

Virgin Trains West Coast routes



- A B F** Pendolino & Super Voyager trains
- D E** Pendolino trains
- C** Super Voyager trains



Making rail accessible

Helping older and disabled passengers

Valid from November 2016

Routes may vary at weekends. Please check before you travel
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1. Policy summary

West Coast Trains Limited, trading as Virgin Trains, is a wholly owned subsidiary of Virgin Rail Group Limited.

This document gives details of our services and facilities, how we provide them and the standards of service that can be expected, as well as how we help if services are disrupted.

It forms part of our overall Disabled People's Protection Policy that helps us meet the needs of customers who are disabled or whose mobility is impaired. Our trains are for everyone and we'll do everything we can to make each journey relaxing and enjoyable.

Our routes link London Euston with the West Midlands, North Wales, Manchester, Liverpool, and Glasgow, and the West Midlands with the North West, Glasgow and Edinburgh. These provide for a range of long-distance journeys by direct, through-trains, which are a significant benefit to people with disabilities.

We manage 17 stations:

Carlisle, Penrith North Lakes, Oxenholme Lake District, Lancaster, Preston, Wigan North Western, Warrington Bank Quay, Runcorn, Crewe, Stockport, Macclesfield, Stoke-on-Trent, Stafford, Wolverhampton, Birmingham International, Coventry and Rugby.

The rest of the stations on our routes are managed by other Train Operating Companies and Network Rail and are shown on our route map at the end of this document.

We have ticket offices and customer service teams at London Euston, Birmingham New Street, Manchester Piccadilly and Glasgow Central as well as customer service teams at Milton Keynes Central and Liverpool Lime Street to help you and answer any questions.

We use Voyager and Pendolino trains, which first entered service during 2001-2004, and they comply with laid down accessibility standards. If you'd like to know more about these please have a look in section 7.4.



2. Assistance for customers

2.1 Booking assistance

a) For information about our services, including any changes due to engineering work, and the services available at the stations at which they stop, please call our JourneyCare service on 08000 158 123 (08000 158 124 textphone) between 0800 and 2200 daily, except Christmas Day and Boxing Day. If you'd like to make an assistance booking on Boxing Day just give National Rail Enquiries a call on 03457 48 49 50 and you'll be directed to available call centres.

b) JourneyCare also offers travel information and advice about the most convenient and accessible stations for you to use, lets you buy a ticket for your whole journey, and can arrange help through the national Passenger Assist computer system. This includes reserving appropriate seats and wheelchair spaces onboard, as well as help with getting on and off trains.

c) If possible, please book assistance 24 hours before your journey, or further ahead if you can, and let us know any specific requirements you may have.

d) You can request assistance at virgintrains.co.uk/experience/assisted-travel. In this case, we may need to contact you before finalising the booking if there are any difficulties in fulfilling your request such as a wheelchair space not being available on your chosen train. For this reason you may prefer to call us instead of using the online facility so we can discuss your individual requirements, along with ticket booking, with you directly at the outset.

e) As well as our 17 managed stations we call at 32 others and levels of accessibility and assistance available can vary a lot from one to another. With this in mind we and others in the rail industry give information to Knowledgebase, a national database which has details of accessibility at stations and helpline numbers for you to use. This database is available through National Rail Enquiries, JourneyCare, virgintrains.com, rail travel telesales centres, travel assistance contact points, and at stations.

f) Knowledgebase is constantly refreshed so that information on the Station Journey Planner is up-to-date, and you can be made aware of any limitations or temporary restrictions. This covers:

- i.** Stations which have a physical constraint that prevents some disabled people from using it.
- ii.** Significant temporary work being carried out that affects station accessibility.
- iii.** Changes to stations that would make them temporarily inaccessible (e.g. when facilities such as lifts and toilets at stations are out of order).
- iv.** Facilities on trains for disabled customers that are unavailable, as far as this is reasonably practicable.

g) All our onboard staff will look out for customers with specific needs and offer help if necessary, including getting off the train, whether you've booked assistance or not.

h) If your hearing, vision or mobility is impaired, please tell the Train Manager as soon as you can - for example when tickets are checked. If you need assistance to use the train's facilities, or if particular help would be needed in an emergency, please tell us this when you call our JourneyCare call centre before you travel.

i) Our trains serve both staffed and unstaffed stations and levels of accessibility can vary a lot. When you call our JourneyCare team they will advise on the facilities available at the stations we serve, help you plan your journey, explain how we can help you and also book assistance or make arrangements so that you can complete your journey.

j) If you've booked assistance at a station we manage, we will provide assistance off the train when the train arrives. At terminal stations we aim to help you within 5 minutes of the train's arrival.

