

Making Rail Accessible: Helping Older and Disabled Passengers

Valid from April 2016

Contents

Welcome	3
Where we operate.....	3
Our commitment	4
Assistance for Passengers.....	5
Passenger Information.....	9
At Stations.....	11
On the Train.....	14
Making Connections.....	16
Disruption to facilities and services.....	17
Contact Us.....	19
Alternative Formats.....	20
Station Accessibility Information.....	20

Welcome

Welcome to Merseyrail. We run an urban rail network of vital importance to the transport infrastructure of Liverpool and the region.

We run frequent services that call at 67 stations connecting Liverpool City Centre with parts of Merseyside, Cheshire and Lancashire giving access to work, shopping and leisure.

Merseyrail is a unique concession in the UK as the role of the Department of Transport (DfT) in awarding rail franchises has been delegated by Parliament to Merseytravel.

We want to consistently deliver high standards of safety, performance and customer services. We want you to enjoy all aspects of your journey with us. We have developed this document as part of our Disabled People's Protection Policy (DPPP) to set out the arrangements and services we have in place to help customers with restricted mobility and requiring assistance including:

- If you have visual or auditory impairments or learning difficulties
- If you have a short or long-term mobility impairment
- Those with hidden disabilities which may not be immediately apparent to others
- If you are older
- If you are travelling with disabled children in pushchairs or wheelchairs

This document provides information to help understand how we plan to meet your expectations when using our services. You will find details of assistance and facilities we offer. This information will help you plan your journey on the Merseyrail rail network as well as the wider national rail network.

Where we operate

Insert the Network Map

Our Commitment

We believe that all customers have the right to a safe, comfortable, punctual and trouble-free journey. Our goal is simply to provide trains and stations that are as accessible as possible, ensuring you enjoy the best possible access and journey comfort when travelling with us.

Merseyrail is committed to continuously improving the services and facilities for all our passengers and will strive to deliver the standards set out in the DfT publication: Design Standards for Accessible Railway Stations “:A Joint Code of Practice” published in March 2015.

Since we started our concession in 2003 we have made significant investment.

- All Merseyrail stations now benefit from a Customer Information System (CIS).
- We have installed accessible toilet facilities at 52 stations across our network.
- Lifts have been installed at Bootle Oriel Road, Sandhills, Hooton, Fazakerley, Waterloo, Orrell Park, Birkenhead North and Formby.
- Major refurbishment undertaken at Liverpool Central including improved waiting facilities, accessible toilets and improved access to the lift.
- We have installed easily accessible ticket counters at 38 stations.
- By December 2016, all five underground stations will have undergone major refurbishment, making them cleaner, lighter and less cluttered so improving the customer experience. All platforms and passageways have been improved, with new flooring, brighter lights, new signage and seating.
- Help points with induction loops are available on all platforms.

We are committed to continue maintaining and further improving current standards of accessibility to our services for you.

We will continue to review our Making Rail Accessible Helping Order and Disabled Passenger and Policy and Practices documents annually. Please let us have your feedback on this policy or our services so we can use it to help us improve our services.

Planned facilities and service improvements

We are determined to improve our facilities and services to make them more accessible for you. To do so, we will apply for any funding which is made available via the DfT, Merseytravel or Local Authorities. For major works which will provide lifts at our stations, we will apply for funding from the DfT's Access for All Fund and from the National Stations Improvement Programme to help us fund our improvements plans.

When planning and delivering these improvements we will work closely with Network Rail, Merseytravel, Local Authorities, rail user groups and other representative bodies and organisations to maximise opportunities.

We will work with Association of Train Operating Companies (ATOC) and other train operating companies to share best practice and develop joint initiatives.

Our plan to improve facilities includes;

- Accessible toilets
- Automatic doors
- Additional handrails
- Accessible ticket counters
- Tactile paving

This will be reviewed each year taking into consideration feedback we receive.

We will introduce an on-line passenger assistance booking form which will be available on our website in the next three months.

Merseytravel plans to have new trains on the network by the early 2020s and the procurement process is well underway.

