

Making Rail Accessible: Helping Older and Disabled Passengers



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Introduction

We welcome older and disabled passengers, and those with reduced mobility or who need extra help. This Passenger Document is to assist you with your journey on Arriva Trains Wales' train services and at our stations. If you have reduced mobility or a special requirement, it will provide advice on how best to get help and assistance if you need it.

We are committed to providing an excellent quality of service to all our passengers and will work closely with our rail industry colleagues and other appropriate stakeholders to achieve this.

We will aim to ensure no reduction in the standards of accessibility available on Arriva Trains Wales' network and to maintain and, where possible, improve on our current provision.

We invite you to put forward your comments and suggestions for consideration for future developments.

Network Description

Arriva Trains Wales is part of the Arriva Group, a leading provider of passenger transport services in Europe.

We operate train services and stations in Wales and the border counties including:

- South Wales Valleys, the Vale of Glamorgan and Cardiff suburban routes, including services to Ebbw Vale Parkway;
- Services from Birmingham International to Aberystwyth;
- Services on the Cambrian Coast line to Pwllheli;
- Services from Chester to Crewe;
- Services from Birmingham International to North Wales;
- Services from Holyhead and Llandudno along the North Wales coast to Manchester and Crewe;
- Services from Cardiff to Holyhead;
- Services from Maesteg to Gloucester and Cheltenham Spa;
- Services from South and West Wales to Manchester;
- Services on the "Heart of Wales Line" from Swansea to Shrewsbury;
- Services from Swansea to Milford Haven, Pembroke Dock and Fishguard Harbour;
- Services from Chester to Manchester Airport.

Welsh Language Version/Fersiwn Gymraeg

If you would like a copy of this publication in Welsh, please visit our website www.arrivatrainswales.co.uk or contact our Customer Relations Department (details in Section 10).

Os hoffwch copi or ddogfen yma yng Nghymraeg, gweler ein wefan www.arrivatrainswales.co.uk neu cysylltwch a Adran Gwasanaethau Cwsmeriaid (manylion yn Adran 10).

1 Policy Summary

At Arriva Trains Wales we aim to build the needs of all people into our planning process, from the development of trains and stations to making it easier to use our network. We will consider and review appropriate reasonable adjustments to ensure that disabled passengers are not unfavourably treated, as laid out in the Equality Act (2010).

We are committed to adopting the services, standards and guidance contained in the current version of the Department for Transport's "Accessible Train and Station Design for Disabled People: A Code of Practice". We are also working towards the introduction and adoption of the European Technical Specification for Persons of Reduced Mobility, which is due to be completed by 2020. If we are unable to meet any of these standards, we will consult with the Department for Transport (DfT) and the Welsh Government (WG) at the earliest possible stage of the design process after all alternatives have been considered.

Our commitment is to expand opportunities for travel, and we will invest in the future as an integral part of our strategy of continuous improvement.

Training is provided for staff to identify and assist passengers with additional needs and we will continuously improve the way services and facilities are delivered to all passengers.

Safety is at the heart of everything we do; our staff will ensure that all our passengers are provided with the appropriate support and assistance needed at every point of their journey, from planning their journey to arriving at their destination.

We will actively seek to involve those groups who represent the variety of needs of passengers with reduced mobility, particularly where refurbishment of stations and trains is planned.

Where possible, we will also give three months' prior notice of any significant changes to any of our existing facilities.

This Disabled People's Protection Policy (DPPP) will be submitted to the DfT annually for approval. We will consult with the DfT if we consider making any alterations to this policy, and no material changes will be made without DfT approval.

2 Assistance for Passengers

We participate in Passenger Assist. This system enables older and disabled passengers to reserve a seat or wheelchair space on a train, to book assistance in advance and to buy tickets. As well as booking assistance for travel on ATW's services, we can help you to book assistance on journeys on the National Rail network where you are travelling with other train operating companies. At present, Passenger Assist cannot be used for international journeys or for journeys to Northern Ireland or the Republic of Ireland.

To book assistance using Passenger Assist, please call us on **0845 300 3005**. Lines are open 0800 – 2000, seven days a week (excluding December 25 and 26), and calls are charged at local rates. The textphone number for Passenger Assist bookings is 0845 758 5469. You can also book assistance through our website (www.arrivatrainswales.co.uk/assistedtravel)

In addition, National Rail train service and timetable information is available by phone from National Rail Enquiries (NRE) on:

08457 48 49 50 - (24 hours)

08456 04 05 00 - Welsh Language Service (7am-10pm)

08456 05 06 00 - Textphone

and from the NRE website (www.nationalrail.co.uk).

Telephone calls are charged at local rates.

We make the following commitments in providing passenger assistance:

- We will provide sufficient resources to maintain Passenger Assist and improve performance;
- We will not require passengers to give more than 24 hours' notice when booking through Passenger Assist (although we strongly recommend at least 24 hours' notice as this will enable us to ensure that staff are in place to enable passengers' requirements to be met). However, we are happy to assist at shorter notice whenever this is possible. At present, Passenger Assist cannot be used for international journeys or for journeys to Northern Ireland or the Republic of Ireland.
- When booked in advance through Passenger Assist, we will provide assistance at any of our staffed stations during the hours that trains are scheduled to call. (Please note that at unstaffed stations, at stations which only have Ticket Office staff and those where platform staff are not present for the full opening times of a station, assistance will be limited to the Train Conductor assisting you on and off the train only.) We will ensure that details of station staffing times are available on the NRE website.
- We will ensure that, where assistance has been booked, you are assisted off a train at its final destination as quickly as possible, and within a maximum of 5 minutes, wherever reasonably practicable. When you book assistance you will receive a booking confirmation.
- Where your journey with Arriva Trains Wales involves travel to or from a staffed station that is managed by another train operator, assistance will be provided by that company's staff for boarding or alighting from the train and entering or exiting that station. (Please see section 12.2 for a list of those stations and their station operators.)
- If you cannot book assistance in advance, we will still endeavour to provide help wherever possible, but this may take longer to arrange. Please speak to a member of platform staff, where available, and we will endeavour to ensure that you can board your intended service or the next one available. If there are no platform staff, the Conductor will provide the appropriate assistance including the provision of a ramp if required;

- We will make ramps available, for wheelchair users or other passengers with mobility difficulties, at stations with Platform Staff and on board all our trains.
- Where a disabled passenger's journey involves changes or connections with other operator's services, we will ensure that assistance can be arranged through a single Passenger Assist point of contact.
- We will promptly submit any changes to the accessibility of services and facilities at stations for updating Knowledgebase (the database of the NRE website), so that information to passengers via National Rail's Station Journey Planner ("Stations Made Easy") (www.nationalrail.co.uk) is up to date. This informs passengers about any limitations and/or temporary restrictions. The information that we report to "Knowledgebase" will include where:
 1. stations have a physical constraint which prevents some disabled people from using it;
 2. significant temporary work is being carried out, which affects station accessibility;
 3. changes to stations make them temporarily inaccessible (e.g. when facilities such as lifts and toilets at stations are out of order);
 4. facilities on trains that materially affect disabled passengers' journeys are unavailable, including the use of inaccessible rolling stock on routes where stock is normally accessible, as far as this is reasonably practicable..
- We will directly update the Station Journey Planner by contacting the Journey Planner Help Desk, as appropriate, whenever any short-term or unplanned changes are likely to have a significant impact on passengers' ability to complete their journeys and this would not be captured by the weekly "Knowledgebase" update. Please note that if booked assistance on our services and at our staffed stations is not provided, we will consider appropriate compensation.

3 Alternative Accessible Transport

We will provide, without charge, a suitable alternative accessible service to take you and your companion to the nearest or most convenient accessible station from where you can continue your journey where:

- you are unable to travel from a station which is inaccessible to you (such as because of a physical constraint);
- substitute transport is provided to replace rail services and this is inaccessible to you;
- there is a short-notice disruption to services which makes services inaccessible to you.

4 Passenger Information

We recognise that the information provided to all our passengers should be accurate, clear and consistent so that they may have confidence in it.

This is particularly true where a journey involves a change of train and assisted passengers may require assurance that their whole journey can be made without undue difficulty.

- We will provide up-to-date accessibility information about our stations and trains on the NRE website (including Stations Made Easy), as well as our own website.
- We commit to updating this information within 24 hours' notification of any changes (excluding weekends) and our Head of Marketing is the specific post in the Company responsible for ensuring that this information is updated.
- Staff at stations will have access to the up-to-date information, via "Knowledgebase", and will provide this information to passengers on request.

Service information is available in large print and audio format on request by telephoning 0845 606 1660.

5 Tickets and Fares

A range of discounted fares is available to older and disabled passengers:

5.1 Disabled Persons Railcard

The Disabled Persons Railcard (DPRC) (£20 a year or £54 for three years) gives a discount of one third off a range of tickets across the National Rail Network and allows one travelling companion to travel with the same discount. Please refer to National Rail's "Rail Travel Made Easy" leaflet which is available at staffed stations or from ATOC, for further information on how to apply. Leaflets are also available from NRE on 0845 748 4950, from our Assisted Travel Line on 0845 300 3005 or via Textphone on 0845 758 5469. All Calls are charged at local rate.

5.2 Travel without a Disabled Persons Railcard

Wheelchair users who travel without a DPRC and remain in their chairs will be offered a discount for themselves and for one travelling companion of:

- 34% off First Class or Standard Anytime Single tickets;
- 50% off First Class or Standard Anytime Day Return Tickets; or
- 34% off First Class or Standard Anytime Return Tickets.

A child wheelchair user is entitled to 75% reduction on these fares.

Passengers who are registered as visually impaired and are travelling without a DPRC will be entitled to a discount for themselves and for one travelling companion of:

- 34% off First Class or Standard Anytime Single tickets;
- 50% off First Class or Standard Anytime Day Return tickets; or
- 34% off First Class or Standard Anytime Return tickets.

However, no discount will apply if a registered visually impaired passenger without a DPRC travels without a companion.

5.3 Senior Railcard

The Senior Railcard is a National Rail product that allows anyone aged 60 and over to obtain 1/3 off ALL Anytime, Off-Peak and Advance

fares across the National Rail network, including First Class, when it is presented when buying tickets. There are certain restrictions on use during the Morning Peak period in London and the South East. The current annual cost of the Railcard is £28 or £65 for a three-year railcard (available on-line only). It also offers discounts with a range of companies, from hotels to film hire. You can get details from your nearest ticket office, from NRE (0845 748 4950) or on www.senior-railcard.co.uk.

5.4 Seniors' Railcard – Valleys & Cardiff Local Routes

This Seniors' Railcard gives a 50% discount on Off-peak Day Return tickets (or on Anytime Day Returns when no Off-peak exists) on local routes within the Cardiff and Valleys local routes network area, for a current annual cost of £5. Details can be obtained from your nearest ticket office, from our Customer Relations Department (0845 606 1660), by e-mail on customer.relations@arrivatrainswales.co.uk or from www.arrivatrainswales.co.uk.

5.5 Season tickets for those who are visually impaired

Passengers who are registered as visually impaired can purchase a Season Ticket to cover themselves and one travelling companion. This permits two people to travel together for the price of one. The travelling companion may vary.

5.6 Buying a ticket

Although you can buy your ticket at the station you may find it easier to purchase your ticket before you travel.

- Online - Tickets can be purchased online at www.arrivatrainswales.co.uk;
- By telephone – you can purchase tickets and make advance reservations through Passenger Assist by telephone on 0845 300 3005. Lines are open from 0800 to 2000 Mondays to Sundays and calls are charged at the local rate.
- A Textphone service is also available on 0845 758 5469 and calls are charged at the local rate.

These tickets can be posted to you (please allow five working days for first class postal delivery). They can also be collected from your local station ticket office two hours after you have made your booking (depending on its opening hours). You may also be able to collect your tickets from a ticket vending machine at your departure station. Please ask about this facility at the time of booking to check whether your preferred station for collection can issue "tickets on departure" from its ticket vending machines.

Details of other Railcards can be obtained from your local station ticket office, from NRE (0845 748 4950), from our Customer Relations Department (0845 606 1660), by e-mail on customer.relations@arrivatrainswales.co.uk or from our website, www.arrivatrainswales.co.uk.

If you cannot easily buy a ticket at the station due to your disability, you may pay during the journey without a penalty.

6 Stations

When you arrive at a station please make yourself known at the Help/ Assistance Desk, Ticket Office or approach any member of staff for assistance whether you have booked assistance or not. We recommend, however, that if you have not booked, you allow plenty of time at the station before the train is due to leave.

If the station you are travelling to has restricted or no step-free access off the platform you may travel to the nearest or most convenient accessible station and we will provide a taxi to your destination station at no extra cost.

Please confirm with the conductor, when tickets are checked, that there are no restrictions to access off the destination platform so that we can make any necessary alternative arrangements.

6.1 Staffing

The majority of our stations are either unstaffed or have limited staffing (meaning there are only ticket office staff at the station or staff who are neither trained nor permitted to undertake any physical assistance). When you book your tickets and assistance, our Assisted Travel Team will advise you of the most suitable stations to use, according to your needs.

We will ensure that specific arrangements apply for assisted passengers at any station if a Special Event is taking place nearby (especially at Cardiff Central and Chester stations). Please check our website (www.arrivatrainswales.co.uk) or call our Assisted Travel Line for details (0845 300 3005).

6.2 Access Improvements

We are committed to improving the overall quality of our stations for all our passengers. To achieve this, we are working closely with Network Rail, WG, DfT and other appropriate stakeholders. Some of our stations are not fully accessible. Our database highlights the degree of accessibility at every station on our network and is used to regularly update the NRE information. This database is reviewed regularly and aspirations for improvements are prioritised. Appendix A at the back details the accessibility of our stations as at the time this booklet was published.

