

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics



Email:

30 March 2021

Louise Cheeseman
Managing Director
Hull Trains
By Email

Dear Louise,

Approval of Hull Trains Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting Hull Trains revised Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP against the September 2020 “Accessible Travel Policy Guidance for Train and Station Operators” (the guidance). I can confirm that Hull Trains’ ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

Please provide a branded version of all ATP documents by 27 April 2020. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'MC', written in a cursive style.

Marcus Clements

Hull Trains Accessible Travel Policy

April 2021

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A: Our commitment to providing assistance for you

Hull Trains is owned and operated by FirstGroup plc. We provide intercity rail services between London King's Cross and Hull with some extended to/from Beverley and Cottingham, calling at Grantham, Retford, Doncaster, Selby, Howden, Brough and, on Sundays at Stevenage.

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

This policy document is designed to complement our customer leaflet which is entitled, 'Making Rail Accessible: Helping Older and Disabled Passengers', and is available at all staffed stations, as well as on our website: www.hulltrains.co.uk. As each licensed operator is required to do, this document sets out our policies and approach towards providing assistance for customers with restricted mobility and requiring assistance, for example:

- those with vision impairments
- those whose mobility is permanently impaired or have other temporary or long-term conditions
- those with mental health conditions, e.g. anxiety, depression, OCD, schizophrenia, personality disorders
- those with Autism and Asperger Syndrome
- those with sensory processing difficulties
- those with cognitive impairment, e.g. dementia, traumatic brain injury, learning disabilities
- those with 'non-visible' physical health conditions, e.g. chronic pain, respiratory and heart conditions, diabetes, cancer
- those with hearing loss
- older people
- those accompanying disabled children in pushchairs or wheelchairs
- disabled passengers requiring assistance with luggage.

In this document we provide information to help you understand how we plan to meet your expectations when you are travelling with us. We will explain how to find details of the assistance, facilities, and information you will need to help you to plan your journey.

A1: Booking and providing assistance to passengers

Our Passenger Assist team

You can book assistance on our services and those of other TOCs or by contacting our Passenger Assist team, who are available 08:00 – 22:00 daily, except Christmas Day.

The team can be contacted via:

Call: **0800 316 1323**

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

Online: **Visit www.hulltrains.co.uk/support-and-contact/assisted-travel**
and complete the webform

Passenger Assist System

The Passenger Assist System is a national system supported by all TOCs which allows operators to make necessary arrangements to assist passengers with disabilities or restricted mobility. We are committed to using Passenger Assist and will provide assistance, when booked in advance at stations at which we call and on our trains. We will provide sufficient resources to maintain the system and enhance performance, and we will fulfil our legal requirements in relation to disabled passengers.

We will work with other train companies and station operators to an agreed process. This will ensure that if your journey involves a change or connection onto other operators' services, assistance can be booked through our team as one point of contact. The team will check the station accessibility information, which will also be available to view on the National Rail Enquiries station web pages, as well as advice on connecting modes of transport e.g. bus, tube and trams. Our team will discuss your individual requirements at the time of booking. You will be provided with a Passenger Assist reference number and booking confirmation via email (or post on request, if there is adequate time to send this to you) which you will need to take with you when travelling so that staff on stations and trains can identify your booking.

While arranging assistance we also offer you the facility to buy tickets and make reservations. Tickets can be posted (please leave five working days for delivery) or collected from self-service machines at all of the stations at which we call. You can view a list of stations with this facility on the National Rail website www.nationalrail.co.uk

When you arrive at your destination, if the station is staffed, station staff will help you to get off from the train as soon as possible and in any event within five minutes of the train's arrival time if at the station where the train terminates. If the station is unstaffed, our On Board team will help you get off the train.

Recommended booking notice periods

For the most effective service, we recommend booking and reserving assistance 6 hours before you travel (If you wish to make a booking between the hours of 10pm and 8am please use our online booking service which is available 24 hours a day). We will also help you if you don't book in advance.

If you are booking assistance for first thing the next day, we advise you submit this booking to our team before 10pm to ensure it has been confirmed.

From 1st April 2022 we will reduce this further to 2hrs prior to the time of travel, noting that whilst this refers to assistance in general we may not always be able to guarantee the availability of the wheelchair user space in cases where a train may have left its origin station where reservations are uploaded and displayed before a booking for a wheelchair user space has been made.

If you have made an assistance request online (or through the Passenger Assistance mobile app) and we are the first train operator you are travelling with, then we will process your request from 08:00.

If you book through another train operator and we need to make arrangements, these will only be made during our Passenger Assist team operating hours.

We also recommend that seat or wheelchair user space reservations are made, and these can be booked up to 6 hours prior to travelling. If you cannot give the recommended notice, please contact our Passenger Assist team and we will do all we can to help you by contacting the staffed stations to let them know that you will be travelling and require assistance.

Assistance at part-staffed and unstaffed stations

When booking Passenger Assist, if your journey is to or from a station which does not have staff there all the time (or has no staff) we will do our best to ensure you have the help and assistance you need. Our Passenger Assist team will take into account the staffing levels on the train and at the station, together with the level of accessibility at the station in relation to the type of assistance you will need, to ensure you can be assisted to

your destination. If our Passenger Assist team believes there is any risk of you not being provided with sufficient assistance at a particular station or stage of your journey, they will provide an alternative journey plan, assistance, or transport to get you to your destination.

Once you have been assisted in getting on a train, our staff will communicate with the destination station staff, as appropriate, to ensure you are provided with assistance to get off the train. Our Passenger Assist communication system will track assistance provided throughout the journey; currently through the manual passing of key information between staff along the route and through the introduction of staff mobile app technology. Where assistance has not been arranged in advance, please speak with a member of station or train staff or, at an unstaffed station, if one is available, use the Help Point, and either we or one of the station operators will do everything we can to help you with your journey. Our On Board Manager will get off the train and check the platforms at unstaffed stations before they close the doors of the train, so if there is no Help Point please get their attention and ask them for assistance to get on the train.