It's expected that a preferred bidder will be identified towards the end of 2016 and it will be at this point that Liverpool City Region leaders, through the Combined Authority, will be asked to commit to the project going ahead.

In the meantime, improvements are continuing to maintain high standards for customers. The fleet has been recently re-liveried with new vinyl's on the outside of trains. Enhancements to the inside of the trains are now also being rolled out.

Assistance for Passengers

We aim to provide assistance to you throughout the Merseyrail network whether this has been booked in advance or not. We will always do our best to help passengers who need assistance even when they have not booked in advance.

You are able to book assistance via our Customer Relations department in advance of travel. If your journey is between Merseyrail stations only one hour's notice is required to ensure your travel arrangements can be communicated to our staff. For journeys that go beyond the Merseyrail network and involve the use of other train operating companies, we ask that you book your journey 24 hours in advance.

If you wish to travel at a weekend we strongly recommend that you contact our Customer Relations team, due to the possibility of engineering work taking place on the rail network and trains being replaced by buses.

Assistance at staffed stations

Our station staff will provide assistance for you at stations including help with boarding and alighting between the platform and train and entering and leaving the station. Please note that our staff cannot leave the immediate station area or cross public roads.

Our staff will help with luggage. If you need help with luggage this can be booked in advance via our Customer Relations department. We provide more details for you on luggage assistance on page13.

Assistance at unstaffed stations and when ticket offices are closed

If you wish to travel to or from a station that is unstaffed when you need to use it, we can still provide assistance to help you make your journey, with as much of your trip by rail as possible. We want to do everything that we can reasonably can to help you make your journey, therefore please contact us to discuss your individual circumstances and the help we can provide to support you.

A welcome poster will be displayed at the front entrance containing the Freephone number for our Customer Relations team. This team can arrange alternative transport to the nearest accessible station or organise for a member of on-board staff to assist you on or off the train, if you are able to get to the platform. On the platforms we also have a help point which you can use to contact a member of staff.

If your assistance needs require it, we can provide alternative transport such as a taxi, at no extra cost to you, to take you to the most convenient accessible or staffed station, where a member of staff will be on hand to assist you. We will discuss with each passenger how best to meet their needs and to make as much of the journey by rail as possible and where practicable we will send a member of staff to an unstaffed station to assist.

Assistance during your journey

All Merseyrail trains have a member of staff on board. Our on board staff are responsible for the safe despatch of our trains from all our stations. Where

feasible they will provide you with assistance to find a priority seat. The majority of our trains carry a ramp and our on-board staff will assist you getting on and off our trains if there are no station staff available. If you need assistance with a ramp outside normal station staffing hours, you will need to book in advance.

Booking Assistance

You can request assistance by:

- Calling our Customer Relations team on 0800 0277 347, (free of charge from a landline. If calling from a mobile, you may be charged if you dial 0800 numbers) or 0151 955 1111 (the cost depends on your communication provider). They are available Monday to Friday 07.00 to 19.00 hours. Our Customer Relations team is available 363 days per year. We are closed on Christmas Day and New Year's Day.
- If you require to book assistance outside the hours above please ring 0151 702 2704.
- Textphone and Minicom users please prefix 18001 prior to dialling the numbers above.
- Email our Customer Relations team at comment@merseyrail.org

Passenger Assist system

All train operators use a common booking system called Passenger Assist which allows you to book assistance for travel on the National Rail network. This system is capable of sending you an email confirmation of your journey if you book in advance and provide us with an email address. We are committed to providing sufficient resource to maintain and improve Passenger Assist.

We encourage you to provide us with a contact telephone number when booking so that we can contact you should disruption occur.

Passenger Assist allows you to:

- find the nearest station that meets your accessibility requirements
- plan your journey based on what you tell us about your needs
- book assistance in advance for alighting and boarding
- ensure that staff at the station are aware of your needs and journey details
- make alternative arrangements if you are unable to access a particular station
- arrange seat reservations and assistance for journeys with other train operators. (Merseyrail and some other train operators do not offer seat reservations on their services.)

- check the accessibility and facilities of all trains and stations.

