransPennine Express staff based at Manchester Piccadilly, Liverpool Lime Street, Sheffield, Glasgow Central, Preston, Leeds and York.

About This Leaflet

Our aim is to provide an accessible and welcoming railway for all. We will ensure that your needs as an older or disabled customer are properly considered in all aspects of service delivery, enabling you to travel confidently and independently.

This leaflet provides information to help you plan your journey, particularly if you think you, or someone travelling with you, may need additional help. It explains:

- Everything you need to know about travelling with us if you have a disability, from planning your trip to arriving at your destination relaxed and refreshed
- The assistance we can provide and how to obtain it
- The information, services and facilities we provide for disabled or older customers at all stages of your journey
- How we will help you if your journey doesn't go as planned
- Where to get more information if you need it
- How to contact us and provide feedback on our services in relation to accessible travel

This leaflet forms part of our Accessible Travel Policy, which is made up of four elements.

- **Our Accessible Travel Policy:** A guide to our policies and practices which explains our strategy and vision for delivering accessible services
- Our Accessible Travel Passenger Leaflet: **Making Rail Accessible: Helping Older and Disabled Passengers:** A summary of practical information about travelling on our services and the wider UK rail network (this leaflet)
- **Our Stations Accessibility Information:** A summary of the arrangements and facilities at each of the stations which we manage and those where our services call
- **Our Trains Accessibility Information:** which explains the accessible features on the trains we operate

You can find all these online at <https://www.tpexpress.co.uk/help/accessibility/guides-and-policies> where they are available for download both in standard and accessible formats. You can also visit one of our staffed stations to pick up a printed copy of this leaflet, or contact our Passenger Assist Team to have one posted to you.

2. Assistance:

What Is Available and How To Obtain 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 station staff (where available), by using a help point, or by calling our freephone number **0800 107 2149** (which is also displayed on the station's welcome poster). We will endeavour to provide the help you need as quickly as possible.

The accessible features of each of the stations we manage are detailed on our website at <https://www.tpexpress.co.uk/travelling-with-us/station-information>. You can also view virtual tours of the stations at <https://www.tpexpress.co.uk/travelling-with-us/station-information/station-tours>.

Accessibility information for all stations across the Great British rail network is available from our Passenger Assist Team or from National Rail Enquiries at www.nationalrail.co.uk

We will always do our best to provide you with the help you need when travelling. Every one of our trains has a member of on-board staff, and all our on-board and station staff are encouraged to look out for customers with specific needs and offer appropriate help. These skills form part of our Disability & Equality Training received by all staff and refreshed every two years.

During times of disruption, or if you wish to travel to or from a station which you cannot access without assistance, it may be necessary to provide alternative transport (at no additional cost to you) to an alternative station. Please be aware this may take some time to provide whilst we source a vehicle appropriate to your needs.

If you are able to plan your journey in advance

If you or a person you are travelling with is likely to need assistance during their journey, we can help you to plan ahead and make the arrangements you need. Please contact our Passenger Assist Team. Assistance can be pre-booked up to 11 weeks in advance until 2 hours before departure.

Our Passenger Assist Team can provide the latest information on accessibility arrangements on stations and trains across Great Britain and help you arrange assistance before you travel. Assistance can be provided wherever you need it across the national rail network using "Passenger Assist", a system used by all train operators to coordinate assisted travel. Because it's a national system, you can use it to book assistance for your entire journey irrespective of the number of connections or train services you need to take, with one call. You can even purchase tickets all at the same time.

Our teams can help with every aspect of planning your journey including:

- Book assistance for getting on and off the train, as well as getting to and from the platform. This includes help connecting between train services and from the platform to and from onward transport such as taxis, car parks and public transport (where these are in close proximity to the station)
- Request a ramp to be provided for getting on and off the train.
- Request help with luggage.
- Making seat reservations, including for dedicated wheelchair user spaces or priority seats, on trains.
- Make onward travel reservations on services operated by other train companies (where reservations are available).
- Provide information and reservations for travelling with mobility scooters or other aids.
- Purchasing travel tickets (including, where available, cheaper advance fares). This can be done at the same time you call to book assistance.
- Check the accessibility and facilities on trains and stations across the national rail network.

Our staff are trained to assist customers with both visible and hidden disabilities but please note that our staff are not able to accompany you throughout your journey or provide personal care, such as help with eating, taking medication or using the toilet. If you need this kind of help you should travel with a companion.

Whether you have planned assistance in advance or you're undertaking a spontaneous journey, we will always do our best to provide the assistance you need. However, if you are unable to access the platform at an unstaffed station without assistance (e.g. because staff are not available at the time you wish to travel or because of a physical feature of the station), we will provide alternative transport (e.g. taxi) to the nearest accessible station which meets your needs (at no additional cost to you). When you request assistance or contact our team, we will discuss with you the type of alternative transport you require so that we can make sure that the vehicle provided meets your needs. Please be aware that where assistance has not been arranged in advance, this may take some time to provide whilst we source an appropriate vehicle.

Requesting Assistance

You can contact our Passenger Assist Team using the following details:

Call: 0800 107 2149

Text Relay: 18001 0800 107 2149
(for deaf or hard of hearing customers)

Online: Visit <https://www.tpexpress.co.uk/help/passenger-assist> and complete the webform

Our Passenger Assist Team is available 24 hours a day, 7 days a week, except during the festive period. Lines close at 23:59 on Christmas Eve and reopen at 00:00 on the morning of 27 December. Any enquiries made by app or webform during this time will be actioned as soon as possible upon reopening.