Ramps

Ramps are available on our trains and some of the stations at which we call to get on and off trains. Further information about facilities on our train fleet can be found at: www.hulltrains.co.uk . The ramps are specifically designed for helping passengers with disabilities onto and off the trains and are regularly inspected to ensure your safety. Our staff can use these ramps to help you even if you have not booked assistance. If you have booked assistance to get on or off a train at an unstaffed station using a ramp, we will ensure that a member of staff, with a ramp, is available to assist you. This will be discussed with you at the time of booking. If you have not booked assistance, please advise a member of station staff or staff on the train, that the ramp will be required during your journey.

Journeys with connections

If your journey involves changes or connections with other operators' services, our Passenger Assist team will provide a single point of contact for booking and arranging assistance. We will ensure that your booking allows sufficient time to make your connections.

Changes in arrangements

During your journey, our staff are trained to assist all of our passengers and they will communicate news of any service disruption and provision of alternative transport via the customer information systems or, where possible, to you in person. This includes providing

audio and visual information, and then a check to see if there are passengers who either seem not to have understood the announcements or are likely to have difficulties in light of the announcements (for example, changing platforms). Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you. Sometimes a train's departure platform must be changed, often at short notice. Such a change will be shown on the customer information screens and will be announced as soon as possible. When a change occurs station staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible.

Intermodal connections

Wherever possible station staff will help you connect with other services operating from stations such as trams, buses and taxis. With regards to taxis, whilst licensed by the local councils, we work with station operators so that they ask companies when applying for permits to ensure that they can provide wheelchair accessible vehicles and that their drivers are trained in disability awareness. We cannot guarantee such taxis will always be available.

For further information on local bus and tram connections please contact Traveline on 0871 200 2233 or go to traveline.info

For further information on taxi companies that serve stations in Great Britain please go to traintaxi.co.uk

Station facilities and services

We will ensure that the information regarding our services is up to date and passengers requiring assistance are aware of any limitations and/or temporary restrictions. Our Head of Customer and Stakeholder Engagement is responsible for updating the information relating to the accessibility of our trains provided on the National Rail Enquiries website. Information is also provided on the National Rail Enquiries website regarding station accessibility and details of the times assistance is available at stations, including:

- Level of accessibility from station entrance to platforms
- Staffing hours and assistance availability
- Meeting points for assistance
- Ramps for train access
- Accessible waiting rooms, toilets and set-down/pick-up points.

For full details please see up-to-date stations facilities section on the National Rail Enquiries website www.nationalrail.co.uk/stations.

Alterations to facilities

If a facility on board our train is out of order, such as an accessible toilet, that impacts your ability to travel, we will do everything we can to let you know. This information is displayed on our website in the Journey Check section <https://www.journeycheck.com/hulltrains/> and also through our Twitter channel (@Hull_Trains) when known. Where possible, our Passenger Assist team will pro-actively contact you to help re-arrange your journey if this is necessary. This may not be possible as sometimes these facilities go out of use at short notice while in service, so in these situations the station teams, our On Board team and our Passenger Assist team will work together to provide a solution.

Assistance with luggage

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

- Large items should not exceed 90x70x30cm
- Small items should not exceed 56x45x25cm

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

Seats on trains

We can offer seat reservations to all passengers including those with disabilities on our trains.

Priority Seating (which has extra legroom and situated near the doors) is clearly marked and available on all our trains, as are spaces for wheelchair users. Our On Board team will assist in ensuring these dedicated spaces give wheelchair users and mobility scooters users priority.

Our staff on the train, are equipped with smart devices to receive information regarding assistance booked in advance, including any seating requirements. If assistance is booked, we will advise whether a seat has been reserved. We will provide written details of the reservation made and where it is located on the train. If you are with companions and/or family members, we will do our best to reserve them close to your seat. In particular, we will aim to ensure that family groups, especially those requiring adult supervision, are located in close proximity. On other operator's trains that are not reservable, staff on the train or at the station will assist you in locating an appropriate seat.

Assistance Dogs

Assistance dogs are welcome on all of our trains, free of charge, and can travel in any part of the train. Our Passenger Assist team will be happy to ensure that you are booked into the right seating (where reservations are possible) to make the journey comfortable for both you and your dog. Our handy seat reservation cards for your dog will ensure that they get suitable space during their journey.

A2: Passenger information and promotion of Passenger Assist

We want to provide you with information relevant to your journey experience that is accessible, accurate, consistent, timely and simple. We're committed to giving you assurance and confidence at each stage of your journey, including when planning your journey prior to your departure, as well as if your journey involves a change of train or transfer to another mode of transport.

A2.1: Our Accessible Travel Policy leaflet for customers – 'Making Rail Accessible: Helping Older and Disabled Passengers'

To accompany this Accessible Travel Policy document, we have produced a shorter and more concise leaflet to help in planning your journey, entitled 'Making Rail Accessible'; both documents are available in alternative formats. Our leaflet is also available from ticket offices at the stations at which we call and available online as a PDF on our website at www.hulltrains.co.uk

We will be happy to provide Easy Read, Large Print, Braille or Audio versions of this leaflet on request (without charge) via our website, phone and text direct. We will respond to

your request within seven working days informing you when we can provide these formats. In addition, we will also work with stakeholders through the Rail Accessibility and Inclusion Forum for the North (RAIFN) to identify suitable locations in which to display our Accessible Travel Policy leaflet.

A2.2: Stations and train accessibility information

We will ensure that accessibility information relating to our trains is readily available to you and kept up-to-date. In order to achieve this, we will maintain this information in an online format, attached to the online version of this policy document via the following link <https://www.hulltrains.co.uk/support-and-contact/assisted-travel> which can be easily accessed via personal mobile devices, as well as in accessible formats. We will also provide the same information to the National Rail Enquiries website to ensure consistency of information. Through their smart devices, our On Board team will also be able to provide you with the same up-to-date information on request. Stations information is provided by station operators' websites or through the National Rail Enquiries website.