We have produced a summary of facilities available at each of our stations which starts on page 20.

Inaccessible stations

Whilst we make every effort to make our stations accessible, you should be aware that some stations may have physical or navigational constraints that could make it inaccessible to you.

If you wish to use a station that is inaccessible to you, we will book you alternative transport which will normally be a taxi, at no extra charge, between the inaccessible station and the nearest or most convenient accessible station for your journey. Also, if your destination station is inaccessible to you, we will help you plan your journey to the nearest or most convenient accessible station and provide alternative transport from that station to your destination station. There are no extra charges for this service.

When speaking to our Customer Relations team we will discuss your individual requirements determining what the most suitable transport is for your requirements. We will make sure you can complete as much of your journey by rail as possible. Please try and book this as soon as you can so that we can be sure of providing the right transport for you.

During disruption

Where our services are disrupted, we will provide alternative transport to take you to the nearest accessible station, so that you can continue your journey. Our station staff will make the necessary arrangements for your assistance and onward travel arrangements including organising accessible transport.

Substitute transport/planned engineering works

When the train service is subject to planned or unplanned engineering works, an accessible low-floor bus service is normally provided. Where it is not possible to do so, another means of accessible transport, such as a taxi, will be provided at no extra cost.

Further information about assistance at the station.

If you have arranged assistance at a staffed station, we recommend that you go to the ticket office or to the gated barrier line, if in place, on arrival.

We recommend that you arrive at your departure station in good time. As a general rule, arriving at the station 20 minutes before your train is due to leave means that you will get the best assistance. We particularly recommend this at larger stations, whilst at our smaller stations we recommend 10 minutes.

We also recommend you are on the platform at least five minutes before the train is due to leave.

At our unstaffed stations, we recommend that you go to the appropriate entrance or platform for your train service and advise staff via the help point of your arrival.

We realise that you may change your journey plans at short notice. If you change your mind before you travel, and you have booked assistance, please let us know as soon as possible.

If your journey plans change once your journey has begun please tell a member of staff as soon as possible and we will do what we can to assist you with your new travel needs.

If you are getting off the train at the station where your service terminates, we will attend to your needs of our customer who have booked assistance as quickly as possible, ensuring you wait no longer than 5 minutes to get off the train after its arrival.

Passenger Information

Merseyrail understands the importance of providing up-to-date accurate information. We will take all reasonable steps to provide consistent and up-to-date information via our website at www.merseyrail.org and on the National Rail Enquiries website www.nationalrail.co.uk. Our Customer Relations team and ticket office staff are also there to help you.

If there is a temporary change that affects station access, we will update the information on our website, together with the relevant pages on the National Rail Enquiries website. We will update these sites with 24 hours, for all changes that will last more than one day. Our Digital Marketing Manager is responsible for updating the Merseyrail website and the Customer Service Facilities Team will update National Rail Enquiries.

These documents (Making rail accessible: helping older and disabled passengers and Making rail accessible: guide to policies and practices), are also on our website for download, and a hard copy can be obtained from our staffed stations or by writing to our Customer Relations team. We provide a variety of information and assistance for people with sensory impairments. If you need information in other formats (e.g. audio or Braille) we will produce these within seven working days.

Our policies and practices will be reviewed annually. In this way, if we make any major changes to our policies, practices or there is a change to legislation, we can ensure the information is correct and up to date. If there are any changes we will publish a printed edition of the updated document every year.

However, the most up-to-date version will always be available on our website.

Tickets and fares.

Buying a Ticket

You can buy a ticket for your journey at our staffed stations and at stations with self-service ticket machines. Some of our ticket offices have dropped/low level counters suitable for passengers who use wheelchairs.

All Merseyrail unstaffed stations and some staffed stations have self-service ticket machines from which you can buy discounted tickets with a valid Disabled Persons Railcard for yourself and a companion.

If you are unable to buy a ticket at a station before your journey, or are unable to use the self-service ticket machine, if there is one provided, you will be able to buy a ticket at your destination station or from one of our Revenue Protection staff with no penalty and with any appropriate discounts. Please note our on-board Customer Service staff don't have the facility to sell tickets.