We plan to make accessibility improvements at a small number of our stations during September 2012 to September 2013. Improvements to other inaccessible stations will be addressed through longer-term projects. Details of planned improvements over the period covered by this issue of the booklet are in Appendix B.

Details about the facilities at our stations can also be found on our website (www.arrivatrainswales.co.uk/station_search.aspx) or on the NRE website (www.nationalrail.co.uk/stations_destinations).

6.3 Wheelchair and Step Free Access

We will do as much as possible to ensure ease of access into all of our stations and onto our trains. Wheelchair access is available at many of our stations and, where circumstances permit, we are endeavouring to improve wheelchair access to platforms within other schemes at stations.

In addition to the wheelchair ramps on all our trains, ramps are also available at our larger staffed stations.

Lifts at our stations have now been converted for use by passengers at all times when the stations are open.

A number of our stations can loan a wheelchair for your use on the station. You are advised to request this facility, if required, when you book assistance. However, if you have not booked, you may also request this facility on arrival at the departure station but there may be a delay in providing it. Once you are on the train, please advise the Conductor that you need the use of a wheelchair at your interchange station and/or destination.

6.4 Car Parking

All our station car parks, where the surface and space allow, have designated car parking spaces for Blue Badge Holders that conform to the specifications current at installation. They are provided at a convenient location on a concrete or tarmac surface, with dropped kerbs and non-slip pavements where appropriate. A charge for long stay parking (i.e. over 20 minutes) may be applicable at some locations.

We regularly monitor usage of designated car parking spaces to ensure that non-blue badge holders are not occupying spaces. If they are, a penalty will be charged.

Safe pick-up and set-down facilities will be incorporated into all future car park schemes. A number of our larger car parks have received the Park Mark award, retention of which is reviewed by external assessors annually.

Car parks adjacent to some of our stations are owned by a relevant local authority or other third party. We have no responsibility for these car parks and are only in a position to advise these third parties on matters relating to conformance with the DfT Code of Practice.

If you use your own vehicle to get to the station, but the platform is not easily accessible or it is too low for easy access to a train (which also means that it would be dangerous to use a wheelchair ramp), we advise that you use an alternative, fully accessible station. The station table at the back of this booklet shows which stations are not fully accessible and/or have low platforms and it shows the nearest fully accessible station on that line. In areas where there are a number of railway lines, such as in the Cardiff Valleys Network, Passenger Assist staff can suggest alternative accessible stations on other lines.

Further information about car parks at stations is available on our website.

6.5 Station Entrances

We will not permanently close station entrances or gates if this will lead to a reduction in accessibility for older and disabled passengers to any platform or facility, except after consultation with DfT, Passenger Focus, and local access groups and approval has been received from the DfT. We will also consider the needs of older and disabled passengers when restricting or temporarily closing access points at stations.

6.6 Aural and Visual Passenger Information

The majority of our stations have a means of providing train service information. Depending on the location, this could consist of electronic information screens and/or public address announcements. At smaller stations there are Passenger Information Points (either a push-button speaker or telephone hand set) or a push-button facility on an adjacent public telephone. By the end of 2013, we aim to have installed electronic information screens at the majority of our stations. We will provide, wherever possible, clear and consistent aural and/or visual information of train departures and other relevant messages, particularly in the event of delays and disruptions.

Due to its clarity, we will continue to use the Rail Alphabet font for station signage and notices. Pictograms will be used wherever they aid overall understanding.

6.7 Information Points and Displays

At our larger stations, we provide clearly marked staffed Information Points, open during Ticket Office opening hours. These are situated on the station concourses and also serve as meeting points for passengers who have booked assistance. Elsewhere, Ticket Offices serve these other functions.

All Ticket Offices and staffed Information Points are equipped with induction loops and many have at least one low or height-adjustable counter.

Information on station facilities, services and accessibility is available to passengers at Station Information Points, Ticket Offices, by telephone, on the Arriva Trains Wales website (www.arrivatrainswales.co.uk/assistedtravel), on the National Rail website 'Stations Made Easy' (www.nationalrail.co.uk) and in the table at the back of this booklet, Station Information Points and Ticket Offices also provide information on timetables, fares, connections and confirmation of any assistance booked through Passenger Assist.

Staff at Information Points can provide the most up to date information to disabled passengers, including information on the stations and facilities provided by other operators, as well as the accessibility of other public transport modes available near the station.

Additional information is displayed at all stations, at or near the entrances, in the form of Timetable posters and the "Useful Information Posters", which provide, amongst other information:

- comprehensive details about the station, the name and contact of the Station Manager;
- the services that call there;
- details of how to contact us on various issues;
- information about the locality;
- where to obtain a taxi;
- where to catch public transport in the locality of the station.

In addition to our station displays and staffed Information Points, information about train services is available through our Passenger Helplines.

Real time information is available at our staffed stations and includes timetables, information on delays and information on any other factors which might affect journeys.

6.8 Ticket Offices and Ticket Machines

At all new ticket offices and at those undergoing major refurbishment works, we are providing either a specific counter or adjustable-height counters for wheelchair users. All our Ticket Offices and station-based Ticket Agencies are fitted with Induction Loop systems. Where possible, adjustments will be made to ticket offices to make access for all passengers easier.

Accessible ticket vending machines are provided at all our stations where ticket barriers operate, to permit the purchase of tickets when the ticket office is closed. These machines issue tickets with DPRC discounts. You can also collect pre-ordered tickets from these machines.

If you are unable to buy a ticket at a station before your journey, or are unable to use the ticket vending machine if there is one provided due to your disability, you will be able to buy a ticket without penalty on the train or at your destination station and with any relevant and appropriate discounts.

6.9 Ticket Gates

Some of our stations have automatic ticket barriers. These incorporate at least one wider gate for wheelchairs and those who are unable to use the standard gates.

When gates are unstaffed, they will be locked open to permit access. All automatic ticket barriers are monitored by CCTV for safety and security.

6.10 Assistance with Luggage

Where assistance with luggage has been arranged in advance through Passenger Assist, our staff will help with luggage to or from the station entrance on to the train without charge. However, please bear in mind that we do not have barrows or powered buggies at our stations, so the amount of luggage that can be expected to be handled by our staff should be reasonable and must be able to be carried to or from the train in one operation.

If you have not booked assistance in advance, we will endeavour to provide it as quickly as possible, subject to staff availability. However, this might result in you having to travel on a later train than the one intended.

6.11 Left Luggage

There are no left luggage facilities at any of our stations. However, at Holyhead, the local council has a left luggage facility in its premises on Platform 2.

6.12 Ramps

All our stations with platform staff have ramps on the platforms. Our staff will use these to help you on or off regardless of the operator of that train. In addition, all of our trains (and those of the train operators who call at our stations) are equipped with ramps, for use at stations without platform staff and at times when platform staff are not present.

At these stations, the Conductor or Guard of the train will deploy the ramp and help you on or off the train. However, in certain circumstances the Conductor or Guard may not be able to help if you have not booked through Passenger Assist. This may be because the wheelchair space on the train is already occupied (or has already been reserved for travel from a station further along the route). At some stations, the platform surface is too low to use a ramp as its gradient is too steep. This prevents wheelchair users being able to access the train.

Passengers with wheelchairs or with impaired mobility needing ramps to board or alight should check our station information to ensure that the station is suitable for them. If the station is inaccessible in this way, we can arrange alternative transport, but need sufficient notice to do so.

6.13 Third Party Facilities and Catering

Catering facilities at stations are provided by third-party retailers under tenancy arrangements. As these tenancies become due for renewal, we will work with the new tenants to ensure that they provide adequate facilities, in addition to any statutory obligations they may have. We will also apply this policy to other retail tenancies at our stations.

6.14 Platforms

We are working with Network Rail to ensure that all refurbished and newly constructed platforms comply with the Code of Practice, including the installation of approved tactile surfaces. All access routes to our trains and buildings will be reviewed to ensure that access dimensions are compliant. The provision and condition of appropriate bollards, ramps, stairs and steps, lifts, handrails, floor surfaces and lighting are checked as part of our regular station surveys.

The Welsh Government and Welsh European Funding Office are financing the installation of “humps” at all stations with low platforms, in Wales, to permit access to and from trains using ramps. Where possible, we will endeavour that our few stations in England with low platforms will have similar improvements.

6.15 Toilets

Accessible toilets at some of our stations can be accessed by using a National Key Scheme (NKS) key (formerly known as a RADAR key). Locations are listed in the Stations Information at the back of this booklet. Accessible toilets without NKS facilities are locked outside staffing hours; however, we are ensuring that where toilets are being installed, refurbished or renewed, we will take the opportunity to provide or improve facilities for all passengers and further NKS facilities will be introduced where appropriate.

6.16 Telephones

We will work with our suppliers to ensure that any future public telephones installed meet the needs of our passengers, with at least one telephone at each location being at a suitable height for wheelchair users, and at least one fitted with induction loops for passengers with impaired hearing. These facilities might be available on the same telephone.

6.17 Station Seating

Our stations have a variety of seating in waiting rooms, on station platforms or in waiting shelters. As seating becomes due for renewal,

we will replace it in line with the requirements of the current Code of Practice.

6.18 Personal Security

In partnership with Network Rail, the Welsh Government and relevant stakeholders, we continue to seek improvements to personal security on our stations and trains. All our trains are equipped with internal and external CCTV. Around a third of our stations are equipped with CCTV, which is linked to our Operations Control Centre. Installation of CCTV systems at stations, and improvements to existing systems, now feature in many major station improvement schemes. At unstaffed stations with CCTV, clearly marked Help Points are provided to summon assistance in case of an emergency.

Some of our larger stations have received the Secure Station Accreditation, retention of which is evaluated by external assessors annually.

7 On the Train

7.1 Aural and Visual Information

All our trains are fitted with equipment for our conductors to make announcements. In the event of disruption or any other events which would affect passengers on a train, clear and consistent announcements will be made and you will be updated as circumstances develop.

Our Class 175 trains also provide visual information of the train's calling pattern and display the name of the next station stop. A similar system is being installed on our Class 158 trains during their current refurbishment process.

7.2 Seats on Trains

We undertake to make every reasonable effort to ensure that disabled passengers especially can obtain a seat on a train. Usually, this will be a designated Priority Seat. However, as the majority of our trains have only one Priority Seat, in addition to a wheelchair space (Class 175s have two and our Class 158s are being fitted with a second space as they receive internal refurbishment) this may not be possible if the Priority Seats are already occupied or if they have been reserved for booked passengers who will join the train before the non-booked passengers are due to leave the train.

7.3 Wheelchairs on Trains

Trains with wide, power-operated doors and dedicated wheelchair spaces operate on nearly all our services and wheelchairs up to 700mm in width and 1200mm long (including footplates) can be carried on them, apart from two specific instances (Cardiff Bay services and the two locomotive hauled services between Holyhead and Cardiff). Wheelchair spaces can be reserved through Passenger Assist for our longer distance services. However, this facility is not available on local Cardiff area, Swanline, Wrexham/Bidston, Cheltenham/Maesteg and some other short services. Our platform or train staff will deploy the ramp and assist wheelchair users to and from the specific space in the carriage. Once the ramps have been put in place, powered wheelchairs may use the ramps unaided, but will be supervised by a member of platform staff or by the Conductor.

Unless the user is able to carry the chair onto and off the train, "Sports" wheelchairs (which are lightweight and have detachable handles) must have these handles fitted prior to being assisted onto and off the train to avoid accidents.

7.4 Scooters on Trains

Light travel scooters no greater than 1200 mm in length (including footplate), width 700 mm, turning radius 990 mm and with a combined weight of 300kg (scooter and rider) can be conveyed on our train services if the individual scooter has been assessed in advance by the local Station Manager, meets our safety requirements, is manoeuvrable within the tight confines of a train and if the user holds a current ATW Scooter Permit. They must also have been booked onto our trains through Passenger Assist. A further assessment may be required on renewal of the authorisation and if the user changes to a different make or model of scooter.

Where your journey involves other Train Operators' services we advise that you check, with the relevant Train Operating Companies, that scooters can be conveyed on their services and that your scooter meets their requirements.

Please note that where a scooter has not been booked on a train through Passenger Assist, we are unable able to provide alternative transport unless it is of the "fold down" type that may be easily transported. This applies whether or not the user is in possession of an ATW Scooter Permit,

We ask scooter users to observe the following guidance whilst on our stations:

- Keep the speed of the scooter to a walking pace;
- Make sure you stay clear of the platform edge until the train has come to a complete stop at the station;
- Unload any bags/shopping etc. from the back of the scooter, as this can cause it to tip when going up or down ramps; and
- Please follow staff instructions at all times.

For further details on scooters and how to obtain an Arriva Trains Wales Scooter Permit, please contact our Customer Relations Department (details in Section 10).

7.5 Tricycles on Trains

Due to their size and design, we are unable to convey tricycles on our trains or on any replacement transport (including taxis) and do not permit their use at our stations. This applies whether or not the rider is using a tricycle on the advice or recommendation of their medical practitioner.

7.6 Assistance Dogs on Trains

Arriva Trains Wales and Assistance Dogs (UK) are working together to improve access for passengers who travel with the aid of professionally trained Assistance Dogs. Assistance Dogs represent Canine Partners, Dogs for the Disabled, Hearing Dogs for Deaf People, Support Dogs and Guide Dogs for the Blind.

Owners of Assistance Dogs can also take advantage of a scheme that offers a reserved protected space in front of the adjacent seat, when they make a seat reservation, to ensure that their dog can travel in safety and comfort. For more information, please contact our Customer Relations Department (details in Section 10).

