

## STEP-FREE ACCESS MAP



**A** Station has step-free access.

**B** Some step-free access.  
Check before travelling at  
[nationalrail.co.uk/stations](http://nationalrail.co.uk/stations)

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# HullTrains

Your local link to London

# MAKING RAIL ACCESSIBLE

## Helping Older and Disabled Passengers

VALID FROM  
APRIL  
**2025**

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# 1. INTRODUCTION

## ABOUT US

Welcome to Hull Trains and Making Rail Accessible: Helping Older and Disabled Passengers.

We provide intercity rail services connecting Yorkshire, Lincolnshire and London King's Cross.

As an Open Access Operator (a train operating company or TOC that is not subject to a National Rail contract, and instead purchases individual timing slots on the railway), we do not operate any stations, however we call at 11 stations which are operated by other TOCs or Network Rail. We work closely with these companies to ensure a high quality of service is provided to all of our passengers, including the delivery of assistance for passengers that need this the most.

## ABOUT THIS LEAFLET

This leaflet provides information to help you plan your journey and obtain additional help. It explains:

- Everything you need to know about travelling with us, from planning your trip to arriving at your destination relaxed and refreshed
- The additional assistance we can provide and how to obtain it
- The information, services and facilities we provide for disabled or older passengers at all stages of your journey
- How we will help you if your train is delayed
- Where to get more information if you need it
- How to contact us and provide feedback on our services in relation to your travel with us

# 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 staff at a staffed station, by using a Help Point (where available) or by calling us free on **0800 316 1323**. We will provide the help you need as quickly as possible.

## CONTENTS

## PAGE

1. Introduction .....	3
2. Assistance: what is available and how to obtain it .....	3
3. What to expect: our commitment to customers at every stage of the journey:	
A. Before you travel .....	7
B. Help at the station .....	10
C. Help on the train .....	16
D. If things don't go as planned .....	22
4. Where to get more information and how to get in touch .....	25

The accessible features of each of the stations at which we call are detailed on our website at [www.hulltrains.co.uk](http://www.hulltrains.co.uk)

Accessibility information for all stations across Great Britain is also available from our Passenger Assist team or from National Rail Enquiries at [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

We will always do our best to provide you with the help you need. All our customer-facing staff are encouraged to look out for passengers with specific needs and offer appropriate help.

Every Hull Trains service has onboard staff who will be able to assist you to get on and off our trains.

During times of disruption, or if you wish to travel to or from a station which you cannot access without assistance (i.e. where access is restricted), 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 CAN 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 call our Passenger Assist team or complete the online webform available at [www.hulltrains.co.uk/support-and-contact/assisted-travel](http://www.hulltrains.co.uk/support-and-contact/assisted-travel)

## **WHAT IS PASSENGER ASSIST?**

Our Passenger Assist team can provide the latest information on accessibility arrangements for 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 British TOCs to coordinate travel assistance). Because it is 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 just one call.

Our Passenger Assist team can help with every aspect of planning your journey including:

- Booking assistance for getting on and off the train, as well as getting to and from the platform. This includes help at staffed stations, connecting between train services and from the platform to and from onward transport, such as taxis, car parks and public transport where these are near the station

- Requesting a ramp to be provided for getting on and off the train
- Requesting help with luggage
- Making seat reservations, including for dedicated wheelchair user spaces or priority seats on trains
- Making onward travel reservations on services operated by other train companies (where seat reservations are available)
- Providing information and reservations for travelling with scooters or other mobility aids
- Purchasing travel tickets (including, where available, cheaper Advance fares). This can be done at the same time you call to book assistance, all within a single transaction
- Checking the accessibility and facilities on trains and stations across the British rail network

Our staff are trained to assist passengers with both visible and non-visible disabilities but please note that 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 making a spontaneous journey, we will always do our best to provide assistance and help you get what you need. If access to and from trains at the station you plan to use is not possible, (for example if the station is not staffed at the time you wish to travel, because of a physical feature, or on another operator's service where there is no second person on board the train who would normally assist passengers on and off the train), we will provide alternative transport e.g. by taxi, to the nearest accessible station which meets your needs at no additional cost. When you book assistance or contact our Passenger Assist 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 a vehicle appropriate to your needs.