Disabled Persons Railcard

We support the Disabled Persons Railcard, which offers you and an adult companion travelling with you, up to a third off most rail fares in Great Britain. The Railcards are currently available as 12-month or three-year cards so you can choose one that most suits your needs. The Disabled Persons Railcard scheme is managed by the Association of Train Operating Companies (ATOC).

If you are eligible, you can apply for a Disabled Persons Railcard by filling in an application form which can be obtained from Merseyrail ticket offices, downloaded online or obtained by phone. You will need to show proof of disability when applying for the Railcard. The Disabled Persons Railcard website has a full list of proofs of eligibility or you can contact the Disabled Persons Railcard team for help with your application and further advice. Please note it is not possible to purchase the Disabled Persons Railcard over the ticket-office counter. The Disabled Persons Railcard Office contact details are:

Helpline: 0345 605 0525, Textphone: 03456040132, E.mail: disability@atoc.org Website: www.disabledpersons-railcard.co.uk

There are other discounted fares for people with a specific disability who do not have a railcard.

If you are blind or visually impaired and are travelling with a companion the discounts below apply for both you and your companion. Discounts apply to adult fares only.

Discounts apply to adult fares, if you are travelling alone or with one adult.

Please check whether these reduced-rate fares offer the best value for money. It may be cheaper to buy a full-price Advance or Off-peak ticket.

Wheelchair users

You can buy reduced-rate tickets without a railcard if you remain in your own wheelchair for the rail journey. You are entitled to the discount whether you are travelling alone or with a companion. If you are with an adult companion, they can also buy a ticket at the discounted price.

Our self-service ticket machines cannot sell these discount tickets. If the station where you start your journey has no open ticket office, you can pay during the journey from one of our Revenue Protection staff with no penalty and with any appropriate discounts. or at your destination and still receive the appropriate discount. Please note our on-board Customer Service staff don't have the facility to sell tickets.

Ticket Type	Discount on adult fare
First Class/Standard Anytime Singles and Returns	34% off
First Class/ Standard Anytime Day Single	34% off
First Class/Standard Anytime Day Return	50% off

We also accept the Merseytravel Concessionary Pass for Disabled People and Older People that allows free travel on the Merseyrail's Northern and Wirral Line services.

Senior railcard

If you are 60 years old or over you can buy a Senior Railcard which offers up to a third off most rail fares throughout the rail network in Great Britain. Certain restrictions apply on some rail networks during the morning peak periods, so please check the relevant website before booking. The Senior Railcard is valid for 12 months or three years and you can choose the time period which suits your circumstances.

At stations

We operate 66 of the 67 stations we call at and these are listed in the Station Accessibility Information of this booklet with a summary of the facilities available at each station. We have been investing in better station facilities to make our network more accessible and comfortable for you, including new lifts, suitable-height ticket counters, induction loops and help points, toilets and accessible toilets, waiting rooms, accessible seating and handrails. If you

want details of facilities available at our stations, please visit either our website www.merseyrail.org or the National Rail Enquiries website www.nationalrail.co.uk

Getting to and from the station

A number of our stations have pick-up and drop-off points making access to the station easier and as safe as possible.

Many stations have free parking facilities including Blue Badge spaces. The dedicated Blue Badge spaces are situated as close as possible to the station entrance.

We monitor usage of Blue Badge parking spaces. Such monitoring will enable appropriate enforcement action to be taken when non-Blue Badge holders park in designated spaces.

CCTV cameras cover car parks and the usage of Blue Badge spaces is monitored either locally or remotely at Merseyrail Control or Security Centre. Merseyrail and Merseytravel regularly monitor car park usage and work together to make every effort to increase car parking facilities for all customers across the network.

All station car parks that are managed by Merseyrail have been approved by the Secure Car Park award scheme.

Station entrances

We will not permanently close station entrances or gates if it leads to a reduction in accessibility for disabled customers to any platform or facility at the station unless we have consulted with DfT, Merseytravel, Transport Focus or user groups, and these changes have been approved by the DfT and Merseytravel.