Station accessibility information

For information on whether the following accessible services and facilities are available at stations please see our website www.hulltrains.co.uk covering:

- Disabled Parking
- Accessible Set Down and Pick-Up Points
- Ticket office opening hours
- Induction Loops
- Ticket Vending Machines (TVMs)
- Help Points
- Catering Facilities
- Accessible Toilets
- National Key Toilets
- Accessible Waterproof Waiting Facilities
- Meeting Points for Assistance
- Staffed Customer Information Points
- Staffing Hours/Assistance Availability
- Ramp for Train Access On Board team will provide
- Level of Platform Accessibility
- Wheelchair Availability
- Customer Information Systems

The same information for every station on the rail network in Great Britain is provided on the National Rail website. This includes a journey planning tool called “Stations Made Easy” which helps you plan your route around a station. Go to www.nationalrail.co.uk/stations for more details. The National Rail website includes any temporary restrictions, for example, because of building work or when facilities such as lifts and toilets at stations are out of order. If you book assistance via our Passenger Assist team, they will advise you of the latest accessibility issues relevant to your journey.

Train accessibility information

On our website at www.hulltrains.co.uk we provide an overview of the seating plan and internal layout of trains we use to assist you in planning your journey with us.

A2.3: Passenger journey information

We recognise that many of our passengers are infrequent or occasional users and may not know where or how to access important information, particularly during times of service disruption. This section explains how we will communicate accurate, clear and consistent information to you at every stage of the passenger journey - whether at home, online, on the move, at the station or on the train.

At the Station

Train departures and arrivals information

We're committed to working with station operators to providing you, wherever possible, with clear and consistent information, regarding train departures and delays or disruption. All stations at which we call have a combination of customer information screens and automated public announcements providing accurate, clear and consistent information. Some also have Ticket Vending Machines or Information Touchscreens which can provide information.

At times of disruption, station operators will update information screens as soon as they can and make announcements to keep passengers informed of the situation.

Wayfinding and Connections to Other Transport

All stations at which we call have posters displaying information about the station, facilities and accessibility information. The posters include a station map and the contact details for the station operator's Passenger Assist team.

We are also aware that several station operators whose stations we call at are working with the local authorities to provide wayfinding signage to the station.

Within stations, signage is provided directing passengers to platforms and key facilities such as accessible toilets.

Delays, diversions and disruption

Where passengers have booked assistance, and we know more than 24 hours in advance that the journey is no longer viable due to engineering works, industrial action, severe weather, our Passenger Assist team will contact you to discuss your journey and make alternative arrangements or provide a refund if you choose not to travel.

Where replacement transport is in use station operators will provide, where possible, visual information on customer information screens and automatic announcements or staff announcements to direct passengers to alternative transport.

Both station and On Board teams are trained to anticipate your needs, as covered in Section A of this document. They will communicate news of any service disruption and provision of alternative transport via the Passenger Information Systems or, where possible, in person. Help Points, which are provided at several of the stations at which we call, give a link to our station operator's teams 24 hours 7 days a week (except Christmas Day). They will also be able to assist you in re-planning your journey

On the train

All our trains have public address equipment and a visual display in each carriage showing the train's destination and the next stop.

Our On Board teams are trained to provide timely, helpful and clear announcements and will ensure these are made in enough time for passengers, especially those with reduced mobility, to prepare to get off the train, at least two minutes before arriving at each station.

Our team will make announcements about any alterations to the normal service, including delays.

If you have difficulty hearing such announcements, please advise the On Board Manager or other on-board staff at the earliest opportunity.

A2.4: Ticket Offices, Information Points, Help Points and Contact Centres

You can obtain information about the services provided by us and other train companies at station ticket offices or clearly signed Information Points at some of the larger stations (usually staffed at the same time as the ticket office). Information, such as details of fares, timetables, connections and confirmation of bookings made by Passenger Assist (including bookings by other TOCs) can be provided, as well as the facility to arrange Passenger Assist.

If you require information regarding accessibility onto other forms of transport from the station then station staff will do the best they can to help you, or they will be able to advise you where this information can be obtained. We work with station operators to ensure that they provide up-to-date information regarding our services and those of other train companies. This includes information regarding delays, diversions or other events that may affect your journey. For up to date train running information on the day of travel please follow us on Twitter @Hull_Trains or visit our website www.journeycheck.com/hulltrains/

Leaflets regarding our services and those of other TOCs who serve stations, are also available and placed at varying heights to be accessible to you. Information is provided on station posters giving you information about local services/transport available from that station. Where provided, you may also use the station Help Points to speak to an operator to gain information and assistance from staff.

Information regarding all national train services is also available by contacting National Rail Enquiries:

Tel: 03457 48 49 50

Website: www.nationalrail.co.uk

Text Direct: 0345 60 50 600: (for people who are hard of hearing or deaf)

A2.5: Websites

Our website has been designed to adhere to best practice by following the industry-recognised Web Content Accessibility Guidelines (WCAG) W3C standards, which define how to make web content more accessible for people with disabilities. Pages have been built to comply with a minimum standard of WCAG 2.0 single 'A' guidelines and we aim to extend this to the 'AA' rating.

Our focus is on making the user experience for all users (of varying levels of ability) a practical and easy one - this can at times mean considering not only the technical coding standards, but also the information and process flows within the site. Our policy, wherever feasible, is to offer the same functionality and experience to all users and avoid the need for a 'text only' version of the site.

To help you find the information you need, we also provide a homepage link to our Assisted Travel page, which explains the Passenger Assist service in a clear and concise manner, using plain English and avoiding the use of industry jargon. It provides the necessary contact information and provisions for you to book assistance and purchase a ticket to travel (including details of any national discounts available to disabled passengers or persons with reduced mobility). There is also a link to enable you to access the 'Making Rail Accessible' customer leaflet and details of how to obtain it in accessible formats. Furthermore, we provide guidance on how you can give feedback or make a complaint, and we include information on the availability of redress for when assistance has not been delivered as booked. Where other information is located elsewhere, we provide a connecting hyperlink on the Assisted Travel page.