You can also request assistance via WhatsApp. Send us the message "Assisted Travel" to 07812 223336 and we'll arrange your assistance. WhatsApp is staffed from 06:00 until 23:00 Monday to Sunday, except Christmas Day and Boxing Day.

You can also use the Passenger Assistance smartphone app, which is provided by Transreport. You can request assistance up to two hours before intended travel and manage a customer profile. If it is highlighted that you will require a wheelchair user space on your profile, this reservation will be made. More information on the app can be found at nationalrail.co.uk/help-and-assistance/passenger-assistance-app/.

3. What To Expect:

Our Commitment To Customers At Every Stage Of The Journey

A. Before you travel

Journey planning and information

We know it is important for you to be confident that information we give you is accurate and consistent, especially if your journey involves changing platforms and trains.

Our Passenger Assist Team can provide advice to you about every aspect of your journey from train times, to station staffing hours, to the latest accessibility status at each station. They use Passenger Assist and National Rail Enquiries to source this information and will confirm this information to you when you book assistance so that you know what to expect at every stage of your journey. They can even provide you with a copy of the station accessibility information by post for reference if required.

Additionally, we will ensure the information displayed on our website, and the National Rail Enquiries website, is accurate and up to date. Where we receive notification of a change (for example, reduced availability of lifts or accessible toilets at stations or temporary restrictions because of building works) will update online information within one working day.

At our stations, where possible, we will advise waiting customers if we are aware that on-train accessible toilets or other accessible features are out of order or when trains with different facilities are being used on our services. Our station teams can discuss alternative arrangements with you if you do not wish to travel on a service due to facilities being unavailable. This may involve using a different service, or alternative transport being provided (at no additional cost to you).

My Station View

Get set for your next trip with My Station View's 360-degree virtual train and station tours.

Train tours allow you to virtually explore your train, find your seat and work out the best carriage to board.

Or customise your journey by adding your starting station and chosen destination, and My Station View will load your entire journey step by step. You can even work out the best place for a coffee or plan the most accessible route for your needs.

Take a look and start planning your next trip at the following link: <https://www.tpexpress.co.uk/travelling-with-us/station-information/station-tours>

Tickets and Fares

Buying a Ticket

Tickets can be bought

- From the ticket office at staffed stations
- At stations with self-service ticket vending machines
- Online at [tpexpress.co.uk](https://www.tpexpress.co.uk)
- Via our app (which is downloadable from the App Store (iOS/Apple) or Play Store (Android))
- Or by contacting our Passenger Assist Team

Third party retailers are also available.

Where it is difficult for you to purchase a ticket before you travel due to your accessibility requirements, you will be able to buy tickets on board the train or at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied.

Railcards

Disabled Persons Railcard

A Disabled Persons Railcard is available to people with one or more of a range of disabilities. They are valid for one year or three years and they give you and your companion discounts on standard and First-Class tickets across the national rail network. A one-year Railcard costs £20 or a three-year Railcard costs £54.

If you have a Disabled Persons Railcard, you will receive a discount of up to 34% when you buy your tickets online or at the ticket machine. At the ticket office, you just need to show your Railcard when you buy them. You also need to carry your Railcard with you when you travel for when your tickets are checked.

If you don't already have a Disabled Persons Railcard, you can find out more and apply for one by going online to [disabledpersons-railcard.co.uk](https://www.disabledpersons-railcard.co.uk), by calling **National Rail Enquiries** on **0345 748 4950** or **0345 605 0600** (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office. You will need to supply proof of disability as part of your application.

Senior Railcard

Senior Railcards are available to anyone aged 60 and over. They are valid for a one year or for three years and give you up to a third off standard and First-Class tickets for journeys throughout Great Britain. A one-year Railcard costs £35 or a three-year Railcard costs £80.

If you have a Senior Railcard, we'll give you a discount when you buy your tickets online, at a ticket office or from a ticket machine. At the ticket office you just need to show your Railcard when you buy them. You also need to carry your Railcard when you travel for when your tickets are checked.

If you don't already have a Senior Railcard, you can find out more and apply for one by going online to [senior-railcard.co.uk](https://www.senior-railcard.co.uk), by calling **National Rail Enquiries** on **0345 748 4950** or **0345 605 0600** (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office. You will need to provide proof of age as part of your application.

Family & Friends Railcard

Depending on the number of adults and children travelling in a group, a Family & Friends Railcard may provide a larger discount than a Disabled Persons Railcard. A Family & Friends Railcard can be used any time an adult is travelling with at least one child and provides up to a third off adult fares and up to 60% off child fares. The card costs £35 for a one year card or £80 for a three year card.

If you do not already have a Family & Friends Railcard, you can find out more and apply for one by going online to www.familyandfriends-railcard.co.uk, by calling **National Rail Enquiries** on **03457 48 49 50** or **0345 605 0600** (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office.

Concessionary Fares

Discounts are also available in some cases which may not require you to have a Railcard. If you are blind or visually impaired (and are travelling with a companion) or you travel in your own wheelchair, you are entitled to the concessions detailed below. Please be aware these cannot be purchased from the ticket machine and should be purchased from ticket offices. If there is no ticket office at the station where you board you may pay the concessionary fare, without penalty, during the journey or at your destination.

Blind or visually-impaired customers travelling with a companion

If you are registered as blind or visually impaired and you are travelling with another person, the concessionary discounts below apply for both you and your companion:

- **Anytime Single:**
34% for Adult and Accompanying Adult
- **Anytime Return:**
34% for Adult and Accompanying Adult
- **Anytime Day Single:**
34% for Adult and Accompanying Adult
- **Anytime Day Return:**
50% for Adult and Accompanying Adult

In a small number of cases where an Anytime Day Return is not available, ticket office staff may issue two equivalent single tickets at 50% discount.