## **REQUESTING ASSISTANCE**

Our Passenger Assist team are available 24 hours a day, except 25th and 26th December. We are unable to make any bookings on 25th and 26th December, however our contact centre will reopen for bookings at 00:01 on 27th December to allow bookings to be made for morning services.

Website bookings will be processed during the above operating hours, therefore bookings made between 22:59 on 24th December and 00:00 on 27th December will be processed when our contact centre reopens at 00:01 on 27th December.





**Call:** 0800 316 1323

**Text Relay:** 18001 0800 316 1323  
(for deaf or hard of hearing customers)

**Online:** Visit [www.hulltrains.co.uk/support-and-contact/assisted-travel](http://www.hulltrains.co.uk/support-and-contact/assisted-travel) and complete the webform

**WhatsApp:** 07816 123149

### **PASSENGER ASSIST NOTICE PERIOD**

For the most effective service, we recommend booking and reserving assistance 2 hours before you travel.

The notice period for assistance is 2 hours prior to the time of travel for same day travel, noting that whilst this refers to assistance in general, we may not always be able to guarantee the availability of the wheelchair user spaces in cases where a train may have left its origin station where reservations are uploaded and displayed before a booking for a wheelchair user space has been made.

## **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 the 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 issues at each station. They will confirm this information to you when you book assistance so that you know what to expect at every stage of your journey and they can provide you with a copy of the station access information for reference if required.

Additionally, we will ensure the information about our services displayed on our website, and the National Rail Enquiries website, is accurate and up to date. We will work with station operators so that 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, that they will update online information within 24 hours.

At stations, where possible, we will work with station operators to advise waiting passengers if we are aware that on-train accessible toilets or other accessible features are out of action, or when trains with different facilities are being used on our services.

## 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 [www.hulltrains.co.uk](http://www.hulltrains.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.

Sometimes engineering work can affect our timetables and changes can be made to these up to 12 weeks before the date of travel. Whilst we do release our cheaper Advance tickets up to 26 weeks before travel, there may still be changes to the timings of our services up to 12 weeks before travel. However, if you buy your tickets from us, we will inform you of these changes. If you have booked assistance for these services, we will contact you to verify what changes may be needed. You can sign up for our cheap ticket alerts notifier on our website at [www.hulltrains.co.uk/tickets-and-offers/cheap-tickets-alerts](http://www.hulltrains.co.uk/tickets-and-offers/cheap-tickets-alerts). This means that as soon as the Advance tickets for Hull Trains services for the date of travel for your journey become available, we'll get in touch.

Where it is difficult for you to purchase a ticket before you travel due to your disability, 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 throughout the British rail network. A one-year Railcard costs £20 or a three-year Railcard costs £54\*.

If you have a Disabled Persons Railcard, we'll give you a discount of up to 34% when you buy your tickets online or at the ticket machine. At the ticket office, you must 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 [www.disabledpersons-railcard.co.uk](http://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 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 Senior Railcard costs £35 and a three year Senior Railcard costs £80\*.

If you have a Senior Railcard, we will give you a discount when you buy your tickets online or from our onboard manager. If you purchase your tickets at the ticket office you must 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](http://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.

### CONCESSIONARY FARES

Discounts are also available in some cases where you do not have a Railcard. If you are blind or vision-impaired and 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 vending machines and should be purchased from station ticket offices or the Passenger Assist team. As we are an Open Access Operator you may pay the concessionary fare on board our train, without penalty, during the journey. If we are unable to do this on board, you may do this at your destination.

### BLIND OR VISION-IMPAIRED CUSTOMERS TRAVELLING WITH A COMPANION

If you are registered as blind or vision-impaired and you are travelling with a companion, the concessionary discounts below apply to adult fares only for both you and your companion. You cannot get a discount if you are travelling on your own, unless you have a Railcard. 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 vision-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 with you to prove your eligibility.