2.2 Assistance which has not been booked

If you have a disability, improved accessibility at our stations and on trains may mean that you do not require any staff assistance to travel. However, if you do require assistance, (e.g. on and off the train and/or around the station) you can just turn up and we will always do our very best to help you just as soon as staff and equipment are available. If you would like the reassurance of pre-booking your assistance and knowing that staff are expecting you, then we recommend booking assistance 24 hours in advance (you can also book further in advance if you wish).

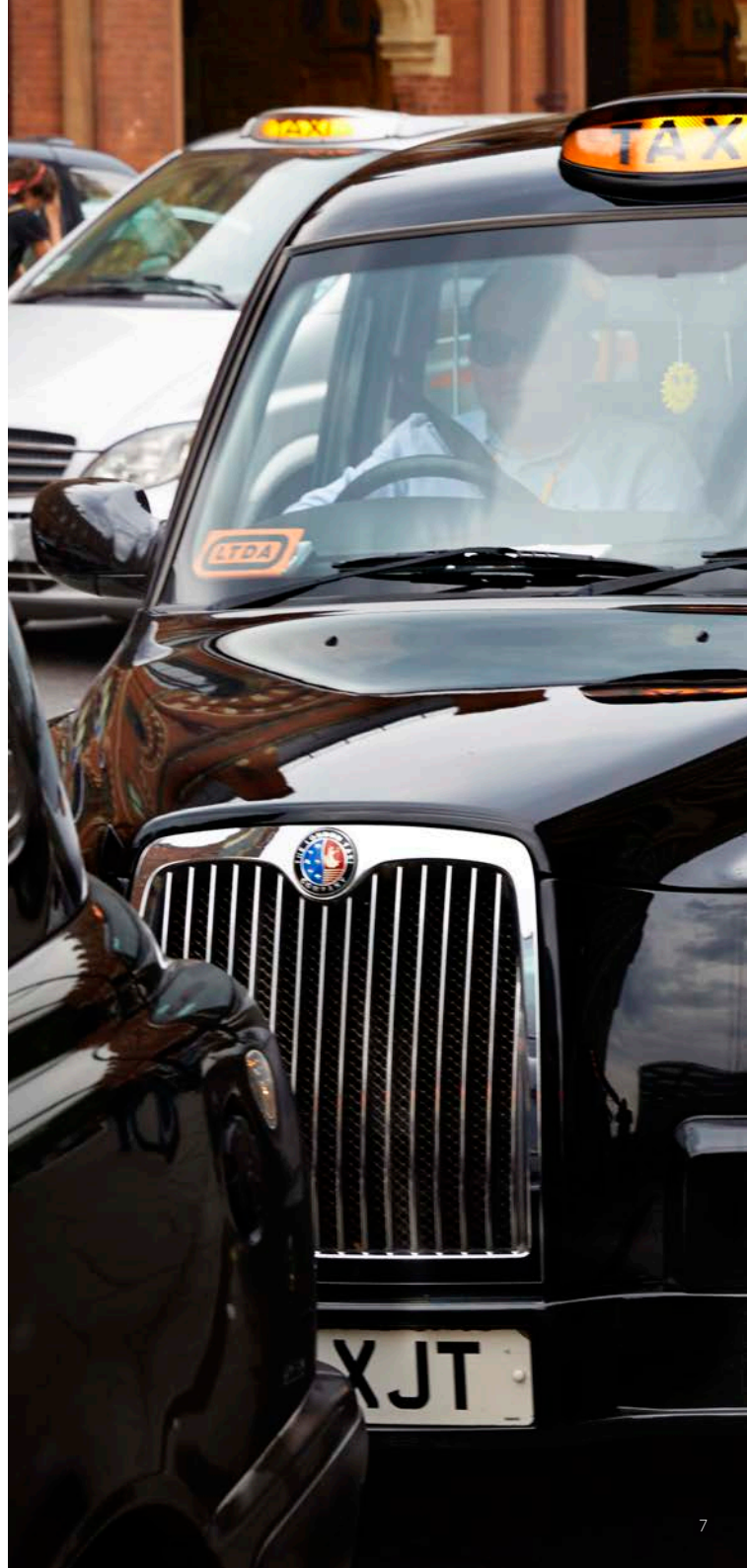
For the few stations which we serve but which are unstaffed, welcome posters will be displayed at the station containing the telephone number for the relevant Assisted Travel team. This team can arrange alternative transport to the nearest accessible station or advise on alternative options if you are able to get to the platform.