You cannot get a discount if you are travelling on your own, unless you have a railcard. No concessions are offered for accompanying children. You must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI / BP1 / BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK.

If you are blind or visually impaired, you can buy one adult season ticket that enables a companion to travel with you on National Rail services only at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. Please take evidence of your visual

impairment (as described above) with you to prove your eligibility.

People who stay in their own wheelchair for a rail journey

If you stay in your own wheelchair during a journey (including children who use a pram or a push chair as a wheelchair, as long as they are aged 5 or above), and you do not have a Railcard, you are eligible for the concessionary discounts below on both adult and child fares. The discounts apply if you are travelling alone and are available to one adult companion travelling with you. The discounts apply to both standard and First Class tickets.

Anytime Single, Anytime Return, and Anytime Day Single

- | | |
|----------------------|---------|
| • Adult | 34% Off |
| • Child | 75% Off |
| • Under 5 years old | Free |
| • Accompanying adult | 34% Off |
| • Accompanying child | None |

Anytime Day Return

- | | |
|----------------------|---------|
| • Adult | 50% Off |
| • Child | 75% Off |
| • Under 5 years old | Free |
| • Accompanying adult | 50% Off |
| • Accompanying child | None |

If the accompanying person is a child aged 5 to 15, a child rate fare may be cheaper than a discounted adult fare. Discounts do not apply to child fare tickets.

In many cases, Off-Peak, Super Off-Peak or Advance tickets may cost less than the discounted Anytime Fare. In a small number of cases where any Anytime Day Return is not available, staff may issue two equivalent single tickets at 50% discount. Ticket office. Our staff will make you aware if there is a cheaper fare available.

Assistance Cards and Lanyards

We recognise assistance cards and lanyards which you can use to communicate your needs to our staff.

Sunflower Lanyards

Sunflower Lanyards is a national scheme designed to help customers with non-visible disabilities such as dementia, autism or those with a mental health condition to discreetly communicate to staff that they may need assistance, or a little more time when travelling. These can also be used by customers with more obvious or temporary impairments or needs.

The lanyard is designed to be eye-catching so that our staff know that you need help and may benefit from additional time, an alternative means of communication, a priority seat, or help to board and alight the train.

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Sunflower Lanyards

You can use an assistance card, such as a Hidden Disabilities card or a JAM card, when you travel to help us understand what help you need. The card has space for key information including your name and emergency contact details in case these are needed whilst you are travelling. You can also write a message on the card so staff can quickly understand what help you need (e.g. I need a priority seat).

B. At the Station

Assistance at Stations

Meeting Your Assistant

If you have booked assistance, please go to the designated assistance meeting point at the station (listed at the end of this leaflet) and confirmed by our Passenger Assist Team, where you will be met by the member of staff assigned to assist you. Alternatively, please make yourself known to any member of station staff. Our team can be identified by their TransPennine Express uniform.

We recommend that you arrive at the station at least 20 minutes before the departure of the train.

At Thirsk, where extra time may be needed to use the track level crossing, we request you arrive at least 30 minutes before the departure of the train.

Our team will assist you to the platform, helping you to collect any tickets you might need on the way, and ensure you safely board the train.

Assistance At Unstaffed Stations

Some of the stations we manage and those where our trains call at are not staffed or only have staff at set times of day. You can find details of the times when staff are available and assistance can be provided for each station on the national rail network at [nationalrail.co.uk/stations](https://www.nationalrail.co.uk/stations). We recommend that you check the station staffing hours before you travel. Our Passenger Assist Team can also do this for you.

If you are able to access an unstaffed station without the need for assistance, our on-board team will be pleased to help you get on and off the train. Please ask a member of staff when the train arrives (they are usually located in the rear coach), or press the help point at the station giving plenty of time to advise a member of staff of your needs.

If you require assistance to get to or from the platform or are planning to board another operator's train (where there may not be a second member of staff who is able to assist) we advise you to contact our Passenger Assist Team in advance of travel.

They will be able to discuss your accessibility needs with you and book your assistance, arrange alternative transport to the nearest most convenient accessible station, or advise of alternative options. The Passenger Assist Team's contact details are displayed on welcome posters at station entrances in the event that you arrive at the station and are not able to access the platform unexpectedly.

Connections to other train services

When making train connections, please allow yourself enough time to transfer between trains. Depending on your accessibility requirements, it may be that the time needed to transfer is longer than the times allocated in journey planning systems, especially where an interchange takes place at a larger station.

Our Passenger Assist Team can advise you on recommended connection times when you book and can find alternative journeys for you when more time is needed, amending seat reservations and tickets to match, ensuring no additional cost is incurred.

Platform Alterations

If platform alterations occur at short notice, our station staff can assist you to the correct platform. They will also:

- Seek to identify any customers with disabilities and provide any assistance needed
- Try to give enough time for all customers to board the re-platformed train

If you need to change your journey due to service disruption, our members of staff will coordinate your revised journey and any assistance you require. If you have booked assistance, we will also inform other operators and stations about the changes to your journey so they can still provide the assistance you need.

Intermodal connections

If you are changing between modes of transport (e.g. to bus or taxi), our station staff can provide assistance to help you make the connection so long as the interchange is within the immediate station area.

Station Teams

We provide our staff with regular training, briefings and updates so that they can always provide you with the most up to date information, including information about other operators' services and the accessibility of other transport from the station (such as buses).