## **PEOPLE WHO STAY IN THEIR OWN WHEELCHAIR FOR A RAIL JOURNEY**

If you remain in your own wheelchair during a journey and you do not have a Railcard, you are eligible for the concessionary discounts on both adult and child fares. The discounts apply if you are travelling alone and are available to one adult companion travelling with you.

## **CONCESSIONARY FARE DISCOUNTS**

The following discounts apply to both First or Standard Class tickets:

- Anytime Singles or Returns – 34% Off
- Anytime Day Single – 34% Off
- Anytime Day Return – 50% Off

In many cases, Off-Peak, Super Off-Peak or Advance tickets may cost less than the discounted Anytime Fare. Our Passenger Assist team, onboard manager or ticket office staff will make you aware if there is a cheaper fare available at the time of purchase.

## **B. HELP AT THE STATION**

### **ASSISTANCE AT STATIONS**

#### **Meeting your assistant**

If you have booked assistance please go to the designated meeting point at the station (listed at the end of this leaflet for the stations at which we call) and confirmed by the Passenger Assist team, where you will be met by the member of staff assigned to assist you. You can also make yourself known to any member of station staff in the ticket office, on the ticket barrier or the platform.

Alternatively, if you have requested assistance from the station drop off/pick up point, taxi rank, other public transport or car park within the station boundary, staff will be on hand to assist you.

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

Station teams will assist you to the platform, helping you to collect any tickets you might need on the way and ensure you successfully get on the train.

## **ACCESSIBLE STATION FACILITIES AND HOURS OF OPERATION**

All stations at which we call benefit from customer information screens and public address systems which give updates on train running.

All stations at which we call, with the exception of Howden and Stevenage, have Help Points on platforms.

Not all stations are staffed during the times that trains call there. If stations at which we call have lifts provided, these are currently available at all times. At other stations across the network station operators are installing technology which means that lifts can remain available 24 hours per day.

You can access the full details of all the facilities at each station either from the relevant train company's website or on the National Rail Enquiries website [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations) or by calling our Passenger Assist team.

## **USING UNSTAFFED STATIONS**

Howden and Cottingham are not staffed and Beverley, Selby and Brough only have staff at set times of day or days of the week. You can find details of the times when staff are available at the latter three stations and when assistance can be provided for each station on the National Rail network at [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations). We recommend that you check the station staffing hours before you travel.

If you can access Howden or Cottingham without the need for assistance, our onboard team will be pleased to help you get on and off the train. Our onboard manager will get off the train and check the platforms at these stations before they close the doors of the train, so please get their attention and ask them for assistance to get on the train. It should be noted that car parking at Howden is limited and the car park surface is uneven which may prevent wheelchair users from using it.

There are no Help Points at Howden or Stevenage (but there

are always staff at Stevenage), therefore if you require assistance to get to or from the platform or are planning to get on another operator's train (where there may not be a second member of staff on the train who would normally assist passengers on and off the train) we advise you to contact our Passenger Assist team in advance of travel. The Passenger Assist team will be able to discuss your 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 contact details for the station operator are displayed on Welcome Posters near each station entrance 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. Our Passenger Assist team will advise you on connection times when you are making your booking. In some cases, especially where an interchange takes place at a larger station, they may recommend allowing a longer connection time to those displayed in journey planners on websites or apps to allow enough time to cross the station. Where alternative journeys are recommended, our Passenger Assist team can amend seat reservations and tickets to match, ensuring no additional cost is incurred.

## PLATFORM ALTERATIONS

If platform alterations occur at short notice:

- Station staff, where available, will assist you to the correct platform
- Staff will update information screens and make announcements
- Staff will look out for passengers who may need assistance and will help where required
- Our staff will try to give enough time to allow those needing extra help 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. from train to bus), station assistance teams can provide assistance to help you make the connection, as long as the interchange is within the immediate station area.

We work with station operators to encourage taxi operators that provide services from their stations to provide wheelchair accessible vehicles.

## ACCESSIBLE STATION FEATURES

All stations at which we call have posters displaying information about the station, facilities and accessibility. The posters include a station map, the contact details of the station operator's Passenger Assist team and those of any other operators who use the station.