Aural and visual information

At all stations we have visual customer information systems (CIS) which show the destination of the next train, all stations the train will call at and when it will arrive. The system complies with the standards in the Code. All stations are fitted with a public address system (PA). At times of service disruption we will provide information on train service alternatives and any alternative transport arrangements through the public address system.

Information points and displays

Our Ticket Offices serve as information and meeting points. [Travel](#) information and train departure posters are located on each platform. In addition help points which are fitted with induction loops are located on all station platforms. All help points are linked to a control room and can provide information on train running times and can respond to emergencies.

Welcome posters are located at or near the station entrance and provide information on the facilities at the station, a contract number for a local taxi, lost property and our Assistance Helpline contact number.

Ticket machines

We have self-service ticket machines at some of our stations. If you have a Disabled Persons Railcard you can purchase tickets at the 34% reduced rate for yourself and your companion at these machines.

Ticket Gates

We have automatic ticket gates at Liverpool Central, Moorfields, Liverpool Lime Street (Low Level), James Street, Conway Park, Southport, Hamilton Square and Liverpool South Parkway. All the ticket gate lines have a wide gate to make access easier for you. These ticket gate lines are normally staffed but if a member of staff is not available, the gates will be left open.

Luggage Assistance

At our staffed stations we will provide assistance with luggage for disabled and older passengers free of charge within the station boundary, to and from the train, as long as it is within the allowances set out in the National Rail Conditions of Carriage.

Please bear in mind the weight, size and quantity of luggage; as our service is limited by the ability of our staff to lift the item(s) safely. The National Conditions of Carriage state that you may take a single item of hand luggage that must be capable of being held on your lap if required, plus up to 2 items of luggage each not exceeding 30x70x90 cm in size.

This service needs to be booked in advance. If you have not booked luggage assistance in advance we will try to help you, subject to the availability of staff, but cannot guarantee that this will be possible.

Left Luggage

We don't have left luggage facilities at any of the stations which we manage. Accessible left luggage facilities are available on the concourse of Liverpool Lime Street main-line station which is operated by Network Rail.

Ramps

We have portable ramps at all our staffed stations to help with getting on or off our trains. These are able to carry a combined weight (for passenger and wheelchair) of up to 300kgs.

If you require assistance getting on or off our trains this can be booked through our Customer Relations department. If you do not book assistance in advance our station staff will still do their best to assist you, but by booking in advance we will be able to help you as promptly and efficiently as possible.

Facilities provided by Third Parties.

We will endeavour to ensure all facilities provided by third parties are accessible to disabled people and ensure that they are not located where they will cause obstruction. It is the responsibility of third parties to make reasonable adjustments to accommodate the needs of disabled passengers and we will continue to work with them to improve the facilities and services they provide.

On the train

Aural and visual Information

All our trains are fitted with aural and visual on-train public address system for your journey. Announcements are made throughout the journey confirming the destination of the train, the name of each station as the train approaches it and at each station stop. Our on-board staff can make additional aural and activate additional visual announcements as and when required. We will make announcements within 2 minutes if a train will be delayed for more than a few minutes.

Seats on Trains

Seats on Merseyrail trains cannot be reserved. Priority seating, for older or disabled people and expectant mothers, is provided closest to the entrance/exit doors and is marked with a notice asking other passenger to make the seats available. Our staff undertake to make every reasonable effort to ensure a passenger can obtain a seat.

Wheelchairs and our trains

Manual or powered wheelchairs can travel on any of our trains and on any route provided they don't exceed 70cm wide and 120cm long and have a combined weight of passenger and wheelchair user of no more than 300kg. These standard dimensions are in accordance with the European Union Interoperability (PRM TSI) guidelines.

Wheelchair Spaces

All of our trains offer facilities including two designated wheelchair spaces with "assistance" buttons. The location of the wheelchair spaces are indicated by the wheelchair symbol on the exterior of the carriage on the doors adjacent to the wheelchair space. One is situated near to the driver's accommodation and the other is situated near to the guard's accommodation.