On occasion, when you arrive at the station staff may already be providing assistance to another customer. If they are not immediately available, we ask customers to remain at the designated meeting point. A list of the designated meeting points at TransPennine Express managed stations can be found at the end of this leaflet.

Where assistance has not been arranged in advance, staff will endeavour to provide the help you need, but this will be on a first come first served basis, and those customers who have booked their assistance in advance will be prioritised.

Station Facilities

You can access the full details of all the facilities at each station either on our website www.tpexpress.co.uk or on the National Rail Enquiries website www.nationalrail.co.uk/stations or by calling our Passenger Assist Team.

Step Free Access

Most of the stations we manage have step free access from street to platform, but there are some stations which we serve which do not. You can see the level of step free access available at each station across the national network by visiting www.nationalrail.co.uk/stations

Where lifts are used to provide step free access at TransPennine Express stations, we have installed technology which means that the lifts can remain available at all times when trains are running, regardless of whether staff are at the station.

Accessible Toilets And Changing Places

Most of the stations we manage have accessible toilets, but there are some stations which we serve which do not. You can see which stations across the national rail network have accessible toilets by visiting www.nationalrail.co.uk/stations

Station Wheelchairs

All our stations have wheelchairs which are able to be used by staff to assist customers for transfers around the station.

We have station wheelchairs which feature luggage attachments, and in some locations are power assisted and enable staff to help more than one customer at a time, increasing the amount of assistance we can provide to customers.

At some of the larger stations we serve such as Manchester Piccadilly and Glasgow Central, buggies are also available to help with covering longer distances.

Ramps

We have ramps to use to avoid the step from the train to platform at all the stations where our services call and on board all our trains. On our NOVA trains, the ramps can be deployed at any door, but we recommend travel in coach D or E as this is closest to the accessible toilet facilities. On our Class 185 trains, the ramp can only be deployed at the door closest to the wheelchair user space in coach C. Our on-board staff will help you on or off the train at any stations where there are no station staff available to assist you.

Car Parking

Where we have car parking facilities at our stations, we provide a minimum of 5% of capacity as marked bays for Blue Badge holders, located close to the station and ensure that spaces are larger than standard spaces to allow for easier access. We offer use of the Blue Badge parking bays free of charge when a Blue Badge permit is correctly displayed in the windscreen of the car.

At stations where the car park is monitored via automatic number plate reading (ANPR) cameras, you'll also need to register in advance with APCOA, our parking partner, to avoid being charged. You can register online at bluebadge.apcoa.co.uk or by calling 0345 222 7262. The station car parks which are monitored by ANPR are currently Northallerton, Middlesbrough, Hull, Brough, and Thornaby.

Should all of the Blue Badge spaces be in use when you arrive at the station, you may park in a standard bay free of charge providing the Blue Badge is correctly displayed in the windscreen of the car. Again, at stations where the car park is also monitored via ANPR, you must also have registered with APCOA to avoid being issued with a Parking Charge Penalty Parking Notice.

Information for Customers

All our stations have posters displaying information about the station, facilities and accessibility. The posters include a station map as well as the contact details of our Passenger Assist Team and those of any other operators who use the station.

Information Points

We have staffed information points at Manchester Airport and Hull stations, where you will be able to get information about services, accessibility, timetables, fares, connections and confirmation of any assistance booked through Passenger Assist. At our other staffed stations, the ticket office will provide this service. We place timetables, posters, information leaflets and other materials in a position that both wheelchair users and standing customers can access.

Help Points

We have help points at all our stations, usually on the concourse or on the platform, as well as in the car park. These are large, round, white units with push buttons for information or emergency contact. Staff answering these help points will be able to help you with local information, train running details, information relating to other operators and stations or coordinating help on to the train or alternative transport to the nearest convenient accessible station.

Welcome Points

Some of our stations have Welcome Points. These are touch screen devices that provide access to information as well as a way to call a member of staff at the station to check-in for your assistance. These devices are currently available at Manchester Airport, Huddersfield, Hull and Scarborough stations and will be rolled out to more stations as part of the Great British Railways Accessibility Roadmap.

Customer Information Screens and Public Address Systems

All our stations are fitted with customer information screens and public address systems which give clear and consistent information regarding train departures and delays or disruption. This includes up to date train running information on customer information screens on all platforms. We also make audio announcements when there are any changes to the schedule and when a train is approaching. Hearing loops are available throughout the station where on platform Customer Information Screens are provided.

At Brough, Cleethorpes, Dewsbury, Grimsby Town, Huddersfield, Hull, Lockerbie, Malton, Manchester Airport, Middlesbrough, Northallerton, Scarborough, Scunthorpe, Selby, Stalybridge and Thornaby stations, there are departure screens which display train running information using British Sign Language (BSL). BSL departure boards are also available at several stations on our routes operated by other companies such as Liverpool Lime Street, Manchester Piccadilly, and Leeds.

At times of disruption, our staff will also be able to provide you with information about how services are running and the best alternative arrangements. They will make announcements to keep customers informed.

Luggage

We can provide help to older and disabled customers with luggage at our stations and when boarding and alighting trains.

The National Rail Conditions of Travel apply, meaning that you can travel with a maximum of three items. We ask that customers requesting assistance consider the size and weight of their luggage as staff members must be able to safely lift and carry items. In addition, many of our stations are single staffed so please consider how much luggage one member of staff will be able to carry whilst assisting you.

There is no charge for this service, however customers should be reminded that this is not a porter service.

We do not provide a left luggage service at our stations. However accessible facilities are provided at some of the larger stations operated by Network Rail including Manchester Piccadilly and Glasgow Central.