There are Information Points, Help Points or station staff at all the stations at which we call except for Howden. These Information and Help Points allow you to get information about services and accessibility, timetables, fares, connections and confirmation of any assistance booked through Passenger Assist. Where stations do not have an Information Point you can contact our Passenger Assist team for more information. We work with station operators so that, at staffed stations, they place timetables, posters, information leaflets and other materials in a position that both wheelchair users and standing customers can access.

Where there are Help Points at stations, staff answering these Help Points will be able to help you with:

- Local information
- Train running details
- Assistance if you require help boarding or alighting
- Reporting accessibility issues or station faults

To use a Help Point:

- 1) Press the assistance/information button for non-emergency support (e.g. requesting a ramp or checking train times).
- 2) Press the emergency/help button only in case of urgent safety concerns.
- 3) Follow the operator's instructions and stay near the Help Point if assistance is being arranged or tell the operator where you would be.
- 4) For more information on where on the platform the Help Points are refer to the National Rail Enquiries website.

All the stations at which we call are fitted with audio and visual real-time customer information systems, giving 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 where services call. Audio announcements are also made when there are any changes to the schedule and when a train is approaching.

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

We strive to work proactively with other station operators to provide consistently easily accessible facilities. We will keep you updated about our progress on our website.

## ASSISTANCE CARDS AND LANYARDS

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

## SUNFLOWER LANYARDS AND ASSISTANCE CARDS

Along with other operators, we promote and distribute these to passengers with non-visible disabilities who want railway staff to be alerted to their possible need for assistance during their journey. These lanyards include cards which give customers reassurance that wherever their journey across the network they can expect a similar response from railway staff. The cards are designed to discreetly inform railway staff as to any specific needs a passenger may have. If you require one, please contact our Passenger Assist team.

## STATION WHEELCHAIRS

Some stations have wheelchairs which can be used by staff to assist passengers for transfers around the station.

Station wheelchairs, in some locations, are power assisted, and enable staff to help more than one customer at a time, increasing the amount of assistance provided to passengers. If you are not comfortable using these please inform a member of staff.

At some of the larger stations we serve, such as London King's Cross, buggies are also available.

## RAMPS

All our trains have ramps to use to avoid the step from the train to platform or vice versa. Our onboard team will help you on or off the train at any stations where there are no station staff available to assist you.

## LUGGAGE

We can arrange for station staff to provide help to older and disabled passengers with luggage at stations and when getting on and off trains.

We provide help with luggage, free of charge, if you have booked assistance in advance. However, station operators do not employ staff solely to carry passengers' luggage and if you have not booked assistance, platform staff may have to attend to train safety before they can help you. Please bear in mind the weight, size and quantity of luggage and do not exceed the limits set out in our Passengers' Charter (and repeated below), as station staff must be able to lift the item(s) safely. This states that you may bring with you up to one large item (generally weighing between 15 kg and 23 kg), a small carry-on bag and one piece that must be small enough to fit on your lap or under your seat, free of charge.

- Large items should not exceed 90x70x30cm
- Small items should not exceed 56x45x25cm
- A charge of £30 per item will be levied for conveying additional items of luggage, or for excessively large or bulky items

We have also partnered with [https://www.carrymyluggage.com?ref\\_id=37](https://www.carrymyluggage.com?ref_id=37) who provide door-to-door luggage delivery services throughout Great Britain. Their service, which is chargeable, can help make your travel easier, moving larger or heavy luggage items so you don't have to worry about carrying these around with you. Hull Trains passengers receive a 10% discount when they click on the link above or may also use promo code HT101 if they use the [carrymyluggage.com](https://www.carrymyluggage.com) booking page directly.

## LEFT LUGGAGE

With the exception of London King's Cross, there are no left luggage services at the stations at which we call.

## CAR PARKING

At several of the stations at which we call, there are marked car parking bays for Blue Badge holders, some of which are within the chargeable parking area so the normal car parking rate may apply.

We work with station operators to ensure that they always locate parking bays for Blue Badge holders in accessible locations close to the station and ensure that spaces are larger than standard spaces to allow for easier access.