7.7 Rolling Stock Information

Our long-distance train fleet consists of Class 175 diesel trains which operate most of our longer-distance services. These trains were built to the latest Rail Vehicle Accessibility standards and have a fully accessible toilet with baby-changing facilities. The remainder of the fleet consists of earlier diesel multiple unit trains, all of which are equipped with certain facilities for disabled passengers, for example:

- Our Class 158 trains, also used on longer distance services, are equipped with an accessible toilet, which can accommodate wheelchairs up to 580mm in width and have baby-changing facilities;
- Pictograms are affixed to the most suitable entrances for wheelchair users;
- All our trains and principal stations are equipped with ramps for wheelchair access;
- All trains have a designated wheelchair space and wheelchairs up to 700 mm wide and 1200 mm long can be conveyed on most services.

Brief descriptions of the types of train operated by us, and their facilities, are included in Appendix D.

When leasing or procuring new trains, they will be designed so that all passengers with reduced mobility will be able to use on-train facilities with the confidence that their needs have been taken into consideration.

Passengers' needs will be considered as part of any train refurbishment programme. However, this is limited to the extent that our older trains may not be able to meet all the latest standards due to structural limitations.

We will also try to ensure, where practicable, that any additional trains hired-in for special occasions (such as major events) include provision for passengers with reduced mobility.

7.8 On-train Catering

We operate an at-seat catering service on a number of our longer distance services, which are denoted by the trolley symbol in our timetables.

8 Making Connections

8.1 Connections into/from other train services

If a journey has been arranged through Passenger Assist, we can help you to make connections to other trains at our stations, whether that train is operated by ATW or not. This will also include any assistance provided when trains are re-platformed at short notice and where aural and visual announcements are made at short notice.

These arrangements also include sighted guidance for visually impaired passengers. We would encourage passengers to book their journey

through Passenger Assist and request seat reservations at the same time in order to ensure that assistance to the connecting train is available.

8.2 Intermodal Connections

At staffed stations we will help Passenger Assist-booked passengers to taxis or to the designated pick-up point. We will also endeavour to provide this service if you have not booked, but there might be a delay. If you need help, please tell a member of platform staff who will assist. At Holyhead station, we will assist passengers to the appropriate ferry check-in desk, for onward assistance.

9 Disruption to Facilities and Services

9.1 Disruptions

If delays occur after a train journey has started, we will endeavour to:

- Provide as much information as possible on the train through announcements and by the Conductor going through the train;
- Pass messages to people who may be meeting passengers or be worried about them;
- Get passengers to the destination stated on the ticket;
- Get passengers to their bus destination where the journey includes train/bus through ticketing;
- Arrange alternative transport in certain circumstances;
- Arrange overnight accommodation in certain circumstances;
- Get passengers to an appropriate station if an onward journey is no longer possible;
- Issue complementary non-alcoholic drinks, where refreshments are provided and stock is available, if there is a delay of more than one hour.

We will also provide, without extra charge, an alternative accessible service to take disabled passengers (and an accompanying adult) to the nearest or most convenient accessible station from where they can continue their journey:

- Where a disabled passenger is unable to travel from a station because the station is inaccessible to them;
- Where, for whatever reason, substitute transport is inaccessible to disabled passengers and those with mobility difficulties;
- Where there is disruption to services at short notice which makes services inaccessible to disabled passengers.

Every effort will be made to provide alternative means of transport, according to the specific need of our passengers, to complete their journey. Where a family is travelling with one or more disabled members, we will make every endeavour to ensure that they travel together.

Details of any planned disruption to services can be found on our website. Passengers using Passenger Assist to book assistance for services which will be disrupted will be advised and informed of alternative arrangements. In the case of planned disruption or of long-running unplanned disruption, notices will also be displayed at our major stations, the affected local stations, and at the stations of other Operators.

Our station staff will also be kept informed of developments so that they

can assist passengers wishing to use the affected trains.

9.2 Planned Disruptions

If you have already been advised of the intended disruption when booking, but are unable to travel at another time, you (and one accompanying adult) will be provided with a taxi for that part of the journey where road transport has been involved (or for the whole of the journey if multiple changes between rail and road transport are involved).

Please note that we may not be able to provide alternative transport for unbooked scooters, unless they are of the "fold down" type that may be easily transported.

9.3 Unplanned Disruptions

Where unplanned disruptions occur, we will make arrangements to provide alternative transport, calling at the same destinations as the intended train service. If low floor accessible buses are not available, we will provide a taxi for disabled passengers (and others with mobility difficulties) and one accompanying adult as soon as possible. Where a family is travelling with one or more disabled members, we will make every endeavour to ensure that they travel together. When trains are re-platformed at short notice, we will ensure that all passengers with mobility difficulties are assisted to the re-platformed train before it is despatched from the platform.

Wherever possible, if you have booked assistance through Passenger Assist, we will make every effort to contact you about the disruption and, if necessary, make alternative arrangements for travel, either for the original day or for another day. When disruption occurs with no advance warning, we will make arrangements for assistance with alternative transport and onward travel when you arrive at the station of departure.

9.4 Disruption to Passenger Facilities at our Stations

Information about our procedures for assisting disabled passengers at stations and on trains in the event of an emergency is available in our document "Making Rail Accessible: Arriva Trains Wales' Policies and Practices". This document can be found on our website or a printed copy may be requested from our Customer Relations Team, whose contact details may be found in Section 10 of this booklet.

9.5 Assisting Disabled Passengers in the Event of an Emergency

Our unstaffed stations (and those with only a Ticket Office) are visited twice a week by our maintenance teams, who will rectify any faults that are apparent at the time. Should you become aware of any faults or problems which affect your journey, please contact our Customer Relations Team as detailed in section 10 of this booklet.

10 Contact Us

For information, advice or comment, to provide general feedback on service and facilities, or to obtain a copy of our Policy and/or Passenger documents (including those in accessible formats), please contact the following:

Customer Relations

Arriva Trains Wales, St. Mary's House,

47 Penarth Road, Cardiff CF10 5DJ

Tel: 0845 6061 660

e-mail: customer.relations@arrivatrainswales.co.uk

Website: www.arrivatrainswales.co.uk

You may also pass on your comments and feedback on our services to:

Passenger Focus

FREEPOST (RRRE-ETTC-LEET), PO BOX 4257, Manchester M60 3AR

Tel: 0300 123 2350

Fax: 0845 850 1392

Email: info@passengerfocus.org.uk

Website: www.passengerfocus.org.uk

11 Alternative Formats

We will ensure that information about our services is broadcast as widely as possible. We do this through a range of printed literature, posters and news media and our website. Please contact our Customer Relations Team if you wish to receive information in Braille, large print or other format. We will provide the large print documents within 7 working days of receiving your request and any other formats as soon as possible.

We want to ensure that our website is as inclusive as possible and presents no barriers to anyone using it, regardless of ability. Our current website is double A compliant to W3C web standards and is accessible to screen readers. We commissioned the Shaw Trust to carry out an accessibility audit, which was completed during Spring 2012, and recommendations and improvements to the website will be in place by Summer 2012.

This means that our website will have passed stringent accessibility by experiences users of adapted technology for access by people who have:

- No vision;
- Limited vision;
- Colour blindness;
- Dyslexia;
- Hearing impairments;
- Mobility impairments; and
- Learning difficulties

This accreditation will apply to all elements of the website, except our downloadable timetables and leaflets.

12 Station Accessibility Information

12.1 Arriva Trains Wales' Stations

For details about accessibility at our stations, please refer to Appendix A.

12.2 Other Stations Served by Arriva Trains Wales

A list of stations at which our services call, but that it does not operate, is shown below, together with telephone numbers where information on the level of accessibility at those stations may be obtained.

Network Rail (www.networkrail.co.uk)

0121 654 4288 Birmingham New Street

0161 228 4562 Manchester Piccadilly

London Midland 0121 654 1200 (www.londonmidland.com)

Albrighton, Bilbrook, Codsall, Cosford, Oakengates, Shifnal, Smethwick
Galton Bridge, Telford Central, Wellington

Northern Rail 0870 241 2305 (www.northernrail.org)

Earlestown, Manchester Oxford Road, Newton-le-Willows, Wilmslow

Virgin Trains 0870 789 1234 (www.virgintrains.com)

Birmingham International, Crewe, Stafford, Stockport, Warrington Bank
Quay, Wolverhampton

First Great Western 0845 6000 880 (www.firstgreatwestern.co.uk)

Cheltenham, Gloucester

Merseyrail 0151 702 2071 (www.merseyrail.org)

Bidston

First TransPennine Express 0800 107 2149 (www.tpexpress.co.uk)

Manchester Airport

13 Review

As part of our Continuous Improvement Process, our Disabled People's Protection Policy (DPPP) will be reviewed annually with the Department for Transport. This review will include:

- a review of progress towards compliance with the DPPP and associated action plans;
- consideration of enhancements to the policy and evaluation of technological opportunities;
and any recommendations for changes to the DPPP..

Appendix A - Stations Operated and Accessibility Information

Details contained in the tables at the back of this booklet are designed to act as a guide to the level of access available at stations operated by us. As many stations are unstaffed, passengers are strongly advised to confirm that the level of available access is suitable for their needs before they travel.

In these tables, in the column headed "Staffing and Availability of Assistance":

"Staffed" means that the stations have platform staff to assist and have ramps for trains;

"Agent", "Booking Office" and "Unstaffed" mean that the stations have no platform staff to assist and do not have ramps for the trains – the trains have ramps and Conductors will provide assistance on and off trains.

Where the column shows times when platform staff are present, during unstaffed hours the same description of assistance, as described above, will be available.

At Abergavenny station, although this station does not have platform staff, assistance is available from the Booking Office at the times described in the table (but there may be a delay in providing this assistance if it has not been arranged in advance).

Appendix B - Improvements Made at Stations to Assist Disabled Passengers during the period from 1 September 2011 to 31 August 2012

A new station, which is fully accessible, was installed at Fishguard & Goodwick and opened in May 2012.

Due to structural damage of the platform at Roman Bridge, the station platform was rebuilt earlier than planned, with a raised platform, in April 2012. Work to provide an accessible route from the road to the platform is planned.

In preparation for the installation of Raised Platform Humps at low platforms during 2012 and 2013, compliant ramps have been installed at a number of stations to permit access to the platforms. The stations where these ramps have been installed are: Bynea, Deganwy, Dyffryn Ardudwy, Llanfairfechan, Llangennech, Llanwrda, Llwyngwrl, Pembroke, Pen-y-Bont; Talsarnau and Ty Croes. However, at a small number of stations where access paths on private land lead to these ramps, access to the platform ramps may still be difficult and Local Consortia are looking to rectify these issues.

Bridgend – A replacement footbridge between the platforms, including lifts, was installed in May 2012.

Leominster – Lifts were installed for the footbridge in April 2012.

Wrexham General – The extension of the footbridge with a lift, to Platform 4, was completed in March 2012.

The majority of our Ticket Counters are now suitable for wheelchair users. The outstanding stations are due to be modified in 2012 to 2013 and are detailed in the following Appendix C.

Appendix C - Planned Improvements at Stations to Assist Disabled Passengers during the period from 1 September 2012 to 31 December 2013

Subject to funding availability, Raised Platform Humps will be installed at stations where access to trains currently presents difficulties but where it would prove difficult to raise the height of the platforms. These will be installed at Abergele & Pensarn (platform 2), Bodorgan, Builth Road, Bynea, Cilmeri, Ferryside, Kilgetty, Knucklas, Lamphey, Llanbister Road, Llandovery, Llanfairpwll, Llangennech, Llangynllo, Llanwrda, Llwyngwrl, Narberth, North Llanrwst, Penhelig, Penrhyndeudraeth, Penmaenmawr, Pontardulais, Rhosneigr, Sugar Loaf, Talsarnau, Tal-y-Cafn and Ty Croes.

To assist with accessibility at Roman Bridge station, the heavy gate leading to the platform will be removed or replaced and a disabled parking space placed next to the entrance to the platform, subject to funding availability.

All Ticket Offices at our stations will have a Ticket Counter suitable for wheelchair users by December 2013. The outstanding stations are Bridgend, Caerphilly, Cardiff Queen Street, Cathays, Gobowen, Llandaf, Llandrindod Wells and Milford Haven

All stations in Wales currently without any means of providing up to date details of Train Running Information will be fitted with Visual Displays by December 2013. These screens will replace the dedicated push button information points/telephones or the **1 facility on certain station public telephones. As funding allows, we aim to install similar facilities at our smaller stations in England, but these may not be completed by December 2013.

Abergavenny – Lifts will be installed for the footbridge by May 2013.

Hereford – Lifts will be installed for the footbridge by November 2013.

Severn Tunnel Junction - A replacement footbridge between the platforms, including lifts, is scheduled to be installed in March 2013.

Appendix D – Rolling Stock Information

Trains Operated by Arriva Trains Wales

CLASS 142 TWO COACH DIESEL MULTIPLE UNIT

Built: 1985-7

Number of units in service: 15

Routes operated: Cardiff Valleys and South Wales local services

Number of designated spaces for wheelchair users: 1

Toilets: One standard.

Other facilities: Egress ramps, seating area with tip-up seats and hand rails. Doors, door opening buttons and handrails meet current regulations for sight impaired persons.

Passenger Information: Notices, Conductor announcements

CLASS 143 TWO COACH DIESEL MULTIPLE UNIT

Built: 1985-6

Number of units in service: 15

Routes operated: Cardiff Valleys and South Wales local services

Number of designated spaces for wheelchair users: 1

Toilets: One standard.

Other facilities: Egress ramps, seating area with tip-up seats and hand rails. Doors, door opening buttons and handrails meet current regulations for sight impaired persons.

Passenger Information: Notices, Conductor announcements

CLASS 150 TWO COACH DIESEL MULTIPLE UNIT

Built: 1987

Number of units in service: 36

Routes operated: Cardiff Valleys and many non-express and suburban services across our network of services

Number of designated spaces for wheelchair users: 1

Toilets: One standard.

Other facilities: Egress ramps, seating area with tip-up seats and hand rails. Doors, door opening buttons and handrails meet current regulations for sight impaired persons.