Our staff will provide assistance during boarding, alighting and positioning the wheelchair user into the appropriate space on the train.

Wheelchair Safety

If you use a manual wheelchair and need assistance alighting from the train we recommend that you descend the ramp backwards. If you prefer to descend the ramp in the forward direction our staff will deploy the ramp but will not offer assistance to push the wheelchair.

When you are preparing to board or alight from the train we ask that all baggage is taken off the back of the wheelchair seat so it does not topple when entering and exiting the train via the ramp.

Scooter Carriage

Light travel scooters, no greater than 70cm wide and 120cm long with a combined weight of passenger and wheelchair user of not more than 300kg can be carried on our trains.

We cannot guarantee that you will be able to take your mobility scooter on connecting services operated by other train companies and we highly recommend that you check details with them before you travel.

Once on board, scooter users should position their vehicle safely within the designated wheelchair space and apply the brakes. On no occasion should scooters block the exits or passageways as this is a safety hazard. If a scooter user positions their vehicle safely within the designated space they don't need to transfer to a seat on Merseyrail trains.

When trains are not running due to planned or emergency engineering works, we cannot provide alternative transport for scooter users. However if you are already travelling with us and there is disruption, we will make every reasonable effort to provide an alternative means of transport. If this is not possible our staff will try and find a location at the station where you can store your scooter safely and return later for collection.

Scooter Safety

When preparing to board or alight from the train we ask that all baggage is taken off the back of the mobility scooter seat so it does not topple over when entering and exiting the train via the ramp.

We recommend that you descend the ramp by driving forward and don't reverse down the ramp.

For safety reasons we also insist that powered wheelchairs and mobility scooters do not exceed 4 mph on station premises.

Information about our trains

All Merseyrail services are operated by class 507 and 508 electric trains. These have two sets of wide-opening doors on each coach opened and closed by the train crew at each station stop. These trains were built between 1978 and 1980 and are of a standard type built at that time for short-distance suburban journeys. They have no toilet facilities.

These units have three coaches but can be joined to make a six-coach train.



Making connections

Connections to other trains services

If your journey involves a change of train at one of our stations we can help you transfer from one train to another. We will do this whether you are transferring between our own services, or between other train operators' services.

We will provide assistance to help you change trains whether you've booked or not, but we recommend that if you require assistance you book in advance with our Customer Relations department.

If there is a platform change at short notice, our staff will help you get to a new platform as quickly and easily as possible.

When you book a journey through our Customer Relations Department that involves changing onto another operator's services, we will make the entire booking for all legs of the journey and ensure that the other operators have all the details of your booking.

Our staff are also able to help you where the platform from which your train was due to depart is changed at short notice. They will aim to get you to the new platform as quickly as possible.

Connections with other transport providers.

At Merseyrail staffed stations we can assist you from the point of entry to the station until you have boarded the train and vice versa if you have booked in advance or have notified our staff at your departure station.

A number of stations have connections with local bus services and further information can be obtained from Merseytravel travel line on 0871 200 22 33 between:

7am – 8pm Mondays to Fridays

8am – 8pm Saturdays, Sundays and Bank Holidays

Closed on Christmas Day

We have taxi ranks at the following locations; Southport, Liverpool South Parkway, Formby, Maghull, Hunts Cross, Kirkby, Ormskirk and Hoylake. We also advertise a telephone number for a local taxi company at all our stations.

Disruption to facilities and services

There are occasions when the advertised train service cannot be provided because of service disruption.

Planned Improvement works

Network Rail are responsible for the maintenance of the tracks and signals, and some of the station facilities and services. Sometimes they need to close the railway to do this, usually at weekends and holiday periods.

During planned engineering maintenance works we will try to ensure accessible replacement buses or accessible transport is available.

You can find details of planned improvements on our website www.merseyrail.org and on the National Rail website www.nationalrail.co.uk. We will also make announcements on our Public Address System and display the information on posters at stations. You can also get details from the Assisted Travel Team.