A3: Ticketing and Fares

Tickets can be bought from station ticket offices at staffed stations, at stations with self-service Ticket Vending Machines, by phoning our Telesales team, online at www.hulltrains.co.uk, via our app which is downloadable from the App Store (iOS/Apple) or Play Store (Android) or by contacting our Passenger Assist team.

We are committed to providing you with impartial and accurate ticketing information and advice about the best ticket options for you, irrespective of which TOC provides the service you wish to use.

Where it is difficult for you to purchase a ticket before you travel due to your disability, (or if a Ticket Vending Machine does not sell the non-Railcard reduced fare for your journey), you will be able to buy tickets on board the train or, if this is not available, at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied.

Discounts

We participate in a number of schemes offering discounted fares, these are detailed below.

If you are a visually-impaired person travelling with a companion and you do not hold a Railcard, the following discounts on Anytime/Day tickets apply for both of you:

- First or Standard Class Anytime Single or Return – 34% off
- First or Standard Class Anytime Day Single – 34% off
- First or Standard Class Anytime Day Return – 50% off

No concession applies if you are travelling alone and you do not hold a Railcard.

To get these discounts, a document confirming your disability, issued by a recognised institution (for example, a Social Services department, Local Authority, Guide Dog Ownership certificate, Royal National Institute of Blind People (RNIB) or Blind Veterans UK) is required.

These discounts are only available from station ticket offices or on board our trains and cannot be purchased online or from Ticket Vending Machines.

If you remain in your wheelchair throughout the journey and you do not hold a Railcard, you will be given the following discounts on Anytime/Day tickets:

- First or Standard Class Anytime Single or Return – 34% off
- First or Standard Class Anytime Day Single – 34% off
- First or Standard Class Anytime Return – 50% off

The same discount will apply if you have one companion.

Disabled Persons Railcard

A Disabled Persons Railcard is available: with options for 'one year' and 'three years'. Both entitle you to discounts of up to a third on most rail tickets. One adult accompanying you can also travel at the reduced fare. Full details on how to get a Railcard can be found on:

- **Website:** www.disabledpersons-railcard.co.uk
- **Email:** disability@raildeliverygroup.com
- **Telephone:** 0345 605 0525
- **Minicom/Textphone:** 0345 601 0132 (for people who are deaf or hard of hearing)

Ticket vending machines have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion.

Senior Railcard

Senior Railcards are available to anyone aged 60 and over and give you up to a third off most rail fares throughout the rail network in Great Britain. You can choose from a one-year or three-year Railcard.

Senior Railcards can be bought online, on the phone or at any staffed station with your passport, birth certificate or UK driving licence as proof of age.

- **Website:** www.senior-railcard.co.uk
- **Email:** railcardhelp@railcards-online.co.uk
- **Telephone:** 0345 300 0250
- **At stations:** Using your birth certificate, Passport or Driving Licence as evidence

There may be other Railcards that may be suitable for you. Please visit www.railcard.co.uk for further information.

Ticket vending machines

Many of the stations at which we call have self-service Ticket Vending Machines. The machines are compliant with the Department for Transport joint code of practice which outlines what they need to sell.

Ticket gates

Some of the stations at which we call have ticket gates which are staffed. The gates are locked in the open position when there are no staff available to operate the ticket gates. All the ticket barriers at stations at which we call have at least one wider accessible gate for wheelchair users and passengers using other mobility aids.

Availability of facilities when purchasing tickets

Where tickets are available for purchase (via any of the available channels, including online, at the ticket office or via telecommunications), we will remind customers that facilities vary across the rail network (e.g. accessibility of the train type, or availability of wheelchair user spaces in First Class) through information online during the booking process or through our Passenger Assist team if purchasing tickets over the telephone. This may relate to the provision of wheelchair user spaces in First Class which not all other operator's trains offer and is part of our commitment to ensure that passengers do not purchase tickets which they cannot make use of. Hull Trains services have an accessible wheelchair user space in both First and Standard Class.

Booking assistance when purchasing tickets

When buying tickets with a Disabled Persons Railcard, our Passenger Assist and Telesales teams are trained to ask you if you require assistance with any aspect of your journey. Our teams can also arrange assistance and tickets as one transaction.

A4: Alternative accessible transport

We will ensure you can make as much of your journey by rail as possible but the accessibility of the stations at which our services call and across the British rail network does vary considerably.

If you can't access a train service because of a physical feature at a station we will provide alternative accessible transport, usually a taxi, at no extra cost to you, to the nearest most convenient accessible station. If you can't access the standard alternative transport provided as a replacement to rail services, e.g. during planned engineering work or unforeseen service disruption, we will arrange a specific appropriate alternative depending on your journey plans. When you contact us, let us know the type of alternative transport you need so that we can make sure the arrangements are the most suitable for your needs.

A5: Wheelchairs and mobility scooters

Wheelchair users: We have spaces for wheelchair users on all our trains so long as your wheelchair fits within the following dimensions:

- **Width** 70 cm
- **Length** 120 cm
- **Weight** (including passenger) 300 kg

Mobility scooters: Some powered scooters are only meant for road use and cannot be used on trains. If, however, your scooter fits the dimensions and maximum weight when you are riding it displayed below, we will be able to accommodate you on our trains.

3 Wheel Scooter

- **Length:** 120cm
- **Width:** 70cm
- **Weight** (including passenger) 300 kg

4 Wheel Scooter

- **Length:** 110cm
- **Width:** 55cm
- **Weight** (including passenger) 300 kg

These dimensions have been informed by the Technical Specification for Interoperability (TSI) for wheelchairs which standardises the requirements of trains to meet the needs for disabled people. Risk assessments and the weight limit are determined by the maximum allowed weight on the ramp between the platform and the train and the turning circle of scooters on our train.