For details of parking facilities for the stations at which we call please visit [nationalrail.co.uk/stations/](https://nationalrail.co.uk/stations/) and select the 'car parking' section.



## STATION TEAMS

We work with station operators to ensure they provide 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.

Sometimes, when you arrive at the station, staff may already be providing assistance to another customer. If they are not immediately available, we ask passengers to remain at the designated meeting point.

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 passengers who have booked their assistance in advance will be prioritised.

## C. HELP ON THE TRAIN

### ONBOARD STAFF

All our trains have onboard colleagues who have received comprehensive training in how to support older and/or disabled passengers.

They provide timely, helpful and clear announcements and will ensure these are made in sufficient time for passengers, especially for those with reduced mobility, to prepare to get off the train. Additionally, all our trains have public address equipment and a visual display in each carriage showing the train's destination and the next stop. Our team also make announcements about any alterations to the normal service, including delays.

If your hearing, vision or mobility is impaired, please advise the onboard team as soon as you can (e.g. when your ticket is being checked), for example if you have difficulty hearing announcements. 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 assistance 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 Hull or London King's Cross) it can take a little longer to meet you, however we will endeavour to 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 the onboard team when they pass through the train who will arrange this for you.

## SEATS ON TRAINS

Seat reservations can be made on all Hull Trains services free of charge, when you buy your ticket.

We strongly recommend older or disabled passengers reserve a seat to ensure you can access the onboard facilities which have been designed to meet your needs.

Reservations can be made up to 26 weeks before the date of travel on some services and as little as 15 minutes before the train begins its journey on some operators. This also applies to the priority seats, wheelchair user spaces and companion seats.

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 team can make this change, and where possible will reserve companion seats for those travelling with you.

## ACCESSIBILITY AND OUR TRAINS

We operate one type of train, known as the 'Paragon Fleet' which are Class 802 'Bi-Mode' 5 carriage trains. Bi-mode refers to their ability to run on both diesel and electric power, giving them greater flexibility for use on the network. We operate these in both 5 carriage and 10 carriage formations.

All of our trains are compliant with Persons of Reduced Mobility – Technical Specification for Interoperability (PRM-TSI). A copy of our train layout and onboard facilities can be found below.



## PARAGON FLEET ACCESSIBILITY SUMMARY

FACILITIES	AVAILABILITY AND LOCATION
<b>Accessible Toilets</b>	Yes Accessible toilet in carriages A/G (Standard Class) and E/L (First Class), equipped with baby changing facilities
<b>Wheelchair User Spaces</b>	2 on 5 carriage trains or 4 on 10 carriage trains Located in carriage A/G (Standard Class) and E/L (First Class)
<b>On Board Ramps</b>	Yes Located in carriage A/G (Standard Class) and E/L (First Class)
<b>Passenger Information System</b>	Yes Audio/Visual announcements with digital customer information screens
<b>Priority Seats</b>	Yes 7 First Class on 5 carriage trains or 14 on 10 carriage trains 32 Standard Class on 5 carriage trains or 64 on 10 carriage trains
<b>Contrasting Grab Rails</b>	Yes
<b>Tactile or Braille Notices</b>	Tactile
<b>On Train Staff</b>	Minimum 3

### WHEELCHAIR USER SPACES

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

The wheelchair user spaces are accessible by wheelchairs with a maximum width of 70 centimetres, a maximum length of 120 centimetres and a maximum weight of 300 kg.

Each train has two wheelchair user spaces located, with the Standard Class space in Carriage A and the First Class space in Carriage E. The wheelchair user spaces are A99 and E99 respectively on a 5 carriage train, with G99 and L99 in addition on a 10 carriage train. Due to the lengths of some platforms, spaces G99 and L99 may not be accessible from all stations, however our Passenger Assist team will ensure you are in the correct portion of the train to allow you to board and alight at your chosen stations.

Each wheelchair user space has a table, plug socket with USB charging point, and call for aid button. Our onboard team will ensure that these spaces are able to be occupied by wheelchair users and we have displayed signage to inform other passengers as to the need to keep these areas clear.