Passenger Information: Notices, Conductor announcements

CLASS 153 SINGLE COACH DIESEL MULTIPLE UNIT

Built: 1987-88 and converted 1991-2

Number of units in service: 8

Routes operated: Arriva Trains Wales routes outside the Cardiff Valleys

Number of designated spaces for wheelchair users: 1

Toilets: One standard.

Other facilities: Egress ramps. Doors, door opening buttons and hand rails meet current regulations for sight impaired persons.

Passenger Information: Notices, Conductor announcements.

CLASS 158/0 TWO COACH EXPRESS DIESEL MULTIPLE UNIT

Built: 1989-92

Number of units in service: 24

Routes operated: Arriva Trains Wales long distance and mainline express routes

Number of designated spaces for wheelchair users: 2

Toilets: One standard and one wheelchair accessible with assistance button and baby-changing facilities. Please note that the accessible toilet will only accommodate wheelchairs up to 580mm in width.

Other facilities: Egress ramps. Doors, door opening buttons and handrails meet current regulations for sight impaired persons.

Passenger Information: Notices, Conductor announcements (Automated announcements and passenger information screens are being fitted during the refurbishment programme, which will be completed by the end of October).

CLASS 175 TWO AND THREE COACH EXPRESS DIESEL MULTIPLE UNIT

Built: 1999-2001

Number of units in service: 11 two-coach and 16 three-coach

Routes operated: Arriva Trains Wales' mainline express routes

Number of designated spaces for wheelchair users: 2

Toilets: One or two standard, one fully wheelchair accessible with assistance button and baby-changing facilities.

Other facilities: Egress ramps, seating area with tip-up seats and hand rails. Doors, door opening buttons and handrails meet current regulations for sight impaired persons.

Passenger Information: Notices, Automated announcements, passenger information screens

CLASS 121 SINGLE COACH DIESEL MULTIPLE UNIT

Built: 1961

Number of units in service: 1

Routes operated: Cardiff Queen Street to Cardiff Bay

Number of designated spaces for wheelchair users: None.

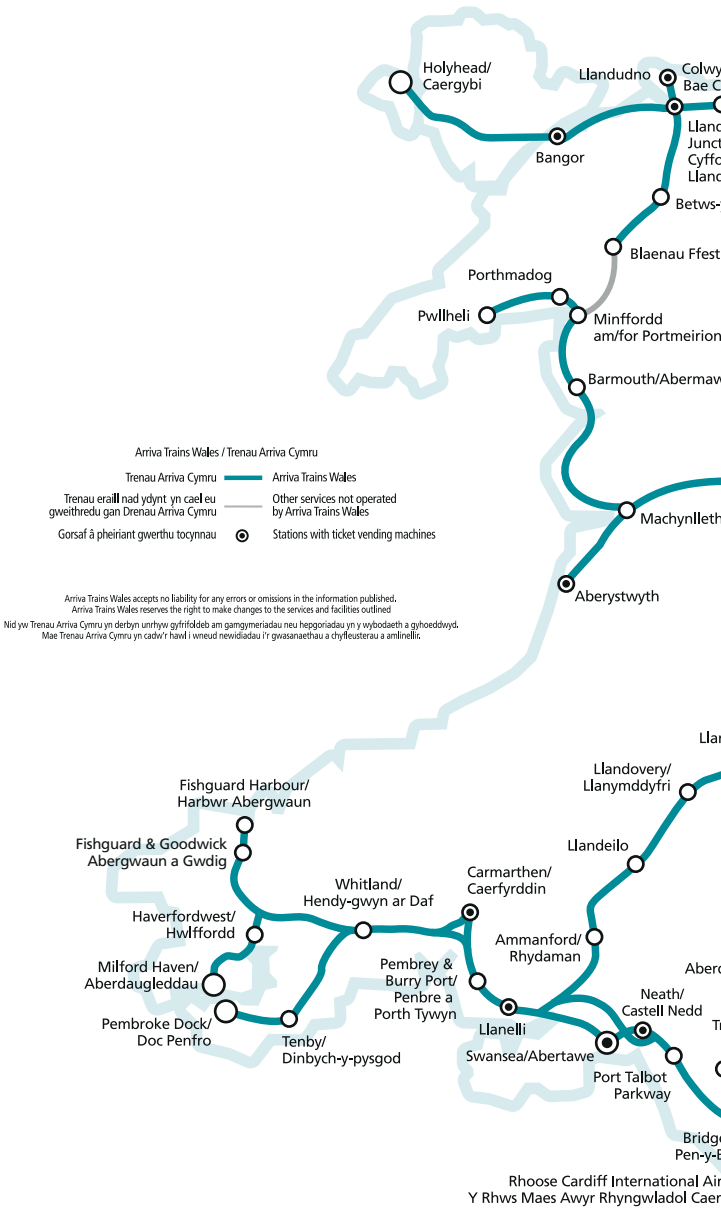
Passengers with wheelchairs are recommended to catch the "Bay Car" bus between these stations. Information and directions to the bus stops are signposted at both stations. This bus does NOT accept rail tickets but will accept Cardiff PLUS BUS tickets, available from station booking offices and from on-train Conductors.

A locomotive hauled train, comprised of three standard class and one first class/buffet coaches, operates a limited-stop return service between North Wales and Cardiff (North Wales to Cardiff in the morning, returning to North Wales late afternoon). Whilst this train has wheelchair spaces in the carriages, there are no wheelchair accessible toilet facilities. For this reason, reservations for wheelchairs cannot be made for this train. We advise wheelchair users to make use of any of the other services between North Wales and Cardiff as these do have appropriate accessible toilet facilities.

Appendix E - Rolling Stock Improvements to assist accessibility during the year commencing 1 September 2012

The remaining Class 158 units will be finishing their refurbishment programme, including installing automated announcement equipment and passenger information screens.

Appendix F – Network Map



Arriva Trains Wales Stations Accessibility and Facilities Information

Details contained in the following tables are designed to act as a guide to the level of access available at stations operated by us. As many stations are unstaffed, passengers are strongly advised to confirm that the level of available access is suitable for their needs before they travel.

Staffed stations have platform staff to assist and have ramps for trains, either at all times that the particular station is open or during staffed hours only. Other descriptions in the relevant box are described, in greater detail, in Appendix A.

In terms of the following tables only, these serve as a short description to the facility or amenity being highlighted. They do not fully describe any facility, amenity or service described elsewhere in this booklet:

The term "Wheelchair Access" covers any access for Passengers with Impaired Mobility, not just wheelchair users;

"No Wheelchair Access to Train" signifies that the platforms are too low for ramps to be used;

"No Wheelchair to Platform" signifies that it is not possible for passengers with any impaired mobility to access the station.

"Waiting Rooms" are only open during the staffing hours of the relevant stations.

"Booking Office" and "Agent" under the heading "Staffing and Availability of Assistance" indicate that whilst there is a staffed ticket office at the station, assistance on and off the train will be undertaken by the Train Conductor.

Whilst most of the information on station information is provided in the following tables, there are certain features which are only present at a smaller number of stations. As putting this additional information in the main table would make the booklet either much thicker or cause the size of print to be reduced to an unacceptable level, we have listed these facilities and the stations where they are present, below.

Accessible Car Parks with Managed Blue Badge Spaces are at the following stations:

- Abergavenny – 3; Bangor (Gwynedd) – 5; Bridgend – 3; Cardiff Central – 7; Carmarthen – 4; Chester – 7; Colwyn Bay – 4; Hereford – 10; Llandudno Junction – 4; Ludlow – 3; Milford Haven -1; Newport (S. Wales) – 13; Pembroke Dock – 2; Port Talbot Parkway – 6; Severn Tunnel Junction – 4; Shrewsbury – 5; Swansea – 3; Tenby – 2; Wrexham General – 3.
- Assisted wheelchairs are available for use whilst on the station and assisted onto the train at:
Abergavenny, Bangor (Gwynedd), Bridgend, Cardiff Central, Carmarthen, Chester, Colwyn Bay, Hereford, Holyhead, Llandudno Junction, Machynlleth, Neath, Newport, Port Talbot Parkway, Rhyl, Shrewsbury and Swansea.

- Automatic doors to the Entrances and Ticket Offices are at the following stations:
Bridgend 1; Caerphilly 2; Cardiff Central 6; Carmarthen 2; Cwmbran 2; Hereford 2; Holyhead 3; Newport 4; Shrewsbury 2; Swansea 2.
- Catering facilities are present at the following stations:
Abergavenny (buffet), Aberystwyth (buffet and public house/ restaurant), Bangor (buffet), Barry (buffet), Bridgend (buffet), Caerphilly (buffet), Cardiff Central (buffet and hot/cold food takeaways and shops on Station Concourse, Coffee stall on Platform 1/2 and First Class Lounge on Platform 1), Chepstow (adjacent private café), Chester (various outlets on the concourse and a restaurant adjacent to the concourse), Cwmbran (buffet counter in the station building during opening hours), Fishguard Harbour (in adjacent Stena facilities), Haverfordwest (buffet), Hereford (buffet), Holyhead (buffet in the Stena waiting facilities); Llandrindod (café), Llandudno Junction (buffet), Llanelli (kiosk), Ludlow (kiosk), Machynlleth (buffet), Neath (buffet), Newport (buffets and kiosks), Pengam (kiosk), Port Talbot Parkway (buffet), Pwllheli (café), Shrewsbury (buffet on Platform 4/7), Swansea (buffet), Wrexham General (buffet).
- Designated Meeting Points for assistance at fully staffed stations, and at Abergavenny, will normally be the station Booking Office. At Cardiff Central, the main Meeting Point is the Information Point, but the Booking Office will arrange assistance when this is closed.
- Stations equipped with Wheelchair Ramps to permit access to trains from the platform during staffing hours are:
Bangor, Bridgend, Cardiff Central, Cardiff Queen Street, Carmarthen, Chester, Colwyn Bay, Hereford, Holyhead, Llandudno Junction, Machynlleth, Neath, Newport, Port Talbot Parkway, Rhyl, Shrewsbury and Swansea. Outside staffing hours at these stations, and at all our other stations, the train conductor will fit the ramp and assist wheelchairs on and off the train. Please note that the conductor will not provide any physical assistance to powered wheelchairs and scooters other than in fitting the ramp and showing the passenger to the designated space.
- Stations which have been awarded, and retain, Secure Station Accreditation are currently Bangor, Bridgend, Cardiff Central, Cardiff Queen Street, Carmarthen, Colwyn Bay, Hereford, Llandudno, Newport, Prestatyn and Swansea.
- Under the column headed "Staffing and Availability of Assistance", where this contains "Agent", "Booking Office" or "Unstaffed", this means that there are no staff present, or do not have the necessary training, to provide assistance to the platform or onto the train. The Train Conductor will provide assistance on and off the train. However, at Abergavenny we do have trained Booking Office staff who will provide assistance during the times that the Booking Office is open.

- Wheelchair accessible Toilets are at the following stations:
Abergavenny (through the buffet), Aberystwyth (NKS), Bangor (NKS), Barmouth (NKS), Bridgend (NKS), Caerphilly (NKS in the adjacent Council car park), Cardiff Central (NKS, in the subway), Cardiff Queen Street (NKS, but no assistance alarm), Carmarthen (NKS), Chester (NKS), Colwyn Bay (NKS but has restricted access), Cwmbran (NKS, only open during Booking Office hours), Fishguard Harbour (in adjacent Stena building), Flint (not NKS), Gobowen (in adjacent Travel Agency), Hereford (NKS), Holyhead (in the Stena waiting facility), Llandrindod (during Booking Office hours; there is also a Council NKS toilet in Station Crescent), Llandudno (NKS), Llandudno Junction (NKS), Ludlow (NKS), Machynlleth (NKS), Neath (NKS), Newport (NKS), Pembrey & Burry Port (Council NKS adjacent to the car park), Penally (council NKS adjacent to the car park), Pontypridd (NKS), Port Talbot Parkway (NKS), Prestatyn (NKS in the adjacent council car park), Pwllheli (not NKS, during Booking Office hours), Rhyl (not NKS), Shrewsbury (NKS), Swansea (NKS), Wrexham General (NKS).

Cardiff Queen Street to Cardiff Bay shuttle service -

Passengers with impaired mobility or with wheelchairs intending to travel to Cardiff Bay station are advised that although Cardiff Bay station is fully accessible, Platform 3 at Cardiff Queen Street station, which is the only platform used by the Bay Trains, is only accessible by stairs or by a very slow chair lift operated by station staff. You are recommended to catch the "Bay Car" bus from the bus stop over the road from the rear of Cardiff Central station. In the return direction, you are advised to catch the "Bay Car" bus from the stop on Lloyd George Avenue to Cardiff Central station. Information and directions to the bus stops are signposted at Cardiff Bay, Cardiff Central, and Cardiff Queen Street stations. **This bus does NOT accept rail tickets** but will accept **Cardiff PLUS BUS** tickets, available from station booking offices and from on-train Conductors.

Cathays Station -

Whilst both platforms are step-free, there is no facility for wheelchairs or mobility impaired persons to cross the line as there is only a steep footbridge. Passengers with impaired mobility who have travelled from the Valleys and wish to access the University, WG offices or the Civic Centre are advised to travel to Queen Street station and change into a North-bound service, as advised.

Alternatively, you may catch a number 6 bus ("the Bay Car") from outside the shop opposite Queen Street station entrance, which will take you to the University, Welsh Government or the Civic Centre. **This bus does NOT accept rail tickets** but will accept **Cardiff PLUS BUS** tickets, available from station booking offices and from on-train Conductors.