3. Alternative accessible transport

If you can't travel from one of our stations because it's inaccessible to you (e.g. because of a physical constraint), we'll provide an appropriate alternative accessible service to take you to the nearest or most convenient accessible station from where you can continue your journey. Our JourneyCare call centre will be happy to discuss these arrangements to meet your specific needs.

Very occasionally our trains are replaced by buses and if this is the case for you, we'll do everything we can to make sure accessible vehicles are available to keep you on the move. We can't always guarantee this so if we can't alternative arrangements will be made (eg arranging a suitable taxi) at no extra cost to you.

If getting in to or around one of our stations is affected by temporary lack of a facility, like a lift, we'll organise ways to take you to an alternative accessible entrance, such as an accessible taxi, or to the nearest appropriate accessible station, at no extra charge.



4. Passenger information

All of our ticket sales staff have information about station accessibility, meeting customers who have pre-arranged assistance, and details of the availability of facilities such as hearing loops and help points. We constantly review this information with staff at our stations to ensure the best possible pre-travel advice is available to you. You can also find all this information on the National Rail website at nationalrail.co.uk/stations

Our database is updated by our Retail Support Managers to reflect any changes to accessibility, temporary or otherwise, at our 17 managed stations within 24 hours of notification.

Details of the normal accessibility of our 17 stations can be found in the appendix. A list of the different types of trains and routes we use is available in section 7.4.

This information is updated as part of the annual review of this DPPP.

5. Tickets and fares

You can use a Disabled Persons Railcard to get more affordable travel on our trains. This Railcard gives discounts to the holder and an accompanying adult on a wide range of our tickets.

Disabled customers who, due to their disability, haven't been able to buy a ticket before boarding the train, are entitled to buy one during the journey with any relevant reduction, including by a Railcard, without any restriction.

If you don't have a Railcard and are blind or partially sighted and travelling with a companion, or if you use a wheelchair, you can get a discount on Anytime tickets, which may be a cheaper option than other ticket types available for the journey. These discounts range from 34% to 50% off the price. Full details can be found through nationalrail.co.uk.



6. At the station

6.1 Station entrances

We will not permanently close any entrance at our stations if this leads to a reduction in accessibility for disabled customers to any platform or facility, without having first consulted Transport Focus, London TravelWatch (as applicable) and disability groups, and without having obtained the consent of the Department for Transport.

We'll also take into account the needs of disabled people when restricting or temporarily closing access points at stations, for example during building works.

6.2 Aural and visual information

We'll provide clear and consistent aural and visual information of train departures and other relevant messages through our customer information screens and public address systems available at all our stations, particularly in the event of delays or disruption.

6.3 Information points and displays

At our larger stations, staffed information points are available for providing assistance.

We generally use these information points, or booking offices at smaller stations, for people who have booked assistance to meet our station staff. We tell customers when they book that these places are where they should go when they get to the station. These are detailed within the Appendix.

At our smaller stations our booking offices can provide information for you.

All information on the facilities, services and accessibility of all of our stations will be available to you at information points, station ticket offices, by phone and online.

Information on timetables, fares, connections and confirmation of any help arrangements that have been

made through Passenger Assist will be available at information points.

Timetables, posters, information leaflets and other materials are placed so that both wheelchair users and standing customers can obtain or have access to them.

Staff at our information points will give you the most up-to-date information, including information on the services and facilities provided by other operators, as well as the accessibility of other transport available near the station.

All information about train services on display at stations is also available through our staffed information points.

At stations we provide real-time information about delays, diversions and any other events that may affect your journey as soon as we can.

6.4 Ticket machines

Our self service ticket machines issue tickets for use with the Disabled Persons Railcard, and are accessible to wheelchair users.

6.5 Ticket gates

All stations we manage which have automatic ticket gates, and any associated manual gates, will be kept open if there are no staff available to supervise them.

6.6 Luggage

We can provide assistance with luggage at our stations and when boarding and alighting trains. To book this assistance, please contact our JourneyCare team (see section 2 for contact details). This service is free of charge.

You can take up to three items of luggage onto the train unless there is not enough room for it, your luggage would obstruct doorways, gangways or corridors, or the loading or unloading of your luggage would cause delay to trains. Your luggage should not exceed 23kg in weight.

6.7 Left luggage

We do not operate any left luggage facilities at any of our stations.