Unplanned disruption

From time to time there can be disruption to our services, but we will do everything we can to make sure you are not left disadvantaged or stranded during the disruption. We will make every effort to reintroduce normal services as soon as possible. We will also notify all passengers about delays and changes when:

- there are delays of over five minutes
- there is a change to the stations that the train is due to stop at
- the train is going to be taken out of service before it reaches its planned destination.

There may be times when there will be a need to provide alternative transport which will either be an accessible bus or accessible taxi.

Disruption to station facilities

Network Rail are responsible for the maintenance of some station facilities and services. Sometimes they need to close facilities such as lifts and escalators to do this. If the maintenance is planned we will publicise it in advance.

Failure of information systems

If our information systems break down, our staff are trained to provide information and assistance to you, including giving guidance to visually or hearing impaired passengers.

Emergency procedures.

Our staff are trained in emergency procedures, safety and basic First Aid to ensure that your needs are considered at all times. We carry out controlled emergency planning exercises, including the emergency services, allowing staff to enhance their experience.

On train

If there is an emergency on a train, our on-train staff are trained in the procedures to advise and help you. There are information posters on our trains outlining what you should do in an emergency situation. In most cases it is safest to remain on the train and await instructions.

If you have to leave the train between stations, our staff and the emergency services will provide the necessary equipment and help you get off safely.

At stations

Each station has its own detailed evacuation plan which takes into account the needs of disabled passengers. In an emergency, trained staff, with the assistance of the emergency services if necessary, will help you get to a safe place.

If we get it wrong

We want you to have confidence in our passenger assistance service and we will always do our best to give you the assistance you have asked for. However, occasionally we may not be able to fulfil our promise and if we do not provide the assistance as booked, please contact us as soon as possible so we can investigate the reasons why.

If we haven't provided the level of service you expect, please let our Customer Relations department know.

Contact Us

We welcome your comments and feedback about all aspects of our services. If you would like to give feedback Comments forms are available at all our stations or email us at comment@merseyrail.org.

You can also write to our Customer Relations team at:

Customer Relations Department
Merseyrail
Rail House
Lord Nelson Street
Liverpool
L1 1JF

Information for disabled passengers can be obtainable from:

- All of our station ticket offices,
- Our website, available at www.merseyrail.org
- Our Customer Relations team, telephone number and textphone number 0800 0277 347 (free of charge from landlines. If calling from a mobile, you may be charged if you dial 0800 numbers) or 0151 555 1111, (the costs depends on your communication provider)..

These lines are open Monday – Friday 07.00 to 19.00

- National Rail Enquiries – telephone 08457 48 49 50
text phone 08456 05 06 00
- National Website - www.nationalrail.co.uk
- Merseytravel Website: www.merseytravel.gov.uk

If you want to pre book assistance please contact our Customer Relations Team on 0800 0227 347 or 0151 555 1111 or by email (comment@merseyrail.org)

Customers requiring to book assistance outside these hours, weekends or Bank Holidays can ring 0151 702 2704.

We are also pleased to hear from you and welcome your views, comments on accessibility issues and any suggestions for improvements to the services we provide. If you think there is any information missing from this booklet that you would find useful, please let us know.

Alternative formats

Copies of this document are available, free of charge, from our ticket offices, our Customer Relations team, and from our website www.merseyrail.org.

We will also provide copies in alternative formats such as, audio and large print and easy read on request and will endeavour to have the documents available on demand. If not, we can send them to you within seven days.

Station Accessibility Information

Please note Staff availability is shown in the following categories:

Full: staff are available from 15 minutes before the first train to 15 minutes after the last train. Please note, normally our staff are in the ticket offices and not necessarily on the platforms to offer assistance.

Part: staff are available Monday – Friday from 06.05 to 14.00 Please note our staff are in the ticket offices and not necessarily on the platforms.

No: the station is unstaffed.

Parking – () The number of blue badge spaces in each car park.

Information regarding station accessibility forms part of our DPPP. This is a summary of facilities available at each station, current at the time of producing this document. For more up to date information, including recently installed new facilities available at our stations, please visit our website or the National Rail Enquiries website.