Notes

[illegible]

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Aber	2	Agent	None	Induction Loop, Compliant counter	No wheelchair access. Both platforms accessible only by ramps steeper than 1:12
Abercynon	2	Unstaffed	None		Yes - The new entrance to station and ramps to platforms are not compliant but are suitable for use, with caution
Aberdare	1	Booking Office	Yes	Induction Loop, Compliant counter	Yes, but the ramp from the road is steep and has no resting spaces. The ramp by the leisure centre has a shallower gradient. The car park has no dropped kerbs.
Aberdovey	1	Unstaffed	None		Yes
Abererch	1	Unstaffed	None		Drop-off point on opposite side of the road from the station. Platform accessible by gate onto platform and slope to gate from road.
Abergavenny	2	Booking Office Mon - Sat 0545 - 1845, Sun 1200 - 1830	Yes	Induction Loop, Compliant counter	Partial - Newport-bound platform only accessible via 45-step footbridge or, during Booking Office hours, over barrow crossing
Abergele & Pensarn	2	Unstaffed	None		Yes, however the road bridge between the platforms is cobbled and there is no access across the road to the footpath, so wheelchair users not able to access the platform from the car park
Aberystwyth	1	Booking Office	Yes	Induction Loop, No Compliant counter	Yes
Ammanford	1	Unstaffed	None		Yes
Baglan	2	Unstaffed	None		Yes, but no safe route from car park to platform 1 as Seaward Parade has no pavement. Ramp to platform 1 is short and steep, with adverse camber, but has handrails

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Aber	Yes	No	Visual	Shelters on Platforms 1 & 2	Caerphilly
Abercynon	Yes	No	Visual	Shelter on Platform 1/2	Yes
Aberdare	Yes	No	Visual	Shelter on Platform 1	Yes
Aberdovey	Yes	No	Visual	Shelter on Platform 1	Yes
Abererch	Yes	No	Push button audio Visual 2013/14	Shelter on Platform 1	Pwllheli
Abergavenny	Yes	Yes, during Booking Office hours	Both Visual and Audio	Shelters on Platforms 1 & 2	Hereford
Abergele & Pensarn	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Aberystwyth	Yes	Yes	Both Visual and Audio	Shelter on Platform 1	Yes
Ammanford	Yes	No	Visual	Shelter on Platform 1	Yes
Baglan	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Bangor (Gwynedd)	2	Staffed 0535 - 2245 Mon - Sat; 0900 - 2300 Sun	Yes	Induction Loop, Compliant counter	Yes
Bargoed	2	Unstaffed	None		Yes - lifts to platforms from footbridge with level access to footbridge from town side via footpath
Barmouth	2	Agent	None	Induction Loop, Compliant counter (accessed through the Tourist Information Centre)	Yes
Barry	2	Booking Office	Yes	Induction Loop, Compliant counter	No wheelchair access. Barry Island/Bridgend-bound platform accessed only via 54-step footbridge.
Barry Docks	2	Unstaffed	None		Partial - No wheelchair access to island platform structure (access route to both platforms steeper than 1:12 from subway).
Barry Island	1	Unstaffed	None		Yes
Betws-y-Coed	1	Unstaffed	None		Yes
Birchgrove	1	Unstaffed	None		Yes
Blaenau Ffestiniog	1	Unstaffed	None		Yes
Bodorgan	2	Unstaffed	None		No wheelchair access to platforms - route to station is via a steep path through a farm yard, rough surfaces and heavy sprung gate. Route across track is a formed of uneven, rough wood blocks and has no protection, and is accessed via non-Compliant ramps.

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Bangor (Gwynedd)	Yes	Yes, during staffing hours	Both Visual and Audio	Waiting Room on Platform 1, Shelter on Platform 2	Yes
Bargoed	Yes	No	Visual	Waiting Room on Platform 1, Shelter on Platform 2	Yes
Barmouth	Yes	No	Both Visual and Audio	None (station canopies)	Yes
Barry	Yes	Yes, during Booking Office hours	Visual	Waiting Room on Platform 1	Barry Island
Barry Docks	Yes	No	Visual	Canopy and Windbreak on Platforms 1/2	Barry Island
Barry Island	Yes	No	Visual	Shelter by Station Building	Yes
Betws-y-Coed	Yes	No	Visual	Shelter on Platform 1	Llanrwst
Birchgrove	Yes	No		Shelter on Platform 1	Yes
Blaenau Ffestiniog	Yes	No	Visual	Shelter on Platform 1	Yes
Bodorgan	No	No	Visual	Shelter on Platform 2	Bangor or Holyhead

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Borth	1	Unstaffed	None		Yes
Bridgend	4	Staffed 0600 - 2200 Mon - Sun	Yes	Induction Loop, Compliant counter	Yes
Brithdir	1	Unstaffed	None		Yes
Briton Ferry	2	Unstaffed	None		Yes
Broome	1	Unstaffed	None		No wheelchair access. Platform accessed via roughly-surfaced path with unmanageable gate (opens uphill, latch on top) and ramp steeper than 1:12 with rough surface and platform has a gravel surface
Buckley	2	Unstaffed	None		Partial - unprotected foot crossing between platforms
Bucknell	1	Unstaffed	None		No wheelchair access. Platform accessed via roughly-surfaced (block and mud) path and ramp steeper than 1:12 at access point to platform
Builth Road	1	Unstaffed	None		Yes
Bynea	2	Unstaffed	None		Yes
Cadoxton	2	Booking Office	None	Induction Loop, Compliant counter	Partial - Barry Island/Bridgend-bound platform accessed only via subway with 27-steps and ramp steeper than 1:12
Caergrwle	2	Unstaffed	None		Partial - Step access to Wrexham-bound platform; steep ramp to platform 2; foot crossing between platforms
Caerphilly	2	Booking Office	Yes	Induction Loop, No Compliant counter	Yes - However, Rhymney-bound platform accessible only via footbridge or by long ramp steeper than 1:12
Caersws	1	Unstaffed	None		Yes - However, new ramped entrance installed but steeper than 1:12

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Borth	Yes	No	Visual	None (Station canopies)	Yes
Bridgend	Yes	Yes, during staffing hours	Both Visual and Audio	2 Waiting Rooms (one open during buffet hours only)	Yes
Brithdir	Yes	No	Visual	Shelter on Platform 1	Yes
Briton Ferry	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Broome	No wheelchair access to train	No	Visual	Shelter on Platform 1	Knighton
Buckley	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Bucknell	No wheelchair access to train	No	Visual	Shelter on Platform 1	Knighton
Builth Road	No wheelchair access to trains	No	Visual	Shelter on Platform 1	Llandrindod
Bynea	No wheelchair access to trains	No	Telephone	Shelters on Platforms 1 & 2	Pantyyfynnon
Cadoxton	Yes	No	Both Visual and Audio	1 Waiting Room, Shelters on Platforms 1 & 2	Eastbrook
Caergwre	Yes	No	Visual	Shelters on Platforms 1 & 2	Cefn-y-Bedd
Caerphilly	Yes	Public toilets in the council car park	Visual	1 Waiting Room, 1 Shelter	Yes
Caersws	Yes	No	Visual	Shelter on Platform 1	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Caldicot	2	Unstaffed	None		No wheelchair access. Both platform ramps steeper than 1:12
Cardiff Bay	1	Unstaffed	None		Please refer to the note at the front of this booklet
Cardiff Central	7	Staffed 0400 - 0100 Mon - Fri 0400 - 0030 Sat 0700 - 0030 Sun	Yes	Induction Loop, Low Level Counter	Yes. Platforms have level access via lifts
Cardiff Queen Street	3	Staffed 0530 - 2359 Mon to Sat 0800 - 2300 Sun	Yes	Induction Loop, No Compliant counter	Please refer to the note at the front of this booklet
Carmarthen	2	Staffed 24 hours Mon - Sun	Yes	Induction Loop, Compliant counter	Yes - Platform 2 accessible via the passenger crossing between platforms 1 and 2, at the bottom of the ramps
Cathays	2	Unstaffed (ticketing assistance at station when the ticket gates are in operation)	Yes	Induction Loop, Compliant counter	Partial - Please refer to the note at the front of this document.
Cefn-y-Bedd	2	Unstaffed	None		Yes. However, Barrow crossing only between platforms and non-compliant ramps
Chepstow	2	Agent	None	Induction Loop, No Compliant counter	Partial - The Newport-bound platform only not accessible as there is a stepped footbridge
Chester	7	Staffed 24 hours Mon - Sun	Yes	Induction Loop, Split level counter	Yes
Chirk	2	Unstaffed	None		Partial - Northbound platform only accessible by flight of 24 steps; Southbound platform access is impeded by kerb from car park/ approach road and short ramp, steeper than 1:12

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Caldicot	Yes	No	Visual	Shelters on Platforms 1 & 2	Newport
Cardiff Bay	Yes	No	Visual	Shelter on Platform 1	Refer to notes - difficulties at Queen Street
Cardiff Central	Yes	Yes, all platforms	Both Visual and Audio	Waiting Rooms on Platforms 1/2, 3/4 and 5/6; Shelter on Platform 0	Yes
Cardiff Queen Street	Yes	Yes, Platform 1/2	Both Visual and Audio	Waiting Room on Platforms 1/2, Shelter on Platform 3	Yes, except for Cardiff Bay services - use Bay Car bus
Carmarthen	Yes	Yes, during staffing hours	Both Visual and Audio	1 Waiting Room, 1 Shelter	Yes
Cathays	Yes	No	Visual	Shelters on Platforms 1 & 2	Cardiff Queen Street
Cefn-y-Bedd	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Chepstow	Yes	No (toilet in adjacent café but not a station toilet)	Visual	1 Shelter	Lydney or Gloucester
Chester	Yes	Yes, all platforms	Both Visual and Audio	1 Waiting Room on Station Concourse, 1 Waiting Room on Platform 4/7, Canopies	Yes
Chirk	Yes	No	Visual	Shelters on Platforms 1 & 2	Gobowen

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Church Stretton	2	Unstaffed	None		Yes - However, long detour required by road between platforms for changing trains
Cilmeri	1	Unstaffed	None		No. Platform accessed through a gate with a top-mounted spring lock and ramp is steeper than 1:12
Clarbeston Road	2	Unstaffed	None		Partial - Carmarthen-bound platform accessed via ramp steeper than 1:12
Clunderwen	2	Unstaffed	None		Yes
Cogan	2	Unstaffed	None		Partial - the Cardiff-bound platform is only accessed via 44-step footbridge or by a steep ramp, with steps, from New Road
Colwyn Bay	2	Staffed 0630 - 2114 Mon to Sat; 1030 - 1830 Sun	Yes	Induction Loop, Compliant counter	Yes, but there is no dropped kerb from the car park to the footpath
Conwy	2	Unstaffed	None		Yes
Coryton	1	Unstaffed	None		Yes - Platform accessed via a short ramp steeper than 1:12 (up to platform)
Craven Arms	2	Unstaffed	None		Yes - However, long detour required by road between platforms for changing trains
Criccieth	1	Unstaffed	None		Yes
Crosskeys	2	Unstaffed	Yes		Yes - However, the station is served by road on a very steep hill
Cwmbach	1	Unstaffed	None		Yes

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Church Stretton	Yes	No	Visual	Shelters on Platforms 1 & 2	Shrewsbury
Cilmeri	No	No	Visual	Shelter on Platform 1	Garth
Clarbeston Road	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Clunderwen	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Cogan	Yes	No	Visual	Shelters on Platforms 1 & 2	Eastbrook
Colwyn Bay	Yes	Yes, during staffing hours	Both Visual and Audio	Waiting Room on Platform 1, canopies on platforms	Yes
Conwy	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Coryton	Yes	No	Visual	Shelter on Platform 1	Yes
Craven Arms	Yes	No	Visual	Shelters on Platforms 1 & 2	Shrewsbury
Criccieth	Yes	No	Visual	None (station canopies)	Yes
Crosskeys	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Cwmbach	Yes	No	Visual	Shelter on Platform 1	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Cwmbran	2	Booking Office	None	Induction Loop, Variable Height Counter	Yes
Cynghordy	1	Unstaffed	None		No wheelchair access. Platform accessed via 3 steps, a short ramp steeper than 1:12 and a gate.
Danescourt	2	Unstaffed	None		Yes
Deganwy	2	Unstaffed	None		Yes - Access from parking spaces next to the entrance from the car park to the Llandudno Junction platform, by the footbridge (these spaces are properly surfaced but not marked for disabled customers). Wheelchair access to the Llandudno platform is via the level crossing and platform ramp, with handrails.
Dinas Powys	2	Unstaffed	None		Yes, but no external lighting to platform entrances. Handrails required in subway.
Dinas Rhondda	1	Unstaffed	None		Yes
Dingle Road	1	Unstaffed	None		Yes, but no handrail to steep entrance ramp.
Dolau	1	Unstaffed	None		No wheelchair access. Platform accessed via ramp steeper than 1:12 and roughly surfaced
Dolgarrog	1	Unstaffed	None		No access for wheelchairs from the station entrance as there is a gravel slope between the gate and the platform ramp. No wheelchair access to platform from the main road as the lane has a poor surface and is cobbled in places.
Dolwyddelan	1	Unstaffed	None		Yes
Dovey Junction	2	Unstaffed	None		No wheelchair access. Very long unsurfaced access path, prone to FREQUENT flooding, and also includes crossing the rail track.