Fully accessible facilities are available at some of the larger Network Rail stations we serve such as London Euston, Birmingham New Street, Manchester Piccadilly and Glasgow Central.

6.8 Ramps

Ramps are available at all of the stations we manage to help you and your luggage get on and off our trains, as well as other staffed stations we serve. At unstaffed stations our Train Managers will be pleased to help you between the train and platform using the onboard ramps, as long as arrangements are in place for you to get out of the station. If you do require use of these ramps or assistance at any station, we recommend that you contact our JourneyCare team (see section 2 for contact details).

6.9 Facilities provided by third parties

We do everything we can to make sure that services and facilities provided by third parties at our stations are as accessible as possible, and will highlight to them any deficiencies that have been brought to our attention. We also make accessibility considerations a requirement of their contracts with us.

7. On the train

7.1 Aural and visual information

All of our trains have public address equipment and a visual display in each coach showing the train's destination, and the next stop. Train Managers make clear announcements when delays occur, and before each station stop in plenty of time to enable you to be ready to get off the train comfortably. If you may have difficulty hearing such announcements please advise the Train Manager at the earliest opportunity.

7.2 Seats on trains

Seat reservations are strongly recommended for all journeys on our trains. They're free to make if you have a ticket for the journey. We aim to make seat reservations available around 12 weeks in advance of travel until two hours before the train starts its journey (or the previous evening in the case of trains leaving their starting station early in the morning).

We strongly recommend that wheelchair accommodation, priority seating and assistance onboard our trains or at stations is also booked in advance, as described in section 2.1. Arrangements can normally be made from up to 12 weeks before the date of travel.

All our trains have a wheelchair space and table in Standard Class and also in First Class. All of this accommodation can be reserved through Passenger Assist. Our trains are accessible by wheelchairs with a maximum width of 70 centimetres, and a maximum length of 120cm.

If you'd like to reserve a Standard wheelchair space, and if all Standard spaces have already been booked, we'll upgrade you to the First Class space on the train, if it is available, for free. This upgrade is also available for one travelling companion.

The places on the train where wheelchair spaces can be found are clearly indicated on the outside of the train by the International wheelchair sign by the appropriate door.



All our trains have a number of 'priority' seats available for customers who require additional leg room, which may include those with an assistance dog. You can reserve these seats through Passenger Assist but generally they are only available when all other reservable seats are booked.

7.3 Mobility scooters

Unfortunately we can't accommodate many of the larger, outdoor runabout powered scooters, due to problems with their weight, dimensions and manoeuvrability. If your scooter doesn't exceed 70cm wide x 120cm long and can be manoeuvred into the wheelchair space (this is generally achievable for those with a triangular footprint) we should be able to help. Alternatively we can accommodate it, if it can be folded and carried as luggage. Further advice can be obtained from our JourneyCare call centre.

7.4 Information about our trains

All of our trains have dedicated spaces for customers whose mobility is impaired, including a wheelchair space located within passenger accommodation next to an entrance door and near to an accessible toilet and the onboard customer service staff. At least two wheelchair spaces are provided, one in First Class and at least one in Standard.

Wheelchair accessible toilets are provided on all our trains.

All vehicles have powered interior doors.

Most trains include an onboard shop which is open for the majority of the journey. Assistance dogs are allowed in all coaches on all of our trains. Our onboard staff will also be happy to serve disabled customers food and drinks at their seat if they're unable to visit the shop.

	Pendolino	Voyager
Routes	All routes except London - North Wales, London - Blackpool and London - Shrewsbury	Primarily used on London - North Wales, London - Blackpool, London - Shrewsbury and some London - Birmingham - Glasgow/ Edinburgh services
Space for wheelchair	YES	YES
Wheelchair accessible toilet	YES	YES
Fully compliant with Rail Vehicle Accessibility Regulations	YES	YES



8. Making connections

8.1 Connections to other train services

We'll help you make your connections to other trains when requested, whether they're our trains or not.

We'll make sure we give you sufficient notice aurally and visually if platforms change at short notice, and will give any assistance necessary to any disabled customers.

8.2 Intermodal connections

We'll help you between trains and other modes of transport within the boundaries of our stations.

We specify in our contracts with taxi and bus companies that provisions are made for disabled customers whenever possible, and we prioritise companies with accessible vehicles in our negotiations. Staff at our stations can help disabled customers to arrange their own accessible taxi where necessary. We also have information posters at our stations that give details of other transport operators which serve the station.