C. On the Train

On-Board Staff

All our trains have an on-board member of staff who has received comprehensive training in how to support older and disabled customers. They will provide timely, helpful and clear announcements and will ensure these are made in sufficient time for customers, especially those with reduced mobility, to prepare to alight. Additionally, all our trains have public address systems and visual displays in each coach showing the train's destination and the next stop. Our team will make announcements about any alterations to the normal service, including delays. If your hearing, vision or mobility is impaired, please advise on-board staff as soon as you can (e.g. when your ticket is being checked), so that they can make adjustments to ensure you get the information you need. You may also benefit from tools such as JourneyCheck [journeycheck.com/tpexpress/](https://www.journeycheck.com/tpexpress/) or the live journey status available on our app to stay up to date with the progress of your journey. Please also let us know if you require assistance to access the train's facilities (e.g. catering) or if you may need particular help.

Where Passenger Assist has been booked, we aim to provide a member of staff to help you off the train as soon as possible. Where trains terminate their journey (such as Manchester Airport) it can take a little longer to meet you, however we will assist you within five minutes of your train's arrival. If you need help getting off the train and have not booked assistance in advance, you should advise on-board staff who will arrange this for you.

Seats on trains

Seat reservations can be made on most TransPennine Express services free of charge. We strongly recommend older or disabled customers reserve a seat to ensure you can access the on-board facilities which have been designed to meet your accessibility requirements.

Reservations can be made up to 24 weeks before the date of travel on some services up to the day before travel for services operated by Class 185 trains, or up to two hours before travel on services operated by NOVA trains.

If you have been provided a seat reservation with your ticket and need to make use of a priority seat or wheelchair user space, our Passenger Assist or Social Media teams can make this change, and where possible will reserve a companion seat for those travelling with you.

Seats can also be reserved using our app, via our website, at a ticket office or by contacting our Passenger Assist Team.

Accessibility and our trains

We operate three different types of train:

- NOVA 1 – Class 802 Bi-Mode 5 Coach Trains
- NOVA 2 – Class 397 Electric 5 Coach Trains
- Class 185 Diesel 3 Coach Trains

You can find details of where these trains operate in our Accessible Fleet Guide at

<https://www.tpexpress.co.uk/help/accessibility/guides-and-policies>

Wheelchair User Spaces

All our trains have dedicated wheelchair user spaces available. These are conveniently located close to entrance doors and near to an accessible toilet.

The wheelchair user spaces are accessible by wheelchairs with a maximum width of 70 centimetres and a maximum length of 120 centimetres. Due to the limits of the ramp from the train to the platform, a maximum combined weight of wheelchair and user of 300Kg is also applied.

Wheelchair user spaces can also be used by children in prams and pushchairs whose disability or medical condition means they need to travel in their pram / pushchair for their journey. Customers may wish to display a 'pram as wheelchair' tag, but this is not mandatory. These can be ordered from our Passenger Assist Team.

NOVA Trains

Each five coach NOVA train has two wheelchair user spaces located in Coach E, which on these trains is first class. The wheelchair user spaces are E01 and E02.

Each wheelchair user space has a table, plug socket with USB charging point, and call for aid.

There are no wheelchair user spaces in standard class. This decision was taken for several reasons.

- **Support**

Our on-board catering host is predominantly located in first class meaning that they can be on hand to deploy the ramp for wheelchair users should on-board or station staff be unavailable.

- **Certainty**

We recognise the guarantee that the wheelchair user space will be available, and not taken up by other customers, pushchairs, bicycles or luggage is crucial. With the wheelchair user spaces in first class, we can guarantee the space, with easier access to get to and from, even when the train is busy.

- **Reliability**

The availability of the accessible toilet on board the train is recognised as being of paramount importance. With the toilet in the first class section of the train, the demand for this facility is reduced, adding to its reliability and availability for wheelchair users who may not be able to use or access other toilets on the train.

Ticket Validity

Wheelchair users with standard class tickets will travel in the first class coach at no additional cost and will be entitled to a complimentary hot or cold drink and a snack whilst catering is available. However, customers wishing to enjoy the full first class offering including alcoholic refreshments and larger meals have the option to upgrade to a first class ticket. Our retail offering will also be available for the purchase of additional drinks or snacks.

Companions

There is one allocated companion seat per wheelchair user space. These are seats E03 and E05. Companion seats can be reserved through our Passenger Assist Team when a wheelchair user assistance request is made.

Where a wheelchair user is travelling with a companion and assistance has not been booked, our conductors will endeavour to make the companion seat available.

The carriage of additional companions in the first class coach with a standard class ticket will be at the discretion of the Conductor, determined through consideration of the demand for first class at the time of travel.

Companions will similarly benefit from a free hot or cold drink and a snack whilst catering is available, with the option to upgrade to first class to benefit from the full catering offer, or purchase drinks or snacks separately.

Transferring to a fixed seat

There are two options available to customers wishing to transfer from a wheelchair to a fixed seat whilst on board.

Customers who need their wheelchair positioned close to the seat enabling transfer with minimal steps should access the wheelchair user spaces in the first class coach of the train and transfer to one of the designated companion seats. An additional companion seat can be booked to ensure two seats are available.

Customers using a station wheelchair, or who are able to fold their wheelchair and take a few steps to a seat, can board any coach and then make use of the priority seats.

Our Passenger Assist Team can discuss your preferences with you and book assistance and reserve seats based on these.

Class 185 Trains

Each three coach Class 185 train has two wheelchair user spaces located in Coach C. The wheelchair user spaces are C98 and C99. Sometimes two Class 185 trains operate joined together. If this is the case, wheelchair users may also use the wheelchair user spaces in coach G (G98 and G99). Each wheelchair user space has a small fold down table, plug socket with USB charging point, and call for aid. Fold down seats are provided in the wheelchair user spaces which can be used by companions.