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Cwmbran	Yes	Yes, during Booking Office hours	Both Visual and Audio	1 Waiting Room, 1 Shelter	Yes
Cynghordy	Yes	No	Telephone Visual 2013/14	Shelter on Platform 1	Garth or Llangadog
Danescourt	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Deganwy	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Dinas Powys	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Dinas Rhondda	Yes	No	Visual	Shelter on Platform 1	Yes
Dingle Road	Yes	No	Visual	Shelter on Platform 1	Yes
Dolau	Yes	No	Visual	Shelter on Platform 1	Llandrindod
Dolgarrog	Yes	No	Visual	Shelter on Platform 1	Llanrwst or Glan Conwy
Dolwyddelan	Yes	No	Visual	Shelter on Platform 1	Yes
Dovey Junction	Yes	No	Visual	Shelter on Platform 1/2	Borth (change at Dovey Junction for Pwllheli)

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Dyffryn Ardludwy	1	Unstaffed	None		No. Car park has rough surface and is in poor condition; footpath crosses track to the platform (also, there are traffic gates for the lane either side of the line).
Eastbrook	2	Unstaffed	None		Yes
Ebbw Vale Parkway	1	Unstaffed	Yes		Yes
Fairbourne	1	Unstaffed	None		No wheelchair access. Platform access ramp steeper than 1:12.
Fairwater	2	Unstaffed	None		Yes
Fernhill	1	Unstaffed	None		Yes
Ferryside	2	Unstaffed	None		Partial - Carmarthen-bound platform accessed via level crossing and a ramp steeper than 1:12 and non-compliant gate; entrances from the car park to the Swansea bound platform and the footbridge slopes upwards and the car park is rough ground.
Ffairfach	1	Unstaffed	None		No wheelchair access. Platform accessed via narrow gate, with top bolt, and a short ramp steeper than 1:12.
Fishguard & Goodwick	1	Unstaffed	None		Yes
Fishguard Harbour	1	Unstaffed	None		Yes, however, platform is accessed by steep ramp at end of platform directly off access road and level crossing.
Flint	2	Booking Office	Yes	Induction Loop, split level counter	Yes
Frodsham	2	Unstaffed	None		Yes
Garth (Mid Glam)	1	Unstaffed	None		Yes, but handrail required for customers with impaired mobility.
Garth (Powys)	1	Unstaffed	None		Yes

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Dyffryn Ardludwy	No	No	Visual	Shelter on Platform 1	Barmouth or Talybont
Eastbrook	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Ebbw Vale Parkway	Yes	No	Visual	Shelter on Platform 1	Yes
Fairbourne	Yes	No	Visual	Shelter on Platform 1	Barmouth
Fairwater	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Fernhill	Yes	No	Visual	Shelter on Platform 1	Yes
Ferryside	No	No	Visual	Shelters on Platforms 1 & 2	Kidwelly or Carmarthen Platforms to be raised by December 2014
Ffairfach	Yes	No	Visual	Shelter on Platform 1	Ammanford
Fishguard & Goodwick	Yes	No	Visual	Shelter on Platform 1	Yes
Fishguard Harbour	Yes	Situated in the nearby Stena facilities	Visual	None	Yes
Flint	Yes	Yes, during Booking Office hours	Both Visual and Audio	Waiting Rooms on Platforms 1 & 2	Yes
Frodsham	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Garth (Mid Glam)	Yes	No	Visual	Shelter on Platform 1	Yes
Garth (Powys)	Yes	No	Visual	Shelter on Platform 1	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Gilfach Fargoed	2	Unstaffed	None		No wheelchair access. Both platforms accessed by long ramps steeper than 1:12. Ramps have uneven surfaces. Track crossed by road bridge.
Glan Conwy	1	Unstaffed	None		Yes
Gobowen	2	Agent	None	Induction Loop, Compliant counter	Yes
Gowerton	2	Unstaffed	None		Yes - however, the uneven surfaces of the approach to the station entrance may cause difficulty to some customers
Grangetown	2	Unstaffed	None		No wheelchair access. Access to both platforms (island platform) only via 42 steps from road below
Gwersyllt	2	Unstaffed	None		No direct wheelchair access from road as platform only accessed by steps from road. Wrexham-bound platform can only be accessed, by wheelchair, using steep ramps at platform ends and barrow crossing
Harlech	2	Unstaffed	None		No wheelchair access. Small car parking area has a rough surface. Barmouth-bound platform access ramp steeper than 1:12. Pwllheli-bound platform accessed via stepped footbridge or via a foot crossing which has rough boards and no protection
Haverfordwest	2	Booking Office	None	Induction Loop, Compliant counter	Platform 1 only. No access to Platform 2. The main entrance to the station has a raised step.
Hawarden	2	Unstaffed	None		Partial - Access to Wrexham-bound platform only, but dropped kerb is not flush with the carpark surface
Hawarden Bridge	2	Unstaffed	None		Yes. Station entrance from platform 1 (the Bidston platform). There is a foot crossing to the Shotton-bound platform from the Bidston platform

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Gilfach Fargoed	Yes	No	Visual	Shelters on Platforms 1 & 2	Bargoed
Glan Conwy	Yes	No	Visual	Shelter on Platform 1	Yes
Gobowen	Yes	In Travel Agency/ Booking Office	Both Visual and Audio	None (Station canopies)	Yes
Gowerton	Yes	No	Visual	Shelter on Platform 1	Yes
Grangetown	Yes	No	Visual	Shelter on Platforms 1/2	Cardiff Central or Dingle Road
Gwersyllt	Yes	No	Visual	Shelters on Platforms 1 & 2	Wrexham General
Harlech	Yes	No	Both Visual and Audio	Shelters on Platforms 1 & 2	Barmouth or Talybont
Haverfordwest	Yes	Yes, during Booking Office hours	Both Visual and Audio	Canopies	Johnston or Whitland
Hawarden	Yes	No	Visual	Shelters on Platforms 1 & 2	Buckley
Hawarden Bridge	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Heath High Level	2	Unstaffed	None		No wheelchair access. Rhymney-bound platform has long ramp access steeper than 1:12. Cardiff-bound platform only accessed via 41 steps. Customers are advised to take a train from Heath Low Level station and change at Cardiff Queen Street.
Heath Low Level	1	Unstaffed	None		Yes - continuous handrail required
Helsby	4	Unstaffed	None		Partial - Three platforms (2,3 & 4) have step access only
Hengoed	2	Unstaffed	None		No wheelchair access. Cardiff-bound platform accessed via compliant gradient BUT there is a raised kerb at bottom of the ramp. Rhymney-bound platform has long ramp access steeper than 1:12
Hereford	4	Staffed 0600 - 2200 Mon to Sat 0900 - 2200 Sun	Yes	Induction Loops, Compliant counter	Yes. However, Platforms 1 & 2 are only accessible via a stepped footbridge or by staff assistance over barrow crossing during staffing hours
Heswall	2	Unstaffed	None		Yes. However, the ramps to platforms are steeper than 1:12
Holyhead	3	Staffed 24 hours Mon - Fri; 0001 - 2145 Sat; 0700 - 2400 Sun	Yes (card only)	Induction Loop, Compliant counter	Yes
Hope (Flintshire)	2	Unstaffed	None		Yes, but rail crossing for customers not controlled by coloured lights
Hopton Heath	1	Unstaffed	None		No wheelchair access. Platform accessed via narrow gate and 24 steep steps.
Johnston	1	Unstaffed	None		Yes
Kidwelly	2	Unstaffed	None		Yes
Kilgetty	1	Unstaffed	None		No wheelchair access as the path leading to platform is uneven.

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Heath High Level	Yes	No	Visual	Shelters on Platforms 1 & 2	Heath Low Level
Heath Low Level	Yes	No	Visual	Shelter on Platform 1	Yes
Helsby	No	No	Visual	Shelters on Platforms 1 & 2	Chester or Frodsham
Hengoed	Yes	No	Visual	Shelters on Platforms 1 & 2	Caerphilly
Hereford	Yes	Yes, during staffing hours	Both Visual and Audio	Waiting Rooms on Platforms 1/2 and 3/4	Yes
Heswall	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Holyhead	Yes	Situated in the nearby Stena waiting facilities	Visual	Situated in the nearby Stena waiting facilities	Yes
Hope (Flintshire)	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Hopton Heath	No wheelchair access to train	No	Visual	Shelter on Platform 1	Knighton
Johnston	Yes	No	Visual	Shelter on Platform 1	Yes
Kidwelly	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Kilgetty	No wheelchair access to train	No	Telephone	Shelter on Platform 1	Saundersfoot

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Knighton	2	Unstaffed	None		Yes - level entrance to platform 1 from car park and ramp to platform 2 from Kinsley Road
Knucklas	1	Unstaffed	None		No wheelchair access. Path leading to platform is uneven and is steep, but is outside the Lease Area
Lamphey	1	Unstaffed	None		Yes
Leominster	2	Booking Office	None	Induction Loop, Compliant counter	Yes
Lisvane & Thornhill	2	Unstaffed	None		Partial - Rhymney-bound platform accessible only via long ramp steeper than 1:12; Cardiff-bound platform accessible by short ramp from car park, might be steeper than 1:12 and users have to mount kerb
Llanaber	1	Unstaffed	None		No wheelchair access. Steep, narrow access track leading to a roughsurfaced path steeper than 1:12. Platform is narrow and roughly surfaced
Llanbedr	1	Unstaffed	None		Yes. Platform access ramp steeper than 1:12 but short
Llanbister Road	1	Unstaffed	None		No wheelchair access. Platform accessed via 18 shallow steps, paved with tactile tiles, with handrail
Llanbradach	2	Unstaffed	None		No wheelchair access. Cardiff-bound platform accessed via short ramp steeper than 1:12 and a gate at the platform access point. Rhymney-bound platform accessed via long ramp steeper than 1:12, with rough surface at entrance and gate at platform access point.

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Knighton	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Knucklas	Yes	No	Visual	Shelter on Platform 1	Knighton
Lamphey	No wheelchair access to train	No	Visual	Shelter on Platform 1	Pembroke
Leominster	Yes	No	Visual	Shelter on island platform, canopy on town side	Yes
Lisvane & Thornhill	Yes	No	Visual	Shelters on Platforms 1 & 2	Caerphilly
Llanaber	No wheelchair access to train	No	Visual	Shelter on Platform 1	Barmouth
Llanbedr	Yes	No	Visual	Shelter on Platform 1	Barmouth or Talybont
Llanbister Road	No wheelchair access to train	No	Visual	Shelter on Platform 1	Llandrindod
Llanbradach	Yes	No	Visual	Shelters on Platforms 1 & 2	Caerphilly

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Llandaf	2	Booking Office	None	Induction Loop, Compliant counter	Partial - Cardiff-bound platform only accessed via 50-step footbridge
Llandanwg	1	Unstaffed	None		No wheelchair access. Narrow gate and long access path from road overbridge steeper than 1:12
Llandecwyn	1	Unstaffed	None		No wheelchair access. Access from road through a narrow, non-compliant gate and a rough surfaced path up to the platform ramps. Platform access ramp steeper than 1:12
Llandeilo	2	Unstaffed	None		No wheelchair access. Llandrindod - bound platform accessed from car park at the level of the old platform and a steep ramp to the platform. (The alternative access is a long cobbled ramp from the road leading to a flight of steps). The Swansea-bound platform only accessed via track crossing and ramp steeper than 1:12
Llandovery	2	Unstaffed	None		Yes
Llandrindod	2	Agent	None	Induction Loop, Compliant counter	Yes
Llandudno	3	Booking Office	None	Induction Loop, No Compliant counter	Yes
Llandudno Junction	4	Staffed 0500 - 2300 Mon to Sat; 0900 - 2300 Sun	Yes	Induction Loop, Compliant counter	Yes
Llandybie	1	Unstaffed	None		Yes. Platform accessed short ramp steeper than 1:12 from the car park, which is part of a longer, steep path from the road

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Llandaf	Yes	No	Visual	1 Shelter, 1 Canopy	Taffs Well
Llandanwg	Yes	No	Visual	Shelter on Platform 1	Barmouth or Talybont
Llandecwyn	Yes	No	Push button audio Visual 2014	Shelter on Platform 1	Criccieth
Llandeilo	Yes	No	Visual	Shelters on Platforms 1 & 2	Llangadog
Llandovery	No wheelchair access to train	No	Visual	Shelters on Platforms 1 & 2	Llangadog Platforms to be raised by December 2013
Llandrindodd	Yes	Yes, during Booking Office hours	Visual	Waiting Room on Platforms 1/2	Yes
Llandudno	Yes	Yes, during Booking Office hours	Both Visual and Audio	Waiting Area in Station Building	Yes
Llandudno Junction	Yes	Yes, during staffing hours	Both Visual and Audio	Waiting in Station Concourse, canopies on platforms	Yes
Llandybie	Yes	No	Visual	Shelter on Platform 1	Ammanford

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Llanelli	2	Booking Office	Yes	Induction Loop, Compliant counter	Partial - Carmarthen-bound platform accessed via ramp from car park steeper than 1:12; also customers with wheelchairs using the Swansea platform have to leave the station building and use the road and level crossing to reach the car park
Llanfairfechan	2	Unstaffed	None		Yes
Llanfairpwll	2	Unstaffed	None		No - Access to Chester platform from road is a roughly surfaced path; entrance to the Anglesey platform has kerb from the car park (car park not in Lease Area) and the gate handle is too high for a wheelchair user
Llangadog	1	Unstaffed	None		Yes
Llangammarch	1	Unstaffed	None		No wheelchair access. Platform accessed via short ramp steeper than 1:12 and latched gate at entrance
Llangennech	2	Unstaffed	None		Yes
Llangynllo	1	Unstaffed	None		No wheelchair access. Platform accessed through farmyard (no access agreement) via cattle grid crossing and short ramp steeper than 1:12.
Llanharan	2	Unstaffed	None		Yes
Llanhilleth	1	Unstaffed	Yes		Yes