Please be aware that you are required to transfer from your scooter to a seat whilst travelling for safety reasons, recommended by the scooter manufacturers.

If you have a scooter which is folded and carried as luggage it can be taken on any of our trains. If it cannot be folded, you will not be able to bring it with you on our trains and may wish to instead consider requesting a station wheelchair to help you when travelling.

If you are travelling with a scooter, we recommend contacting our Passenger Assist team who will be able to arrange assistance for you when getting on or off the train.

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

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

A6: Delays, disruption to facilities and services, and emergencies

We understand that disruption to services and facilities can have a big impact for older or disabled passengers. We are committed to improving the management of service disruption for all our passengers, including providing alternative transport and improved information.

When services are disrupted, we will do everything possible to ensure that our disabled passengers are able to continue with their journeys, proactively taking your needs into account in both our contingency plans and the service we provide on the day.

In advance of travel

When you plan your travel, our Passenger Assist team will be able to advise you of any planned engineering works or amended service plans that might affect your journey and advise you of the best options.

Rail Replacement Buses, Coaches and Taxis

Train services may occasionally be replaced by buses, coaches or taxis during service disruption. We will work with third party suppliers and local transport companies, outlining our requirements to comply with the PSVAR requirements and request accessible buses, coaches and taxis, but this is not always possible, particularly at short notice. If we are not able to provide an accessible bus or coach, a taxi suitable for your needs will be provided at no extra charge to you to take you to the nearest or most suitable accessible train station so that you may continue your journey by rail. Station staff or a member of our Customer Action team (who help at stations during disruption), will help you find the replacement transport at the station on the day and provide assistance as required.

Twelve weeks before major planned engineering works we take appropriate steps to assess the requirement for accessible transport and alternative accessible vehicles for use as substitute transport and where necessary, procure the use of such vehicles.

For planned disruption, such as engineering works, we will advertise on our website if our rail replacement coach or bus is accessible and if not, what alternative is available.

During your journey

Station operators will make announcements at stations to update passengers during disruption and update customer information screens with latest travel information. You can also use Help Points (where provided) at stations. Station Information notices at the entrance to stations show contact details for Passenger Assist teams. Severe disruption will also be communicated in the form of banners across the top of rail websites such as www.nationalrail.co.uk and www.hulltrains.co.uk. Station teams and our Customer Action teams will help you to rearrange your booked assistance.

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

- Update customer information screens at the station and make additional announcements
- Seek to identify passengers with disabilities and provide any assistance you need
- Try to give enough time to allow you to get on the re-platformed train

Where facilities that affect disabled travellers are out of use, e.g. accessible toilets, we will try to advise you of this before you join the train. We will also report the fault to our maintenance teams so that it can be fixed as soon as possible.

Where replacement transport is in operation, we will provide information to station operators so that they can, where possible, display visual information on information screens and make automatic announcements or staff announcements to direct you to the alternative transport.

If service disruption occurs whilst you are on the train our On Board team will be able to advise and assist you. The On Board Manager on each of our trains has the details of all passengers who have booked assistance. If you haven't booked assistance in advance but require help or advice, make yourself known to a member of the On Board team. All On Board team members are encouraged to provide the highest levels of customer service and empowered to resolve appropriate issues "on the spot". If a train terminates before it has arrived at its destination, the On Board team will arrange assistance for you for your onward travel.

If you need to change your journey due to service disruption, our staff will assist you with arranging your revised journey and any assistance you require. If you have booked assistance, we will also inform other operators and stations about the changes to your journey so they can still provide the assistance you need. If we are not able to run train services at all and you wish to travel on a different day, we will help you to make a new booking. We will also arrange accessible transport to take you back to the station where you started your journey if this is more convenient.

If services are going to be disrupted for a longer period, or if we are aware more than 24 hours before you travel that there is going to be a problem, our Passenger Assist team will call or email passengers who have booked assistance. They will use the Passenger Assist system to understand who will be affected by the disruption so that they can make them aware of the changes and provide advice, including helping them make new arrangements, where appropriate.

Emergency procedures

Staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train. They will identify the quickest route and method for evacuating the location they are responsible for. They will also identify alternative routes and contingency arrangements if predetermined routes are not available.

All our staff have received disability awareness training, and in the event of an incident, will discuss with any customer who requires additional assistance what action is most appropriate. In accordance with the nature of the incident, our staff are trained to consider your needs, especially if you have reduced mobility, a visual impairment, are deaf or hard of hearing, or if you are older, infirm or vulnerable.

Every station has a Local Station Emergency Plan detailing evacuation routes for all passengers, stating whether the route is suitable for wheelchair user access. If you are a wheelchair user and you are in an area where no safe evacuation route exists, a place of safety will have been pre-identified for you (accompanied by a member of staff at staffed stations) to await rescue by a member of the emergency services. All local station emergency plans are shared with the local emergency services.

A7: Station facilities

A7.1: Left Luggage

We do not provide a left luggage service at the stations at which we call; however accessible facilities are provided at London King's Cross operated by Network Rail.

A7.2: Blue Badge Parking Spaces

Information on car parks can be found at www.nationalrail.co.uk . Most stations have a tarmac or concrete surfaced car park, with designated parking spaces available for Blue Badge holders (although charges may apply).

These spaces are usually located in the most suitable place to ensure you will have easy access to stations and as close to the main station entrance as possible. Spaces for Blue Badge holders are marked with the International Symbol for Access on the ground.

A7.3: Facilities and services provided by third parties

We work with station operators to ensure that any services and facilities provided by a third party are as accessible as possible. As service operators, they have their own responsibilities under the Equality Act 2010, but we will share any feedback that we receive about the services they provide.

