

← LONDON TURN UP & GO



National Rail
Britain's train companies working together

Introduction

Many disabled Londoners travel by rail and some of these passengers already make journeys without booking assistance in advance. We know that more people would like to be able to travel more spontaneously, so we are carrying out a trial at 36 stations over the next 6 months as a minimum, to understand if we can offer a formalised Turn Up & Go service to passengers with disabilities.

Journeys can only be made between a limited number of stations (see map) where there is level access to the platforms and where staff are available across the hours trains operate.

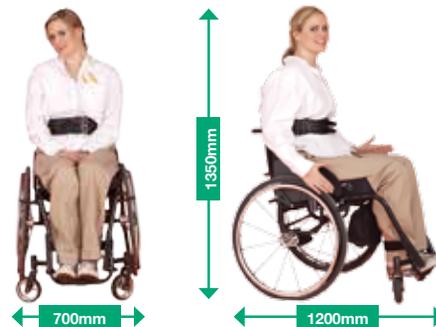
Passengers can still book assistance at these stations and we will still prioritise pre-booked assistance, but the Turn Up & Go trial network should help you to have slightly more choice about how you make your journeys over the coming months.



How to use London Turn Up & Go

- This is purely a trial and not yet a formalised offering
- The trial only applies to the 36 London stations listed in this leaflet and shown on the map
- The trial only applies to point-to-point journeys between the 36 agreed London stations
- If travelling to destinations outside of this 36 station network we suggest that you pre-book your assistance
- If you want to Turn Up & Go it is still advisable to turn up at least 10 minutes in advance, to allow enough time for assistance staff to be put in place. There may be a slight delay, but services on these routes are frequent, so your wait should not be too long
- There may be a slight delay if the station you are at cannot make contact with the receiving station to arrange your assistance on arrival, however, services on these routes are frequent, so your wait should not be too long
- You can still pre-book your assistance at least 24 hours in advance, if you would prefer
- Pre-booking is recommended if your journey on a specific train is essential
- We will give priority to pre-booked assistance ahead of Turn Up & Go passengers

- Check before travel in case of any engineering works
- Ability to deliver the Turn Up & Go Service could be affected by large scale public event or unplanned disruption
- Most trains can accommodate wheelchairs that are within the dimensions given in government public transport regulations (700mm wide, 1200mm long). There are a small number of older trains that can only currently carry wheelchairs that have a maximum width of 670mm. The maximum combined weight of a person and their wheelchair that can be conveyed is limited by two things: the capabilities of the individual member of staff assisting the passenger and the stated maximum safe working load of the ramp (between 230kg and 300kg)



- If you are a scooter user you still need to adhere to the respective train operator(s) policies in this area. See scooter information on the National Rail Enquiries website

London Turn Up & Go Stations:

Balham	Southern	Purley	Southern
Barking	C2C	Riddlesdown	Southern
Caterham	Southern	Sanderstead	Southern
Charing Cross	Network Rail	St. Pancras International	Network Rail
Cheam	Southern	Stratford	Abellio Greater Anglia
Clapham Junction	South West Trains	Stratford International	Network Rail
Coulsdon Town	Southern	Streatham Common	Southern
East Croydon	Southern	Streatham Hill	Southern
East Dulwich	Southern	Sutton	Southern
Fenchurch Street	C2C	Thornton Heath	Southern
Hackbridge	Southern	Upminster	C2C
Kenley	Southern	Victoria	Network Rail
Lewisham	Southeastern	Wallington	Southern
Limehouse	C2C	Waterloo	Network Rail
Liverpool Street	Network Rail	Waterloo East	Southeastern
Mitcham Eastfields	Southern	West Norwood	Southern
Mitcham Junction	Southern	Wimbledon	South West trains
Norbury	Southern	Woolwich Arsenal	Southeastern



Turn Up & Go Partners

abellio ^{greater}anglia

c2c



National Rail

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NetworkRail



SOUTHERN

southeastern

SOUTH WEST TRAINS



Travel Assistance

Rail services are now far more accessible than they were in the past and many disabled people are able to use the rail network without assistance.

We will always do our best to help disabled passengers that need assistance. If you want to catch a particular train it is best to book assistance in advance, so that we can ensure that any help you may need on that service is provided.

If you are pre-booking assistance we recommend that you book 24 hours before you travel.

For more information and to book assistance:



08457 48 49 50*



0845 60 50 600 textphone/minicom

- * Calls to National Rail Enquiries from landlines are charged at the local rate and may be recorded.

**For all feedback, questions or queries,
please visit: disability@atoc.org**