There are no wheelchair user spaces in first class.

Transferring to a fixed seat

If you need your wheelchair positioned adjacent to the seat, you will not be able to transfer to a seat on Class 185 trains.

If you can walk a small number of steps from your wheelchair to a seat, you can transfer to a seat in Coach C. The seating closest to the wheelchair user spaces is first class. Any wheelchair user transferring to a seat on these trains can travel in the first class carriage at no additional cost where seating is available and not required by first class ticket holders. If you transfer to a seat, you will be entitled to a complimentary hot or cold drink and a snack whilst catering is available. Customers wishing to enjoy the full first class offering including alcoholic refreshments and larger meals have the option to upgrade to a first class ticket. Our retail offering will also be available for the purchase of additional drinks or snacks.

Priority Seats

All TransPennine Express trains have priority seats in each coach for customers who need them.

These seats are located near the doors and have additional legroom, which may be useful for people travelling with an assistance dog. You can reserve these seats through Passenger Assist.

We do ask our customers to give up priority seats for people who need them more, but it's not always obvious that someone needs a seat. Our on-board staff will be happy to help ensure priority use of these spaces is given to customers who need them.

Assistance Dogs

We welcome guide or assistance dogs on our trains, and they are allowed to travel in all coaches. If you are travelling with an assistance dog and there are no suitable seats available, we will endeavour to provide travel on an alternative service within an hour of your intended journey time. If no capacity is available on alternative services, we will provide alternative accessible transport for you and your assistance dog to the nearest convenient station where a service to your destination with capacity is available. Our on-board staff will be happy to provide drinking water for assistance dogs if required.

We offer the Assistance Dogs Travel Scheme, supported by Assistance Dogs (UK) and recognised by all train operating companies in Great Britain. The scheme aims to raise awareness of the needs of assistance dog owners among rail staff and customers.

The scheme helps assistance dogs, and their owners travel comfortably and safely on our trains by giving a 'protected space' for the dog. You get a personal, highly visible and reusable 'Assistance Dog Under Seat' card that either slots into the seat reservation holder on top of the seat (where these are available) or can be placed upon the cushion on the seat next to the one where you are sitting. This lets other customers know the seat and the space under it should be kept free for your dog.

If you would like an 'Assistance Dog Under Seat' card posted direct to your home free of charge, you can email or telephone the National Rail Enquiries Customer Relations Team using the following details:

Email: customer.relations@nationalrail.co.uk

Telephone: 0800 022 3720 (Open Monday to Friday 09:00 to 17:00 including Bank Holidays)

Walking Frames and Rollators

Walking frames and rollators may be carried on board any TransPennine Express service. We recommend you book assistance to help with any luggage you may have, to help you with boarding / alighting from the train, and to assist you to your seat. Where your journey starts or ends or a transfer is needed at a larger

station, it may be best to make use of a station wheelchair or buggy. Our Passenger Assist Team can assist you with making suitable arrangements.

If you use a walking frame or rollator, we recommend that you make use of the priority seating which is available throughout the train. Once on the train, please fold your walking frame or rollator and store it in one of the luggage racks provided or between the seats.

Mobility Scooters

We understand that mobility scooters are useful for many people, but carrying them on trains can cause problems because of their size, weight and manoeuvrability. Your safety and the safety of our other customers and staff is our top priority.

If your scooter fits within the dimensions below and has a combined weight of less than 300kg when you are riding it, you can be issued with a scooter card, and it can be taken onto any TransPennine Express train.

Length: 120cm

Width: 70cm

These dimensions have been informed by Department for Transport (DfT) standards, specifically the National Technical Specifications Notice (NTSN): Accessibility.



We have also used risk assessments to determine these requirements, considering the manoeuvrability of the scooter, and the weight limit is determined by the maximum allowed weight on the ramp between the platform and the train.

To apply for a scooter card, visit <https://www.tpexpress.co.uk/help/accessibility/mobility-scooter>

We recommend that where possible you transfer from your scooter to a seat whilst travelling, and when disembarking, drive down the ramp facing forwards, then wait for the ramp to be removed before manoeuvring so that you have more space on the platform.

If you have a scooter which is folded and carried as luggage it can be taken on any of our trains, even if it doesn't have a scooter card. However if it is too big for a scooter card, and cannot be folded, you will not be able to bring it with you on our trains, and may wish to instead consider requesting a station wheelchair to help you when travelling.

If you are travelling with a scooter, we recommend contacting our Passenger Assist Team who will be able to arrange assistance for you when boarding or alighting the train.

Remember that when making a journey that involves more than one train operator you may find that each operator's policy relating to scooters varies. Our Passenger Assist Team will be able to help by advising you on each operator's policy on scooter carriage and booking assistance where possible.

Full details of our trains, with diagrams illustrating the layout and the location of facilities and features of relevance to disabled customers, are shown on our website at <https://www.tpexpress.co.uk/help/accessibility/guides-and-policies>.

D. If Things Do Not Go As Planned

We hope that you will not experience disruption during your journey, however issues can occur which affect our services.

When services are disrupted, we will do everything possible to ensure that our older and disabled customers are able to continue with their journeys, proactively taking your accessibility requirements into account in both our contingency plans and the service we provide on the day.

Planned Disruption

Planned disruption is any change to the regular train service which we are aware of in advance, such as engineering works, or on occasion where we run an amended timetable due to significant or expected issues relating to weather or infrastructure.