A7.4: Replacement facilities

We will work with station operators to ensure they provide, wherever possible, reasonable replacement facilities for you that are accessible when the level of accessibility of facilities at a station is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities).

A7.5: Station entrances

Whilst this is directly outside of our control, we will work with station operators so that they take into account your needs when considering the need to restrict or temporarily close access points at stations.

A8: Redress and Compensation

Our teams work hard to provide you with the help and assistance you need to be able to complete your journey with ease, however we recognise that sometimes, things do not go as planned.

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

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

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

Where assistance has been booked on our services but has not been provided, as confirmed by us, we will offer you a refund for the cost of that journey, i.e. 100% of the single ticket, or 50% of a return. You can claim this by contacting our Customer Service team. You will need to provide proof of purchase, i.e. a copy of your train tickets or a

booking confirmation; along with your Passenger Assistance reference number, which can be found on your confirmation email.

When your assistance was booked for travel on one of our trains, we will provide both the compensation and a response. You can claim this by contacting our Passenger Assist team. We will coordinate a response to your complaint, should your journey have involved multiple train companies, and we will provide you with a full explanation, including why it happened and what mitigating actions we or the other operators intend to take as a result.

Where both Delay Repay and Passenger Assist compensation could apply, you will be entitled to whichever value is the highest but will not be able to claim both.

We will also always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure. We will take each case on its merits and respond appropriately. This will not affect your legal rights to make claims under the Consumer Act 2015, although you must not seek to recover the same money twice for example both under our claims process and the Consumer Rights Act 2015.

B: Strategy and Management

B1: Strategy

Improving the accessibility of the rail network and supporting older or disabled passengers to travel with confidence and ease is of key importance to us. We believe that when you travel with us you should expect high standards of service throughout your journey. We recognise the importance of providing consistency in approach and service provision across the rail network. We will proactively work with industry partners to assist in the delivery of incremental and continuous improvement over the life of our Track Access Agreement, engaging with customers, user groups and accessibility and inclusion forums.

We work closely alongside our industry colleagues, the ORR, Network Rail, local authorities, the DfT, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, London TravelWatch, the Rail Ombudsman and other stakeholder organisations, especially those representing all passengers, to further improve the services, products, facilities and information we provide. We believe that you have the right to safe, comfortable, punctual and seamless journeys, so our close partnership with other Train Operating Companies is helping to deliver this consistent experience for our passengers.

Our Accessible Travel Policy fulfils our obligations under our Passenger Licences, the ORR Guidance, and the requirements of legislation such as the, Human Rights Act 1998, and considers the provisions within the Equality Act 2010.

Improving access and services on Hull Trains

We are committed to maintaining and further improving current standards of accessibility to our services for all our passengers. We believe we can achieve this by continuously working and engaging with customers and stakeholders representing disabled people in order to anticipate customer needs. We will continue to review our policies annually and incorporate all the feedback we get from you, customer organisations and other stakeholders regarding the services we provide. This feedback will be vital in shaping our policies and making continuous improvements.

We are working to improve access and services as follows:

- **The Paragon Fleet:** We have invested over £60m in brand new trains which fully replaced our fleet in January 2020. These trains offer increased capacity, more accessible seating, window blinds, windowless seats and an at-seat trolley service. These hybrid trains use both electric and diesel power so are quieter, smoother and more reliable than our previous fleet. We have

also increased the size of our fleet to bring in better service resilience and allow us to run more services.

- **New Passenger Assist app:** We will roll-out the national Passenger Assist app in 2021, which will enable you to book Passenger Assist journeys, letting our staff know you are coming and giving you more control over your assistance bookings.
- **Shorter Passenger Assist notice period:** Our investment in the Passenger Assist app and new fleet of trains enables us to reduce our recommended notice period for booking Passenger Assist journeys. This means that from April 2021, assisted journeys can be booked with just six hours' notice for same day travel during the opening hours of our Passenger Assist service, and from April 2022, it will reduce to just two hours.
- **Sunflower Lanyards and Assistance Cards:** Whilst our On Board teams are already aware of the sunflower lanyards and assistance cards brought in by other operators, since Feb 2020 we have also actively promoted and distributed these to customers with non-visible disabilities who want railway staff to be alerted to their possible need for assistance during their journey.
- **Re-Launch of the Rail Accessibility and Inclusion Forum for the North (RAIFN):** From 2021 we will take part in the formation of a new customer panel working in partnership with 5 other TOCs (LNER, TransPennine Express, Grand Central, CrossCountry and Northern). This will be supplemented by further insight provided by the Wavelength customer insights project currently being delivered by the Rail Delivery Group.
- **Howden Platform Improvements:** We are working with the station operator, Northern and Network Rail, to improve accessibility onto our trains at Howden station and in 2022 will undertake works to improve the stepping distance to/from the train to the platform at this station.

B2: Management arrangements

The Head of Customer and Stakeholder Engagement, working closely with local managers, is responsible for the day-to-day implementation and compliance with our Accessible Travel Policy. This will largely be achieved through communication with the relevant managers and their teams, alongside customer satisfaction surveys, post travel research and periodic reports.

We will ensure that every member of our team understands their responsibilities in relation to improving the travel experience of our older or disabled passengers. Training programmes, online learning modules, internal briefing and communications such as newsletters, employee online information and apps will all help ensure that accessibility and inclusion and the needs of people with disabilities are considered in all aspects of our business.

B3: Monitoring and evaluation

We will closely monitor the delivery of all aspects of our Accessible Travel Policy and processes. We will track compliance with this policy, legislative requirements and industry guidelines as well as measuring our performance against our goals and targets in relation to accessibility, particularly focusing on feedback from our customers. The results will inform and prioritise our efforts to deliver improvement in relation to accessible travel.