9. Disruption to facilities and services

Each Train Manager has details of all customers who have reserved accommodation or arranged mobility assistance through Passenger Assist. Our Control office also has this information to refer to if changes have to be made to the train's itinerary in response to operational contingencies, or in case there's an emergency involving the train.

All onboard staff are encouraged to provide the highest levels of customer service and are empowered to resolve appropriate issues on the spot. All our Customer Service teams can make arrangements for individual customers during disruption to journeys, working with the Customer Service Controllers located in our Control office.

In the event of serious delay we focus on the requirements of customers with disabilities or impaired mobility. We encourage anyone requiring help or advice and hasn't booked assistance in advance to make themselves known to the onboard staff.

All our onboard crew have mobile phones available and all Train Managers are constantly in touch with our Control office. These communication links mean customer messages are passed on if travel plans are changed for any reason and, if necessary also organise assistance arrangements if they change during the course of a journey.

In the event that facilities on trains which materially affect disabled customers are out of use (eg. accessible toilets), we will do everything we can to let customers know before joining the train.

Where trains are replaced by other transport, we will give aural and visual information to enable disabled people to find the substitute transport, and provide staff assistance where required.

If customers have booked assistance in advance through Passenger Assist and where, due to late alterations to services it is no longer valid, we will aim to advise them of this and, if necessary, make alternative arrangements, such as re-booking assistance.

If a train changes platform after a disabled person has been helped onboard, staff will return to assist them to re-board at the new platform.

Where services or facilities for disabled customers at our stations are altered or removed we'll provide reasonable replacement services or facilities that are accessible.

We have written procedures for our station and onboard staff to follow in the event of an emergency which deal specifically with the arrangements for dealing with disabled customers.

10. Contact us

Please let us know what you think about any aspect of our service, including information about facilities which are not working. You can get in touch through any member of our station or onboard teams, at virgintrains.com, by phone, email, post, or fax.

Website : virgintrains.com/contact

Telephone: 03331 031 031 (Answerphone outside normal office hours)

Email: customer.relations@virgintrains.co.uk

Post: Customer Relations Manager
Virgin Trains
Victoria Square House,
Victoria Square,
Birmingham B2 4DN

Fax: 0121 654 7500

Textphone: 0121 654 7528 (available during normal office hours)

Normally our Customer Relations team will respond to customers in writing, and if requested to do so will reply in alternative formats such as large print, by telephone, or in audio format.