### STANDARD/FIRST CLASS ACCOMMODATION

Wheelchair users with Standard Class tickets who have been unable to occupy the Standard Class seat, because it is booked, will travel in the First Class carriage at no additional cost and will be entitled to a complimentary hot or cold drink whilst catering is available. However, passengers wishing to enjoy the full First Class offering, including meals, have the option to upgrade to a First Class ticket.

### COMPANIONS

There is one allocated companion seat per wheelchair user space. These are seats A47 or A48 in Standard Class and E2 in First Class on a 5 carriage train, or G47 or G48 in Standard Class and L2 in First Class on a 10 carriage train. 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 onboard managers will endeavour to make the companion seat available.

The offers for Disabled Persons Railcard Holders and reduced fares which apply for wheelchair users and one companion remain unchanged.

The carriage of additional companions in the First Class carriage with a Standard Class ticket will be at the discretion of the onboard manager, 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 whilst catering is available, with the option to upgrade to First Class to benefit from the full catering offer.

### TRANSFERRING TO A FIXED SEAT

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

Passengers who need their wheelchair positioned close to the seat enabling transfer with minimal steps should access the wheelchair user spaces in the appropriate carriage 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.

Passengers using a station wheelchair can get on at any carriage, and then make use of the Priority Seats on board.

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

## **PRIORITY SEATS**

All our trains have 'Priority Seats' in each carriage for passengers who need them. These seats are suitably marked and located near the doors with 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 passengers to give up Priority Seats for people who need them more, but it's not always obvious that someone needs a seat. Our onboard team will be happy to help ensure priority use of these spaces is given to passengers who need them.

## **ASSISTANCE DOGS**

We welcome guide or assistance dogs on our trains and they can travel in all carriages. If you are travelling with an assistance dog and there are no Standard Class seats available, we may be able to accommodate you in First Class at no additional cost where you will be entitled to a complimentary hot or cold drink, subject to availability.

Dogs are not permitted to occupy seats for hygiene and safety reasons, but we can reserve a seat under/in front of which they can lie using a special assistance reservation card on board our trains.

## **WALKING FRAMES AND ROLLATORS**

Walking frames and rollators may be carried on board any Hull Trains service. We recommend booking assistance to help with any luggage you may have, to help you with getting on and off 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.

## **SCOOTER CARRIAGE**

We understand that 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 passengers and staff is our top priority.

If your scooter fits within the dimensions below and has a combined weight of less than 300 kg when you are riding it, it can be taken onto all of our trains.

### **3 Wheel Scooter**

Length: 120cm  
Width: 70cm

### **4 Wheel Scooter**

Length: 110cm  
Width: 55cm

These dimensions have been informed by the Technical Specification for Interoperability (TSI) for wheelchairs and risk assessments, and the weight limit determined by the maximum allowed weight on the ramp between the platform and the train.

We ask that you transfer from your scooter to a seat whilst travelling for safety reasons and recommended by the scooter manufacturers.

If you have a scooter which is folded and carried as luggage it can be taken on any of our trains, however if it 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 getting on or off the train.

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

Full details of our trains, with diagrams illustrating the layout and the location of facilities and features of relevance to disabled passengers, are shown on our website at [www.hulltrains.co.uk](http://www.hulltrains.co.uk)

## **AT-SEAT CATERING**

We offer an at-seat Standard and First Class catering offer on all of our services. Our First Class offer is complimentary, full details of which can be found on our website at [hulltrains.co.uk/your-experience/our-menus](http://hulltrains.co.uk/your-experience/our-menus) details of our Standard Class offer can be found at [hulltrains.co.uk/your-experience/standard-class-menu](http://hulltrains.co.uk/your-experience/standard-class-menu)

Catering services commence on departure from our origin station and our Customer Hosts will pass through the train on regular intervals where possible. Please note that on busier services we may have to resort to a 'static' service, however, please speak to a member of staff should you still require assistance at seat.

We are able to accept most forms of card payments, but please note that we don't accept cash onboard our trains for catering purchases.