Our approach will include monitoring and evaluating:

- Response times in relation to Passenger Assist bookings on all channels
- Monitoring any failure to provide booked assistance
- Monitoring the volume of booked assistance requests
- Monitoring the volume of unbooked assistance requests
- Availability of accessible features e.g. accessible toilets, etc
- The delivery of improvement plans to project timescales
- Customer complaints received in relation to any aspect of Accessibility

We will evaluate results every 4 weeks and carry out an in-depth annual review. We will share information and the results of our evaluation across industry forums such as the Rail Delivery Group and with the ORR, fully complying with the ORR's Core Data reporting requirements including providing the ORR with details of any key actions to improve performance.

We will measure customer satisfaction in relation to our accessible services, to inform improvement and identify best practice, using:

- Mystery shopper exercises
- Feedback from our Passenger Assist team
- Feedback from our customer panel, disabled customer groups and other organisations

B4: Access improvements

We will comply with the PRM-TSI and National Technical Specification Notices, and will work with station operators to support the Joint Code of Practice (which provides guidance to all station operators on the standards required so that they continue to improve access to their services) when developing proposals for improvement across our business. If compliance is not possible, we will apply for any necessary derogations but only after every effort has been made to comply with the relevant requirements.

Trains

Our fleet of 5 Paragon trains are fully compliant with PRM-TSI.

Stations

Access varies across the 11 stations at which we call for a number of reasons. We will continue to work with station operators, providing support and funding, where we feel it is appropriate, to enhance accessibility at stations.

B5: Working with disabled passengers, local communities and local authorities

Our Head of Customer and Stakeholder Engagement will represent us on industry forums such as the quarterly Rail Delivery Group Accessibility Group (RDG-AG) meetings and be an active participant in associated working groups.

We will play an active role in the RDG-AG, working with our fellow operators to improve the accessibility of the British rail network by sharing best practice and implementing consistent approaches.

We will widely consult and engage relevant stakeholders on our plans in relation to accessibility across the franchise. In addition to the Rail Accessibility and Inclusion Forum for the North, Transport Focus, London TravelWatch and DPTAC, we will also seek to work with:

- Members of Parliament
- Local government members and officers at Unitary, County, District and Parish level
- Local Enterprise Partnerships
- Chambers of Commerce
- Community Rail Partnerships and Rail User Groups
- Charity and Community groups

We will actively promote the availability of Passenger Assist, with a focus on the customer leaflet, 'Making Rail Accessible'. We will ensure that this leaflet is available at staffed stations, in prominent locations where public services are provided, and online. Furthermore, we will also advertise the leaflet on station posters, on train services and via social media.

We will make every effort to ensure that we meet and maintain the standards set out in our Accessible Travel Policy. If we believe that we are not meeting the commitments within our Accessible Travel Policy, we will inform the ORR.

B6: Staff training

We recognise the importance training plays in delivering consistently excellent customer service. We provide all our staff with training and development appropriate for their role in relation to accessibility to ensure that they have the knowledge and skills to always provide consistently high quality, reliable and safe services appropriate to the needs of our disabled or older customers. To ensure we include the experience of disabled customers in our training, we are using videos provided by RNIB, and will include bespoke videos recorded with staff with disabilities.

The aims of our Disability Awareness training are:

- To enable our teams to identify and meet the needs of our customers, so we can ensure that the service we provide reflects their needs at all points of the journey
- Understand the requirements of relevant legislation including the Equality Act 2010
- Gain an appreciation of the different types of disability and what this means for passengers
- Learn about our policy and processes in relation to our Accessible Travel Policy including the accessible features of our trains and stations
- Learn how to assist wheelchair users safely and the correct etiquette
- Recognise passengers with a variety needs of needs as listed in Section A of this document and demonstrate effective ways of communicating with them.

We will ensure that Disability Awareness training is part of all new entrants' induction training by 31st July 2021, ensuring that in the interim new starters have appropriate training prior to delivering frontline customer service duties. All existing frontline staff who need to assist passengers will also complete this training prior to 31st July 2021. This training will cover:

- Understanding disabled people and their everyday challenges
- Equality legislation
- Defining Disability
- Recognising Customers who need assistance
- The Railway Regulatory Framework
- Passenger Assist

All employees who interact directly with passengers, will also receive relevant training in:

- Communication
- Accessibility in stations and on trains
- Providing safe assistance (including providing assistance in an emergency)

We will work with our training provider to provide a condensed version of our disability awareness training course, covering as a minimum Passenger Assist, Communication and Providing Safe Assistance to any contact centre team member, including where contracted on a temporary basis or through a third party.

We will also work with our third-party suppliers to support them in delivering appropriate accessibility training to their team members, where their employees will interact directly with our passengers e.g. contact centre teams, rail replacement bus operators, taxi drivers and cleaning teams, so that they are able to provide appropriate and high-quality assistance. This may include sharing training materials, agreeing training principles and/or providing introductions to disabled user groups.

All staff will receive refresher training within two years of the training they have received, and as a minimum every two years thereafter in order to ensure the mandatory training outcomes described above are maintained.

We commit to ensure that all existing frontline staff who deal with passengers requiring assistance receive the appropriate disability awareness training. This also includes our staff members who deal with customers by telephone, so that they know how to effectively communicate with passengers who may have difficulty speaking, hearing or understanding.

All statistics, legislation and language used in the training will be verified for accuracy so that they correct and appropriate to the instruction delivered.

We will include a report into the training we have delivered in relation to Disability Awareness every year as part of our annual submissions to the ORR.