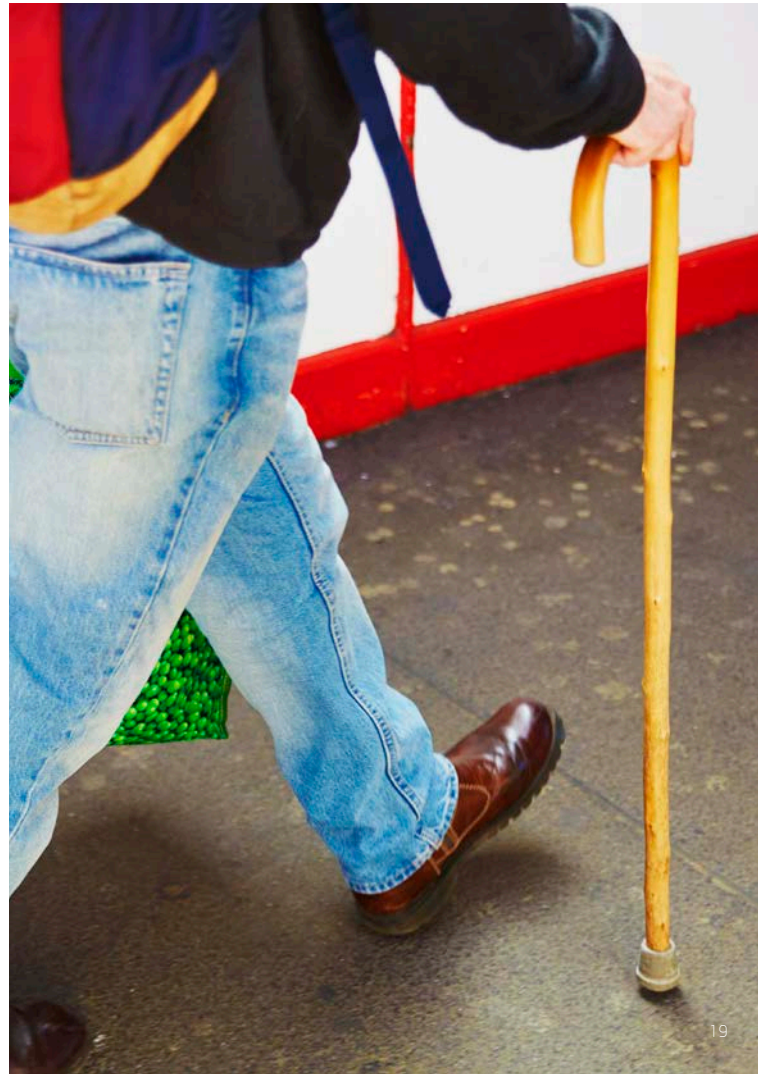
11. Alternative formats

Copies of the full Disabled People's Protection Policy are available for free from our Customer Relations Manager at the above address. The Policy can be obtained in alternative formats on request such as large print and audio within seven days of the request being received. A copy is also available electronically through virgintrains.com.

12. Station accessibility information

The present position regarding access at our own stations can be found in the Appendix of this document. All stations we manage have Secure Stations Accreditation, awarded by the Department for Transport.

A wheelchair is available at all of our stations, for use on or around the station. At some of the larger stations we serve such as Euston, Manchester and Glasgow, buggies are also available for carrying mobility impaired people around the station.



Appendix: Station facilities at stations managed by Virgin Trains

All of the stations we operate are staffed during the times when trains are calling. They have Customer

Information Screens and Public Address systems, seating, hearing loops within booking offices and meeting points. They all have a taxi rank and an accessible set down area.

Station	Step free access	Step free access note	Low level ticket counter	Number of waiting rooms	Refreshment facility	Wheelchair accessible toilet	Car park spaces	Blue Badge spaces
Birmingham International	FULL	Lifts to platforms	YES	3	YES	On concourse	2,124	24
Carlisle	FULL	Lifts to all platforms plus a ramped footbridge Staff available to assist	YES	2	YES	Platforms 4/6	244	10
Coventry	FULL	Lifts to platforms	YES	2	YES	Platform 1	860	18
Crewe	FULL	Lifts to platforms	YES	3	YES	Platforms 5 & 6	775	18
Lancaster	FULL	Lifts to platforms	YES	2	YES	Platforms 3 & 4	163	6
Macclesfield	FULL	Lifts to platforms	YES	2	YES	Platform 1	53	2
Oxenholme Lake District	PART	Access to platforms 2 & 3 via steep ramp Staff available to assist	NO	3	YES	Platform 1	143	2
Penrith	FULL	Lifts to platforms	NO	2	NO	Platform 1	111	4
Preston	FULL	Lifts to platforms	YES	1	YES	Two on platform 3	1,025	18
Rugby	FULL	Lifts to platforms	YES	3	YES	Platforms 2 & 5	723	16
Runcorn	FULL	Lifts to platforms	YES	2	YES	Platform 1	627	16
Stafford	FULL	Lifts to platforms	YES	7	YES	Platform 1	545	14
Stockport	FULL	Lifts to platforms	YES	5	YES	Platforms 2 & 3/4	1,000	10
Stoke-on-Trent	FULL	Lifts to platforms	YES	2	YES	Platform 1	489	13
Warrington Bank Quay	FULL	Lifts to platforms	YES	2	YES	Platform 2 & 3	277	10
Wigan North Western	FULL	Lifts to platforms	YES	2	YES	In the subway	418	18
Wolverhampton	FULL	Lifts to platforms	YES	3	YES	Platforms 1 & 4	483	12

Note 1: There is a Changing Places facility at Crewe on Platform 11.

Note 2: A further 400 car park spaces will be available at Wolverhampton station from early 2017.

Note 3: Virgin Trains also operates the ticket offices/travel centres at London Euston, Birmingham New Street, Manchester Piccadilly and the Travel Centre at Glasgow Central.

Designated Meeting Points at Virgin Trains stations

Station	Meeting Point location
Carlisle	Information kiosk left of main entrance to station
Penrith	Customer service office platform 1
Oxenholme	Customer service office platform 1
Lancaster	Ticket office
Preston	Information kiosk within waiting room on platform 3
Wigan	Ticket office
Warrington	Ticket office
Runcorn	Customer service office in ticket office
Crewe	Ticket office
Stockport	Ticket office
Macclesfield	Customer service office on platform 1
Stoke-on-Trent	Ticket office
Stafford	Ticket office
Wolverhampton	Ticket office
Birmingham International	Ticket office
Coventry	Customer service office on platform 1
Rugby	Ticket office