## **D. IF THINGS DON'T 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 disabled passengers are able to continue with their journeys, proactively taking your needs 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.

### **ALTERNATIVE TRANSPORT DURING PLANNED DISRUPTION**

For planned disruption, such as engineering works, our replacement coach service supplier will provide step-free options which meet Public Service Vehicle Accessibility Regulations (PSVAR) and Public Service Vehicle Accessible Information Regulations (PSVAIR) standards wherever possible.

Where a Hull Trains service operates to connect with a Hull Trains coach replacement service, our onboard crew will make onboard announcements giving directions to the coach pickup point, where a coach will be waiting and easily identifiable by the Hull Trains sign in the front window together with station calling points if required. We will always aim to have coach coordinators in attendance to help and advise those customers needing step free coach access. If for any reason these are not present, the coach drivers are trained to help.

If your accessibility requirements are not met by the provisioned rail replacement coach service, our PA team will contact those

affected customers to arrange an accessible taxi for them instead. We can book these from a range of firms, and we will make sure the colleagues at the arrival station you are going to know you are coming in a taxi, so they are expecting you when you arrive.

Our contracted coach suppliers receive disability awareness training as part of the driver's initial training and ongoing as part of their Certificate of Professional Competence training. Our suppliers are required to provide PSVAR/PSVAIR compliant vehicles. We hold quarterly review meetings with our supplier, as well as reviewing our contracts annually to consider changes in the availability of such vehicles.

## **DISRUPTION DURING YOUR JOURNEY**

### **AT THE STATION**

Station operators will make announcements at stations to update passengers (where announcing facilities are available) during disruption and will update customer information screens with the latest travel information.

Passengers can also use Help Points provided at stations (where available), or find updates on our app, social media profiles or via journeycheck by visiting [www.journeycheck.com/hulltrains](http://www.journeycheck.com/hulltrains)

Information posters at the entrance to stations or on station platforms show contact details for both our Customer Service 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 rail websites such as [www.nationalrail.co.uk](http://www.nationalrail.co.uk) and [www.hulltrains.co.uk](http://www.hulltrains.co.uk)

If disruption occurs before the train has left the station, we will arrange to move your booked assistance to the next appropriate service.

If platform alterations occur at short notice, station staff, where available, will be able to assist you to the correct platform. Station operators will also:

- Update information screens and make announcements
- Look out for customers who may need assistance and will help where required
- Try to give enough time to allow those needing extra help to get on the re-platformed train

Where facilities that affect disabled travellers are out of use e.g. accessible toilets, we 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.



If service disruption occurs whilst you are on the train, our onboard team will be able to advise and assist you. The onboard manager on each of our trains has the details of all passengers who have booked assistance. If you haven't booked assistance in advance but require help or advice, you should make yourself known to a member of our team. All onboard team members 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 onboard team 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 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. 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 make a new booking.

## ALTERNATIVE TRANSPORT

If the level of disruption requires us to provide alternative transport, we will work with our suppliers and local transport companies to provide PSVAR/PSVAIR accessible coaches or buses, however, this is not always possible, particularly at short notice. If we are not able to provide an accessible coach or bus, a taxi suitable for your needs will be provided at no extra charge to you.

## IN THE EVENT OF AN EMERGENCY

Keeping our customers safe is our priority. Our emergency plans for trains include how to support older or disabled passengers during an emergency. Similarly, we work with station operators to ensure that all stations have suitable emergency plans in place. All our 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 onboard team will advise and 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 you from an unstaffed station, station operators will use the station Public Address System and Customer Information Screens to alert you.

## REDRESS

Our teams 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.

If the assistance you have booked is not provided or does not meet your requirements, please let a member of staff or our Passenger Assist team know at the time so that we can resolve the issue.

If you need to provide feedback after travelling, please contact our Passenger Assist team. Contact details can be found in section 4 of this leaflet.

Where things have not gone as planned, we will use feedback provided to improve how we work and the approach of others who provide the assistance service on our behalf.