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Llanelli	Yes	Yes, during Booking Office hours	Both Visual and Audio	1 Waiting Room in Station buildings, canopies on both platforms	Yes
Llanfairfechan	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Llanfairpwll	No wheelchair access to train	No	Visual	Shelters on Platforms 1 & 2	Bangor
Llangadog	Yes	No	Visual	Shelter on Platform 1	Yes
Llangammarch	Yes	No	Visual	Shelter on Platform 1	Garth
Llangennech	No wheelchair access to train	No	Visual	1 Shelter	Pantffynnon
Llangynllo	No wheelchair access to train	No	Visual	Shelter on Platform 1	Knighton
Llanharan	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Llanhilleth	Yes	No	Visual	Shelter on Platform 1	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Llanishen	2	Unstaffed	None		Partial wheelchair access. The Cardiff-bound platform is accessed only via long ramp steeper than 1:12 and customers have to cross a busy road twice from car park; the pavement leading directly to the ramp is very narrow and dangerous, being sited on a busy road. Valleys-bound platform accessed by shorter steep ramps from the car park but it has been assessed that wheelchair users can get to the platform unaided.
Llanrwst	2	Unstaffed	None		Yes. However, the ramp (with moderate gradient) from the road is very long and has no landings or handrails. The ramps also has rainwater gullies, which form a trip hazard and a barrier, every 20 metres. There are also rainwater gullies at the back of the platform which are also a severe trip hazard and a barrier to wheelchairs.
Llansamlet	2	Unstaffed	None		Yes
Llantwit Major	2	Unstaffed	None		Yes
Llanwrda	1	Unstaffed	None		No wheelchair access.
Llanwrtyd	2	Unstaffed	None		Partial - Swansea-bound platform only accessible via footpath and platform access ramps steeper than 1:12; kerb from disabled parking space to station
Llwyngwritl	1	Unstaffed	None		Yes
Llwynypia	1	Unstaffed	None		No wheelchair access from car park to the platform. Platform accessed via ramp from road bridge but steeper than 1:12

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Llanishen	Yes	No	Visual	Shelters on Platforms 1 & 2	Heath Low Level
Llanrwst	Yes	No	Visual	Shelter on Platform 1	Yes
Llansamlet	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Llantwit Major	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Llanwrda	No wheelchair access to train	No	Visual	Shelter on Platform 1	Llangadog
Llanwrtyd	Yes	No	Visual	1 Waiting Room + 1 Shelter	Garth
Llwyngwril	No wheelchair access to train	No	Visual	Shelter on Platform 1	Barmouth
Llwynypia	Yes	No	Visual	Shelter on Platform 1	Ton Pentre or Dinas Rhondda

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Ludlow	2	Agent	None	Induction Loop, Compliant counter	Partial - Cardiff-bound platform accessed via a footbridge or a long steep footpath from the station forecourt to the path at the mouth of the tunnel. On the other side of the tunnel mouth is a Complaint ramped path leading to the Cardiff platform, and which also connects with the town. This path is not part of the station.
Lydney	2	Unstaffed	None		Partial - Newport-bound platform accessed by ramp, gradient steeper than 1:12. However, it is used by customers with wheelchairs.
Machynlleth	2	Booking Office	None	Induction Loop. Also Customer Information Induction Loop in waiting area. Compliant counter	Shrewsbury-bound platform accessed either by path steeper than 1:12 or by stepped footbridge. Station buildings and Aberystwyth-bound platform difficult to access from the main road as the gradient of the access road is very steep and the road is long.
Maesteg	1	Unstaffed	None		Yes, from the main supermarket car park. The station Car Park has a kerb and ramp to the platform
Maesteg (Ewenny Road)	1	Unstaffed	None		Yes; however, access to platform via long ramp steeper than 1:12
Manorbier	1	Unstaffed	None		Yes
Merthyr Tydfil	1	Booking Office	None	Induction Loop, Compliant counter	Yes
Merthyr Vale	2	Unstaffed	None		Partial - no wheelchair access to Merthyr-bound platform as access to platform via long ramp steeper than 1:12
Milford Haven	1	Agent	None	Induction Loop, No Compliant counter	Yes

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Ludlow	Yes	Yes, during Booking Office hours	Both Visual and Audio	Shelters on Platforms 1 & 2	Shrewsbury
Lydney	Yes	No	Both Visual and Audio	Shelters on Platforms 1 & 2	Yes
Machynlleth	Yes	Yes, during staffing hours	Both Visual and Audio	Waiting Rooms on Platforms 1 & 2	Caersws
Maesteg	Yes	No	Visual	Shelter on Platform 1	Yes
Maesteg (Ewenny Road)	Yes	No	Visual	Shelter on Platform 1	Maesteg
Manorbier	Yes	No	Visual	Shelter on Platform 1	Yes
Merthyr Tydfil	Yes	No	Visual	Shelter on Platform 1	Yes
Merthyr Vale	Yes	No	Visual	Shelters on Platforms 1 & 2	Abercynon or, if going to Merthyr Tydfil, on return travel to Abercynon and change into Merthyr-bound train
Milford Haven	Yes	No	Visual	Shelter on Platform 1	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Minffordd	1	Unstaffed	None		No wheelchair access. Access path steeper than 1:12 in places
Morfa Mawddach	1	Unstaffed	None		No wheelchair access. Access path steeper than 1:12 in places and gate is non-compliant
Mountain Ash	2	Unstaffed	None		Yes - however, the ramps to the platforms are steep and have no landings but the handrails should assist
Nantwich	2	Unstaffed	None		Yes - wheelchair access is provided to both platforms. However, the ramp to platform 1 is steep and cycles are often chained to the non-continuous handrail.
Narberth	1	Unstaffed	None		Yes - however, the station approach is very long, and not in our lease, and recommendations are that persons with mobility difficulties should be provided with benches every 50 metres.
Neath	2	Staffed 0600 - 2200 Mon to Sun	Yes	Induction Loop, Compliant counter	Partial - Swansea-bound platform accessible via footbridge or by staff escorting over barrow crossing during staffing hours
Neston	2	Unstaffed	None		Yes
Newbridge	1	Unstaffed	Yes		Yes
Newport (S. Wales)	4	Staffed 24hrs Mon to Sun	Yes	Induction Loop, Compliant counter	Yes
Newtown (Powys)	2	Agent	None	Induction Loop, No Compliant counter	Partial - The camber of the entrances to the Aberystwyth platform, from the access road, are steeper than 1:12 and are considered to be excessive and dangerous to customers in wheelchairs or with other mobility difficulties

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Minffordd	Yes	No	Visual	Shelter on Platform 1	Criccieth
Morfa Mawddach	Yes	No	Visual	Shelter on Platform 1	Barmouth
Mountain Ash	Yes	No	Visual	Shelters on Platforms 1 & 2	Femhill or Penrhiwceiber
Nantwich	Yes	No	Visual	Shelters on Platforms 1 & 2	Crewe
Narberth	No wheelchair access to train	No	Visual	Shelter on Platform 1	Whitland
Neath	Yes	Yes, during staffing hours	Both Visual and Audio	1 Waiting Room and Canopies	Yes
Neston	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Newbridge	Yes	No	Visual	Shelter on Platform 1	Yes
Newport (S. Wales)	Yes	Yes, during staffing hours	Both Visual and Audio	Waiting Rooms on Platforms 1 & 2/3, Shelter on Platform 4	Yes
Newtown (Powys)	Yes	No	Both Visual and Audio	Shelters on Platforms 1 & 2	Shrewsbury or Welshpool

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Ninian Park	2	Unstaffed	None		No wheelchair access. City Line-bound platform is accessed via long ramp steeper than 1:12; Cardiff-bound platform is accessed via two-stage ramp that is steeper than 1:12 on the first section
North Llanrwst	2	Unstaffed	None		Partial - Barrow crossing is only means of access to the Blaenau platform; the approach to the platform entrance from the car park is steep and at an angle - could cause wheelchairs to tip over
Pantyffynnon	1	Unstaffed	None		Yes
Pembrey & Burry Port	2	Agent	None	Induction Loop, No Compliant counter	Yes
Pembroke	1	Unstaffed	None		Yes - Wheelchair access from station car park to platform. There is also an alternative council car park on Station Road (no dedicated disabled spaces) with full access path to the station platform.
Pembroke Dock	1	Unstaffed	None		Yes
Penally	1	Unstaffed	None		Yes
Penarth	1	Booking Office	None	Induction Loop, Compliant counter	Yes
Pencoed	2	Unstaffed	None		Yes
Pengam	2	Agent	None	Induction Loop, Compliant counter	No wheelchair access. Cardiff-bound platform accessed via short ramp steeper than 1:12. Rhymney-bound platform accessed via roughly-surfaced long ramp, steeper than 1:12
Penhelig	1	Unstaffed	None		No wheelchair access. Platform access via two flights of steps (27 steps in total)

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Ninian Park	Yes	No	Visual	Shelter on Platform 1/2	Cardiff Central
North Llanrwst	No wheelchair access to train	No	Visual	Shelters on Platforms 1 & 2	Llanrwst
Pantyffynnon	Yes	No	Visual	Canopy only	Yes
Pembrey & Burry Port	Yes	Local Authority toilets and adjacent to the car park on land leased from NR by council - includes further car parking, including a disabled parking bay	Visual	Shelters on Platforms 1 & 2	Yes
Pembroke	Yes	No	Visual	Shelter on Platform 1	Yes
Pembroke Dock	Yes	No	Visual	Canopy only	Yes
Penally	Yes	Local Authority toilets adjacent to the car park	Telephone Visual 2013/14	Shelter on Platform 1	Yes
Penarth	Yes	No	Visual	Waiting Room in Station Building, Shelter on Platform 1	Yes
Pencoed	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Pengam	Yes	No	Visual	Shelters on Platforms 1 & 2	Bargoed
Penhelig	Yes	No	Visual	Shelter on Platform 1	Aberdovey

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Penmaenmawr	2	Unstaffed	None		No wheelchair access. Platform access via steep ramps and barrow crossing
Penrhiwceiber	1	Unstaffed	None		Yes
Penrhyndeudraeth	1	Unstaffed	None		Yes
Pensarn	1	Unstaffed	None		No wheelchair access. Platform access ramp steeper than 1:12 with narrow gated entrance
Pentre-bach	1	Unstaffed	None		Yes. In addition to the original station ramp, which is steeper than 1:12 and does not have a continuous handrail, the local council has installed a compliant ramp adjacent to the platform to provide access for wheelchairs and passengers with mobility difficulties from the road, further along from the present station entrance/ramp, running behind the platform and emerging at the platform by the information screen
Pen-y-Bont	1	Unstaffed	None		Yes
Penychain	1	Unstaffed	None		Yes
Penyffordd	2	Unstaffed	None		No wheelchair access. Impeded by Non-Compliant gate at entrance to the station. Mud, leaves and water accumulate on the crossing.
Pontarddulais	1	Unstaffed	None		Yes, but platform surface is rough, uneven and not Compliant and the area of the shelter base and entrance is at a higher level; low-level bollards between car park and station platform could damage cars.
Pontlottyn	1	Unstaffed	None		Yes, but no marked out space is designated as a disabled bay; the kerb outside the entrance is too high

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Penmaenmawr	Yes	No	Visual	Shelter on Platform 1	Conwy or Llanfairfechan
Penrhiwceiber	Yes	No	Visual	Shelter on Platform 1	Yes
Penrhyndeudraeth	No wheelchair access to train	No	Visual	Shelter on Platform 1	Criccieth
Pensarn	Yes	No	Visual	Shelter on Platform 1	Barmouth or Talybont
Pentre-bach	Yes	No	Visual	Shelter on Platform 1	Merthyr Tydfil
Pen-y-Bont	Yes	No	Visual	Shelter on Platform 1	Yes
Penychain	Yes	No	Visual	Shelter on Platform 1	Yes
Penyffordd	Yes	No	Visual	Shelters on Platforms 1 & 2	Buckley
Pontarddulais	Yes	No	Visual	Shelter on Platform 1	Pantyyfynnon
Pontlottyn	Yes	No	Visual	Shelter on Platform 1	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Pontyclun	2	Unstaffed	None		Yes
Pont-y-Pant	1	Unstaffed	None		No wheelchair access. Impeded by Non-Compliant gate; also, loose stone surface of car park
Pontypool & New Inn	2	Unstaffed	None		No wheelchair access. Access to both platforms by flight of 24 steps from subway
Pontypridd	2	Booking Office	Yes	Induction Loop, Split level counter	Partial - Valley-bound platform accessed via path steeper than 1:12,
Port Talbot Parkway	2	Staffed 0600 - 2200 Mon to Sun	None	Induction Loop, No Compliant counter	Partial - Wheelchair access to platforms during staffed hours only as this is via locked gate between the rails at the level crossing. Customers have to request assistance from the Booking Office, which is remote from the platforms.
Porth	2	Booking Office	None	Induction Loop, Compliant counter	Yes
Porthmadog	2	Unstaffed	None		Partial - Access to Pwllheli platform by non-Compliant ramp
Prees	2	Unstaffed	None		Yes
Prestatyn	2	Booking Office	Yes	Induction Loop, Compliant counter	Yes
Pwllheli	1	Unstaffed	None		Yes
Pyle	2	Unstaffed	None		Yes - however, the entrance to platform 1 has uneven ground leading to it; car park and footpath surfaces are uneven and show signs of surface damage