When you plan your journey, our Passenger Assist Team will be able to advise you of any planned disruption that might affect your plans and advise you of the best options.

Unplanned Disruption

Unplanned disruption is any change to the regular train service which results from an on the day issue. These can often be caused by faults to infrastructure or trains, which could not have been foreseen.

At the Station

We will make announcements at all our stations to update customers during disruption and will update our Customer Information Screens with latest information.

Customers can also use help points provided at stations or find updates on our app, social media profiles or via journeycheck by visiting www.journeycheck.com/tpexpress

Station information notices at the entrance to our stations show contact details for both our Customer Relations and Passenger Assist Teams who can also provide help and advice.

Severe disruption will also be communicated in the form of banners across the top of websites including www.nationalrail.co.uk and www.tpexpress.co.uk

If disruption occurs before the train has left the station, we normally offer the next available service, and we will arrange to move your assistance to that service.

If platform alterations occur at short notice Station staff (where available) will be able to assist you to the correct platform. Our teams will also:

- Make announcements
- Look out for visually-impaired customers and will assist where required
- Try to give sufficient time to allow those needing extra help to board the re-platformed train

Where on-board facilities that affect older and disabled customers are out of use (e.g. accessible toilets), our station staff will try to advise you of this before you join the train and discuss alternative arrangements with you. We will also report the fault to our maintenance teams so that it can be fixed quickly.

On the Train

If service disruption occurs whilst you are on the train, our on-board team will be able to advise and assist you. If you haven't booked assistance in advance but require help or advice, you should make yourself known to a member of staff. All on-board staff are encouraged to provide the highest levels of customer service and empowered to resolve appropriate issues "on the spot". If a train terminates before it has arrived at its destination, the on-board staff will arrange assistance for you for your onward travel.

If you need to change your journey due to service disruption, staff will coordinate your revised journey and any assistance you require. If you have arranged assistance, we will also inform other operators and stations about the changes to your journey so they can still provide the assistance you need. If we are not able to run train services at all and you wish to travel on a different day, we can help you to book assistance for this new journey.

Alternative Transport

If the level of disruption requires us to provide alternative transport, we work with third party suppliers and local transport companies to try and provide accessible coaches and buses, but this is not always possible, especially at short notice due to a general lack of supply of accessible vehicles across the coach and bus industry.

Where assistance has been booked in advance, and the service you are booked to travel on is replaced by road transport, our control team will review Passenger Assist and ensure your requirements are communicated to our road transport supplier so that a suitable vehicle is ordered as early as possible.

If you do not have Passenger Assist booked, and the coach or bus in use is not accessible to you, staff will make arrangements to provide a vehicle suited to your accessibility requirements, however there may be a short wait whilst we source this.

In The Event Of An Emergency

Keeping our customers safe is our top priority. Our emergency plans for stations and on trains include how to support older or disabled customers during an emergency. All our on-board and station staff are trained in emergency procedures and they will supervise any action that needs to be taken. Safety information is provided on all our trains with clear diagrams and pictures and in the rare event of an emergency on a train, our on-board team will help you. In nearly all cases, the safest option is for all customers to remain on the train and wait for instructions until our team have fully assessed the situation. If you do have to leave the train between stations, the emergency services will provide equipment and help you get off the train safely. If we need to evacuate a station, we will use the Public Address System and Customer Information Screens to alert you. Refuge points at stations are also available and clearly signed.

Redress for problems with your assistance

Our staff work hard to provide you with the help and assistance you need to be able to complete your journey with ease, however we recognise that sometimes, things do not go as planned.

Often, problems can be best resolved by discussing them with staff at the time, so that they can address any concerns you have there and then. If you still feel you need to provide feedback after travelling, please contact our Passenger Assist Team. Contact details can be found in section 4 of this leaflet.

Investigation and Improvements

Where you tell us about an issue you have experienced, we will investigate and provide you with an explanation. This explanation will also include details on what steps we're putting in place to prevent similar failures in the future. It doesn't matter whether you pre-booked Passenger Assist or used our turn-up-and-go service, we will investigate regardless.

Where you have experienced an issue which involves multiple operators, you should contact the operator who's train you were travelling on, or about to travel on when the issue occurred. If this is us, we will respond to your complaint on behalf of all of the train and station operators involved, providing you with an explanation of the root cause. If during our investigation we identify that the bulk of your complaint relates to another operator you have travelled with, we will inform you and with your express permission transfer the complaint to them so that they may address your concerns directly.

Compensation and Redress

It is important to us that you have a smooth and seamless journey, however we recognise that sometimes this doesn't always happen. If you feel like you have had an unsatisfactory experience with your Passenger Assist, you should report it to our Passenger Assist Team, who will investigate this for you and consider compensation on a case-by-case basis. Their contact details can be found on the last page of this document.

We consider compensation on a case-by-case basis, looking at:

- Any delay caused by assistance failure.
- Extra expenses you incurred.
- The impact which the assistance failure had on you.

Redress may include one or more of the following: financial compensation, an apology, and / or a goodwill gesture.

If you booked Passenger Assist and arrived at your final destination 15 minutes late or more due to an issue with the assistance, you will be entitled to Passenger Assist compensation.

You may also be eligible for Delay Repay compensation if your train was delayed for other reasons. Both types of compensation can apply together.

If your delay was not caused by assistance failure, only Delay Repay applies.

For information about Delay Repay and to find out how to claim, please visit tpexpress.co.uk/help/delay-repay-compensation or pick up a form from a station.

Feedback and Complaints

We appreciate that you may have received all of the assistance you need to complete your journey, but you may still wish to contact us about other elements of your journey, such as facilities on the train or at stations to meet your needs, policies and procedures, or the conduct of staff.