Where assistance has been booked on our services but has not been provided, we will offer you a refund for the cost of that journey i.e. 100% of the single ticket, or 50% of a return. You can claim this by contacting our Passenger Assist team or Customer Service team. You will need to provide proof of purchase, i.e. a copy of your train tickets or your booking confirmation, along with your Passenger Assistance reference number, which can be found on your confirmation email.

If another train operator was responsible for the failure of your assistance, you can complain to them directly or we will coordinate a response to your complaint, and we will provide you with a full explanation, including why it happened and what mitigating actions we intend to take as a result.

Where both Passengers' Charter and Passenger Assist compensation could apply, you will be entitled to whichever value is the highest but will not be able to claim both. 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. We will take each case on its merits and respond appropriately.

## 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 and disabled passengers and our strategy for delivering improvements in our **Accessible Travel Policy** on our website, [www.hulltrains.co.uk](http://www.hulltrains.co.uk), along with full details of the accessibility of our trains.

Our **Accessible Travel Policy** documents are available to download in Word and PDF formats or on request from our Customer Service team.

If you want another copy of this leaflet it is also available from all staffed stations where our services call and is widely available in community facilities along our route.

We will review and update our **Accessible Travel Policy** each year to include any changes to our operations or services.

## ALTERNATIVE FORMATS

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

- Braille
- Audio
- Large Print
- Easy Read

You can ask for an alternative format by contacting our Customer Service team or 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 trains or to plan assistance, contact our Passenger Assist team who are available 24 hours a day, except 25th and 26th December when we are closed completely. We are unable to make any bookings on 25th and 26th December, however our contact centre will reopen for bookings at 00:01 on 27th December to allow bookings to be made for morning services.

Website bookings will be processed during the above operating hours, therefore bookings made between 22:59 on 24th December and 00:00 on 27th December will be processed when our contact centre reopens at 00:01 on 27th December.

You can contact them:

**Call:** 0800 316 1323

**Text Relay:** 18001 0800 316 1323  
(for deaf or hard of hearing passengers)

**Online:** Visit [www.hulltrains.co.uk/support-and-contact/assisted-travel](http://www.hulltrains.co.uk/support-and-contact/assisted-travel) and complete the webform

**By social media on X:** @Hull\_Trains

Alternatively, you can contact the national assistance line

**Call:** 0800 022 3720

**Text Phone:** 0845 60 50 600

**Text Message:** Text 60083 and National Rail Enquiries will send you a text message with the number you need to dial from your textphone.

## 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 at which we call, or if you are interested in getting involved in our Rail Accessibility Forum for the North, we'd like to hear from you. You can contact our Customer Services team who are available 0800 – 2200, 7 days a week, except 25th and 26th December when we are closed.

**Call:** 0345 071 0222

**Online:** [www.hulltrains.co.uk/support-and-contact/send-feedback](http://www.hulltrains.co.uk/support-and-contact/send-feedback) and complete our easy to use webform to provide your own feedback

**By Post:** FREEPOST Hull Trains Customer Services

Our Customer Service 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](http://www.railombudsman.org)

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

**Call:** 0330 094 0362

**Textphone:** 0330 094 0363

**Post:** FREEPOST - RAIL OMBUDSMAN

**X:** @RailOmbudsman

## ASSISTANCE MEETING POINTS

Station: Meeting Point	
<b>Beverley</b>	Ticket Office – note specific staffing hours detailed at <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>
<b>Brough</b>	Ticket office on platform 1 – note specific staffing hours detailed at <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>
<b>Cottingham</b>	This is an unstaffed station. You should make your own way to the platform, contact our Passenger Assist team.
<b>Doncaster</b>	Ticket Office
<b>Grantham</b>	Ticket Office
<b>Howden</b>	This is an unstaffed station. You should make your own way to the platform, contact our Passenger Assist team.
<b>Hull</b>	Customer Information Point on the station concourse near the ticket gates.
<b>London King's Cross</b>	Customer Information Point next to the ticket office
<b>Retford</b>	Ticket Office
<b>Selby</b>	Ticket Office – note specific staffing hours detailed at <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>
<b>Stevenage</b>	Ticket Office