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Pontyclun	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Pont-y-Pant	Yes	No	Visual	Shelter on Platform 1	Dolwyddelan
Pontypool & New Inn	Yes	No	Visual	Shelter on Platform 1/2	Hereford or Newport
Pontypridd	Yes	Yes, during Booking Office hours	Both Visual and Audio	Waiting Room on Platform 1, Shelter on Platform 2	Porth
Port Talbot Parkway	Yes	Yes, during staffing hours	Both Visual and Audio	Waiting Room on Platform 1/2	Bridgend or Neath unless previously arranged through APRS. Also, can catch trains from Baglan and Briton Ferry
Porth	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Porthmadog	Yes	No	Visual	None (station canopies)	Criccieth
Prees	Yes	No	Visual	Shelters on Platforms 1 & 2	Crewe
Prestatyn	Yes	No	Both Visual and Audio	Waiting Area in Booking Hall, canopies on Platform 1/2	Yes
Pwllheli	Yes	No	Both Visual and Audio	Canopied area at entrance to station and platform	Yes
Pyle	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Quakers Yard	1	Unstaffed	None		No wheelchair access. Platform accessed via long path steeper than 1:12, with a bad camber, and non-compliant gate
Radyr	3	Booking Office	None	Induction Loop, Compliant counter	No wheelchair access. All platforms accessed via 54 step footbridge
Rhiwbina	1	Unstaffed	None		No - From the paved access path (not in lease), the platform accessed via short ramp steeper than 1:12. Other access path (also not in lease) is narrow and has a poor surface finish and not suitable for wheelchairs. The footbridge forms part of a footpath between Pen-y-Dre and Heol-y-Nant and the path leading to the bridge from Heol-y-Nant is uneven and not suitable for a wheelchair or for persons with reduced mobility
Rhose Cardiff International Airport	2	Unstaffed	None		Yes
Rhosneigr	2	Unstaffed	None		No wheelchair access. Access paths to platforms are not Compliant as they are steep and poorly surfaced. The gates to the platforms open outwards, causing difficulty for a wheelchair user. There are no accessible routes between the platforms.
Rhyl	2	Staffed 0630 - 2214 Mon to Sat; 1030 - 1830 Sun	Yes	Induction Loop, No Compliant counter	Yes, but the drop-off point, which is owned by the council, does not have dropped kerbs
Rhymney	1	Unstaffed	None		Yes
Risca & Pontymister	2	Unstaffed	Yes		Yes
Rogerstone	1	Unstaffed	Yes		Yes

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Quakers Yard	Yes	No	Visual	Shelter on Platform 1	Abercynon
Radyr	Yes	No	Visual	Shelters on Platforms 1 & 2/3	Taffs Well, Danescourt
Rhiwbina	Yes	No	Visual	Shelter on Platform 1	No, Birchgrove or Whitchurch
Rhose Cardiff International Airport	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Rhosneigr	No	No	Visual	Shelters on Platforms 1 & 2	Holyhead
Rhyl	Yes	(Yes - in part of station operated by local council)	Both Visual and Audio	Shelter on Platform 2, Canopies on Platforms	Yes
Rhymney	Yes	No	Visual	Shelter on Platform 1	Yes
Risca & Pontymister	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Rogerstone	Yes	No	Visual	Shelter on Platform 1	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Roman Bridge	1	Unstaffed	None		Yes, but the front of station (and drop off/parking area) is loose stones and the gate to the platform is heavy and non-compliant
Ruabon	2	Unstaffed	None		Partial - North-bound platform only accessible via footbridge with 52 steps
Runcorn East	2	Booking Office	None	Induction Loop, Compliant counter	Yes
Sarn	1	Unstaffed	None		No wheelchair access. Ramp steeper than 1:12
Saundersfoot	1	Unstaffed	None		Yes, but ramp from car park is steeper than 1:12; approach road (not in lease) not suitable for use by wheelchair users or persons with reduced mobility - the surface of the "Car Parking" area and area in front of bollards is uneven and potholed
Severn Tunnel Junction	4	Agent	None	Induction Loop, No Compliant counter	No wheelchair access to platforms 1, 2 & 3, which are accessed via stepped footbridge. Platform 4 is accessible directly from the station car park.
Shotton	2	Booking Office (at High Level)	Yes		No wheelchair access to Chester-bound platform. Customers advised to travel to Flint and change trains
Shotton High Level	2	Booking Office	Yes	Induction Loop, Compliant counter	No wheelchair access between platforms. Steep paths to platforms via main road and under bridge
Shrewsbury	5	Staffed 0500 - 0100 Mon to Sat; 0700 - 0045 Sun	Yes	Induction Loop, Compliant counter	Yes
Skewen	2	Unstaffed	None		Yes
Sugar Loaf	1	Unstaffed	None		No wheelchair access. Platform accessed via narrow gate, with high handles, and flight of 24 steps

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Roman Bridge	No wheelchair access to train	No	Visual	Shelter on Platform 1	Dolwyddelan Platform to be raised by December 2012
Ruabon	Yes	No	Visual	Shelters on Platforms 1 & 2	Gobowen or Wrexham General
Runcorn East	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Sarn	Yes	No	Visual	Shelter on Platform 1	Tondu
Saundersfoot	Yes	No	Visual	Shelter on Platform 1	Yes
Severn Tunnel Junction	Yes	No	Both Visual and Audio	Shelters on Platforms 1, 2/3 & 4	Newport
Shotton	Yes	No	Visual	Shelters on Platforms 1 & 2	Flint
Shotton High Level	Yes	No	Visual	Shelters on Platforms 3 & 4	Hawarden Bridge
Shrewsbury	Yes	Yes, during staffing hours	Both Visual and Audio	Waiting Rooms on Platforms 3 and 4/7	Yes
Skewen	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Sugar Loaf	No wheelchair access to train	No	Visual	Shelter on Platform 1	Garth

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Swansea	4	Staffed 24 hours Mon - Fri 0300 - 2400 Sat 0700 - 2400 Sun	Yes	Induction Loop, Low level counter	Yes
Taffs Well	2	Booking Office	None	Induction Loop, No Compliant counter	Yes; however, long trek by road from the north-bound platform to the car park
Talsarnau	1	Unstaffed	None		Yes
Talybont	1	Unstaffed	None		Yes, but path from car parking/drop off area has an uneven surface and the car parking area is rough and at a lower level than the path
Tal-y-Cafn	2	Unstaffed	None		No wheelchair access. Access to station impeded by poor surface of drop-off point and by non-compliant gate. Handrail required for ramp
Tenby	2	Unstaffed	None		Partial - Carmarthen-bound platform accessed via footbridge with 51 steps or via barrow crossing
Tir-phil	1	Unstaffed	None		No wheelchair or pushchair access. Platform accessed via narrow pavement, 6 steps and ramp steeper than 1:12 with a wide gutter at the bottom. Only one continuous handrail on steps. Only one continuous handrail to ramp
Ton Pentre	1	Unstaffed	None		Yes, but no lighting at entrance or on path. Step prevents wheelchairs using the shelter
Tondu	1	Unstaffed	None		Yes (no access from the footbridge)
Tonfanau	1	Unstaffed	None		No wheelchair access. Access path crosses line and platform access ramp steeper than 1:12
Tonypanydy	1	Unstaffed	None		Yes, but the platform is accessed via long ramps (on third party land) which are steeper than 1:12 in places

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Swansea	Yes	Yes	Both Visual and Audio	Station Concourse and waiting rooms	Yes
Taffs Well	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Talsarnau	No	No	Visual	Shelter on Platform 1	Criccieth
Talybont	Yes	No	Visual	Shelter on Platform 1	Yes
Tal-y-Cafn	No wheelchair access to train	No	Visual	None	Glan Conwy
Tenby	Yes	No	Visual	Shelter on Platform 1	Penally
Tir-phil	Yes	No	Visual	Shelter on Platform 1	Pontlottyn or Brithdir
Ton Pentre	Yes	No	Visual	Shelter on Platform 1	Yes
Tondu	Yes	No	Visual	Shelter on Platform 1	Yes
Tonfanau	Yes	No	Telephone Visual 2013/14	Shelter on Platform 1	Aberdovey
Tonypandy	Yes	No	Visual	Shelter on Platform 1	Dinas Rhondda

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Trefforest	2	Booking Office	Yes	Induction Loop. Also Customer Information Induction Loop in waiting area. Compliant counter	Partial - Cardiff-bound platform accessed via ramp steeper than 1:12; long detour from car park and north platform to the Cardiff platform and town
Trefforest Estate	2	Unstaffed	None		No wheelchair access. Platforms accessed only via 29 steps
Trehafod	2	Unstaffed	None		No wheelchair access - platforms served by subway and steps and by a very steep ramp (not in lease) to the Cardiff platform
Treherbert	1	Unstaffed	None		No wheelchair access. Platform is accessed via short ramp steeper than 1:12
Treorchy	1	Unstaffed	None		Yes, but will be from the station car park and not by using the ramp from the bridge
Troed-y-rhiw	1	Unstaffed	None		No wheelchair access. Platform is accessed via long ramp steeper than 1:12
Ty Croes	2	Unstaffed	None		Yes
Ty Glas	1	Unstaffed	None		Yes - however, the kerb at the Industrial Estate entrance is only dropped at one end, making it unsuitable for use by wheelchairs. The path from the Field Way entrance crosses the line by a Foot Crossing, which is not protected.

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Trefforest	Yes	No	Both Visual and Audio	1 Waiting Room, 1 Shelter	Porth
Trefforest Estate	Yes	No	Visual	Shelter on Platform 1/2	Taffs Well
Trehafod	Yes	No	Visual	Shelters on Platforms 1 & 2	Porth
Treherbert	Yes	No	Visual	Waiting Room at entrance to station (during daytime only) with canopy/arch outside at other times	Ynyswen or Treorchy
Treorchy	Yes	No	Visual	Shelter on Platform 1	Yes
Troed-y-rhiw	Yes	No	Visual	Shelter on Platform 1	Merthyr Tydfil
Ty Croes	No wheelchair access to train	No	Visual	Shelters on Platforms 1 & 2	Holyhead
Ty Glas	Yes	No	Visual	Shelter on Platform 1	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Tygwyn	1	Unstaffed	None		No wheelchair access. The nearest "drop-off point" is on the opposite side of the level crossing, with minimum space around car to unload, and wheelchair then has to cross a busy road and the level crossing to reach the station entrance. The platform access ramp steeper than 1:12 and gated
Tywyn	2	Unstaffed	None		Partial - Pwllheli-bound platform access steeper than 1:12 but has handrails; crossing between platforms
Upton	2	Unstaffed	None		No wheelchair access. No Compliant access from road; one platform has steep ramped access, the other has a long shallow stepped access
Valley	2	Unstaffed	None		Yes
Waun-gron Park	2	Unstaffed	None		Yes - whilst both platforms accessed by ramps steeper than 1:12, they have handrails
Welshpool	2	Unstaffed	None		Yes
Wern	2	Unstaffed	None		Partial - Shrewsbury-bound platform access ramp steeper than 1:12
Whitchurch (Cardiff)	1	Unstaffed	None		Yes
Whitchurch (Shrops)	2	Unstaffed	None		Partial - Shrewsbury-bound platform accessed by footbridge with 44 steps
Whitland	2	Unstaffed	None		Yes - however, Carmarthen-bound platform is accessible via ramp with gradient steeper than 1:12. Side entrance to Platform 1 is hampered by kerbs and has an adverse camber.
Wildmill	1	Unstaffed	None		Yes

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Tygwyn	Yes	No	Audio Visual 2013/14	Shelter on Platform 1	Barmouth or Talybont
Tywyn	Yes	No	Both Visual and Audio	Shelters on Platforms 1 & 2	Aberdovey
Upton	Yes	No	Visual	Shelters on Platforms 1 & 2	Heswall
Valley	Yes	No	Visual	Shelters on Platforms 1 & 2	Yes
Waun-gron Park	Yes	No	Visual	Shelters on Platforms 1 & 2	Fairwater
Welshpool	Yes	No	Visual	Shelter on Platform 1/2	Yes
Wern	Yes	No	Visual	Shelters on Platforms 1 & 2	Shrewsbury
Whitchurch (Cardiff)	Yes	No	Visual	Shelter on Platform 1	Yes
Whitchurch (Shrops)	Yes	No	Visual	Shelters on Platforms 1 & 2	Crewe
Whitland	Yes	No	Visual	1 Shelter and Canopy	Yes
Wildmill	Yes	No	Visual	Shelter on Platform 1	Yes

Station	Number of Platforms	Staffing and Availability of Assistance	Accessible Ticket Vending Machines	Booking Office	Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point
Wrenbury	2	Unstaffed	None		No wheelchair access - both platforms accessed through narrow gates; Shrewsbury-bound platform ramp steeper than 1:12
Wrexham Central	1	Unstaffed	Yes		Yes
Wrexham General	4	Booking Office	Yes	Induction Loop, Compliant counter	Yes - Lifts to foot bridge to all platforms
Ynyswen	1	Unstaffed	None		Yes - however, the kerb of the "drop-off" point at the Crichton Road entrance is not compliant in height
Yorton	2	Unstaffed	None		Partial - Crewe-bound platform accessed by two flights (10+14) of steps
Ystrad Mynach	2	Booking Office	None	Induction Loop, Compliant counter	Partial - Cardiff-bound platform accessed only via stepped footbridge - the path to the platform ramp, steeper than 1:12, is at the end of a footpath that is in the opposite direction from the locality. The subway access from the bottom of the footbridge to the path leading to Brynmach Avenue is not compliant and not possible to make compliant
Ystrad Rhondda	2	Unstaffed	None		Treherbert-bound platform accessed via ramped footbridge steeper than 1:12 and with restricted width at entrance. This platform also accessible via stepped footbridge. The Cardiff-bound platform is accessed by a ramp from the new council footbridge from the car park area

Station	Wheelchair Access to Train	Standard Toilets	Customer Information Systems	Waiting Rooms and Shelters	Nearest Fully Accessible Station (Yes means station is Fully Accessible)
Wrenbury	Yes	No	Visual	Shelters on Platforms 1 & 2	Crewe
Wrexham Central	Yes	No	Visual	None (station canopy)	Yes
Wrexham General	Yes	Yes, during Booking Office hours	Both Visual and Audio	Waiting Room on Station Concourse, Canopies on Platforms 1 -3, Shelter on Platform 4	Yes
Ynyswen	Yes	No	Visual	Shelter on Platform 1	Yes
Yorton	No wheelchair access to train	No	Visual	1 Shelter, 1 Waiting Room	Shrewsbury
Ystrad Mynach	Yes	No	Visual	Shelters on Platforms 1 & 2	Caerphilly
Ystrad Rhondda	Yes	No	Visual	Shelters on Platforms 1 & 2	Ton Pentre

Notes

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