You can provide this feedback by contacting our Customer Relations Team. Their contact details can be found on the last page of this document.

Where you tell us about an issue you have identified, we will investigate and provide you with an explanation. If when investigating your feedback, we identify that the bulk of your complaint relates to another operator's station, trains, or staff, we will inform you of this, and with your consent, transfer your complaint to the most appropriate operator to respond to you directly.

We will reply to your complaint as quickly as possible,

in plain English and jargon free, but it may take a little time to investigate and collect the information we need. Please be aware that it may take up to 20 working days for you to receive a response.

If you book passenger assistance with us, we will ask you if our research partner can contact you after your journey to ask for your feedback. This is entirely optional; however, your feedback helps us to improve our services. Your responses will be anonymous and combined with the responses of other customers before we receive the data, so we won't be able to identify you from your answers.

We will consider compensation for complaints about the accessibility of our stations, trains and services on a case-by-case basis.

Escalation

For information regarding your rights of complaint escalation to the Rail Ombudsman, please see section 4 of this leaflet.

Assistance With Getting In Touch

If you need assistance getting in touch with us to provide feedback, make a complaint, or claim redress, we can help. Please contact our Passenger Assist Team using the details at the end of this document. You can provide them with information about your accessibility requirements, and they can assist you through the process. This could include support such as responding to you by post in large print, using a British Sign Language interpreter, or explaining the process in a different way.

4. Where To Get More Information And How To Get In Touch

More Information About Our Accessible Travel Policy

You can find more information on our wider commitments as an organisation to our older or disabled customers and our strategy for delivering improvements in our Accessible Travel Policy on our website at tpexpress.co.uk/help/accessibility/guides-and-policies, along with full details of the accessibility of our stations and our trains.

Our Accessible Travel Policy documents are available to download in Word and PDF formats or on request from our Customer Relations Team. If you want another copy of this leaflet, it is also available at all staffed stations where our services call.

We will review and update our Accessible Travel Policy each year to include any changes to our operations or services. We will consult with relevant stakeholders when doing so.

Alternative Formats

We offer our Accessible Travel Policy in alternative formats, specifically:

- Braille
- Audio
- Large Print
- Easy Read
- British Sign Language

Many of these formats are available to download from our website, but you can also ask for an alternative format by contacting our Passenger Assist Team. We will respond to your request within 7 days.

How To Get In Touch

For any queries about the accessibility of our stations or services, or to plan assistance, contact our Passenger Assist Team.

Our Passenger Assist Team is available 24 hours a day, 7 days a week, except during the festive period. Lines close at 23:59 on Christmas Eve and reopen at 00:00 on the morning of 27 December.

You can contact them:

Call: 0800 107 2149

Text Relay: 18001 0800 107 2149
(for deaf or hard of hearing customers)

Online: Visit www.tpexpress.co.uk/help/passenger-assist and complete the webform

Email: tpe.passengerassistance@tpexpress.co.uk

How to Provide Feedback or Make a Complaint

We value your feedback. If you have any comments on this document, the accessibility of or indeed any aspect of our service or stations, or if you are interested in getting involved in our Rail Accessibility Forum for the North, we'd like to hear from you.

Our Customer Relations Team are available 06:00 – 23:00 daily, except during the festive period. Their festive opening times are as follows; Christmas Eve 08:00 – 20:00, closed Christmas Day, Boxing Day 08:00 – 20:00, 27 to 30 December 06:00 – 23:00, New Year's Eve 08:00 – 20:00, and New Year's Day 08:00 – 20:00.

Call: 0800 107 2149

Text Relay: 18001 0800 107 2149
(for deaf or hard of hearing customers)

Online: Visit www.tpexpress.co.uk/help and complete our easy to use webform to provide your feedback

By Post: FREEPOST TRANSPENNINE EXPRESS

Email: tpecustomer.relations@tpexpress.co.uk

Comments

Form: Fill in one of our FREEPOST customer comment forms available any of our staffed stations.

Our Customer Relations Team will respond to you, and if requested to do so will reply in an alternative format e.g. large print.

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

Website: www.railombudsman.org

Email: info@railombudsman.org

Call: 0330 094 0362

Textphone: 0330 094 0363

Post: Freepost- RAIL OMBUDSMAN

You can find more information about submitting feedback and escalation routes in our Accessible Travel Policy and in our Complaints Handling Procedure, available at www.tpexpress.co.uk

Assistance Meeting Points

Station	Meeting Point
Barnetby	This is an unstaffed station. You should make your own way to the platform, contact our Passenger Assist Team or use the help point provided to request assistance.
Brough	Ticket Office
Cleethorpes	Ticket Office
Dewsbury	Ticket Office
Grimsby Town	Ticket Office
Huddersfield	The Welcome Point to the left of the ticket gates.
Hull	The Welcome Point opposite the ticket gates.
Malton	Ticket Office
Manchester Airport	The Welcome Point on the upper concourse by the ticket machines
Middlesbrough	Customer Information Point next to the ticket office
Northallerton	Ticket Office
Scarborough	The Welcome Point in the station foyer.
Scunthorpe	Ticket Office
Seamer	This is an unstaffed station. You should make your own way to the platform, contact our Passenger Assist Team or use the help point provided to request assistance.
Selby	Ticket Office
Stalybridge	Ticket Office
Thirsk	Call point in the main station car park, next to the crossing gates
Thornaby	Ticket Office
Yarm	This is an unstaffed station. You should make your own way to the platform, contact our Passenger Assist Team or use the help point provided to request assistance.