Hull Trains

Your local link to London

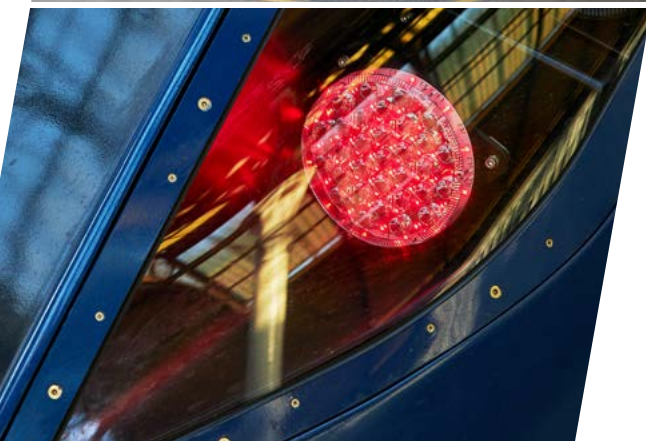
MAKING RAIL ACCESSIBLE

*Helping Older and
Disabled Passengers*

**VALID FROM
APRIL**

2021

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1. INTRODUCTION

ABOUT US

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

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

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

ABOUT THIS LEAFLET

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

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

2. ASSISTANCE: WHAT IS AVAILABLE AND HOW TO OBTAIN IT

FOR IMMEDIATE TRAVEL

You can turn up at any station that is accessible to you and request assistance onto a train from a member of staff at a staffed station, or by using a Help Point (where available) or by calling our freephone number **0800 316 1323**. We will provide the help you need as quickly as possible.

The accessible features of each of the stations at which we call are detailed on our website at www.hulltrains.co.uk

Accessibility information for all stations across Great Britain is also available from our Passenger Assist team or from National Rail Enquiries at www.nationalrail.co.uk

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

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

During times of disruption, or if you wish to travel to or from a station which you cannot access without assistance (i.e. where access is restricted), it may be necessary to provide alternative transport (at no additional cost to you) to an alternative station. Please be aware this may take some time to provide whilst we source a vehicle appropriate to your needs.

IF YOU CAN PLAN YOUR JOURNEY IN ADVANCE

If you or a person you are travelling with is likely to need assistance during their journey, we can help you to plan ahead and make the arrangements you need. Please call our Passenger Assist team or complete the online webform available at www.hulltrains.co.uk/support-and-contact/assisted-travel

Our Passenger Assist team can provide the latest information on accessibility arrangements on stations and trains across Great Britain and help you arrange assistance before you travel. Assistance can be provided wherever you need it across the National Rail network using "Passenger Assist", (a system used by all British TOCs to coordinate travel assistance). Because it is a national system you can use it to book assistance for your entire journey irrespective of the number of connections or train services you need to take, with one call.

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

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

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

Our staff are trained to assist passengers with both visible and non-visible disabilities but please note that staff are not able to accompany you throughout your journey, or provide personal care, such as help with eating, taking medication or using the toilet. If you need this kind of help you should travel with a companion.

Whether you have planned assistance in advance or you're making a spontaneous journey, we will always do our best to provide the assistance and help you get what you need. If access to and from trains at the station you plan to use is not possible, (for example if the station is not staffed at the time you wish to travel, because of a physical feature or for another operator's service where there is no second person on board the train service that you plan to use who would normally assist passengers on and off the train), we will provide alternative transport e.g. by taxi, to the nearest accessible station which meets your needs at no additional cost. When you book assistance or contact our Passenger Assist team we will discuss with you the type of alternative transport you require so that we can make sure that the vehicle provided meets your needs. Please be aware that where assistance has not been arranged in advance, this may take some time to provide whilst we source a vehicle appropriate to your needs.

REQUESTING ASSISTANCE

Our Passenger Assist team are available 08:00 – 22:00 daily, except Christmas Day.

Other train operators may have different hours.

If you have made an assistance request online (or through the Passenger Assistance mobile app) and we are the first train operator you are travelling with, then we will process your request from 08:00.

If you book through another train operator and we need to make arrangements, these will only be made during our Passenger Assist team operating hours.



To contact them:

Call: 0800 316 1323

Text Relay: 18001 0800 316 1323

(for deaf or hard of hearing customers)

Online: Visit www.hulltrains.co.uk/support-and-contact/assisted-travel and complete the webform

PASSENGER ASSIST

For the most effective service, we recommend booking and reserving assistance 6 hours before you travel. If you wish to make a booking between the hours of 2200 and 0800 please use our online booking service which is available 24 hours a day.

Please note, if you are booking assistance for first thing the next day, we advise you submit this booking to our team before 2200 to ensure it has been confirmed.

If your journey involves another train operator and we need them to confirm part of your journey, it might depend on their opening hours to enable us to confirm your assistance. If this is the case, we will contact you to discuss your journey options, including how you might want to undertake your journey.

From 1st April 2022 we will reduce the notice period further to 2hrs prior to the time of travel for same day travel, noting that whilst this refers to assistance in general we may not always be able to guarantee the availability of the wheelchair user spaces in cases where a train may have left its origin station where reservations are uploaded and displayed before a booking for a wheelchair user space has been made.

3. WHAT TO EXPECT; OUR COMMITMENT TO CUSTOMERS AT EVERY STAGE OF THE JOURNEY

A. BEFORE YOU TRAVEL

JOURNEY PLANNING AND INFORMATION

We know it is important for you to be confident that information we give you is accurate and consistent, especially if your journey involves changing platforms and trains.

Our Passenger Assist team can provide advice to you about every aspect of your journey, from train times, to station staffing hours,

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

Additionally, we will ensure the information about our services displayed on our website, and the National Rail Enquiries website, is accurate and up to date. We will work with station operators so that where we receive notification of a change, for example, reduced availability of lifts or accessible toilets at stations or temporary restrictions because of building works, that they will update online information within 24 hours.

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

TICKETS AND FARES

BUYING A TICKET

Tickets can be bought from the ticket office at staffed stations, at stations with self-service ticket vending machines, by phoning our Telesales team, online at www.hulltrains.co.uk, via our app which is downloadable from the App Store (iOS/Apple) or Play Store (Android), or by contacting our Passenger Assist team.

Sometimes engineering work can affect our timetables and changes can be made to these up to 12 weeks before the date of travel, so we'll release our cheaper Advance tickets after this date when we know there won't be any further changes to the timings of our services. You can sign up for our cheap ticket alerts notifier on our website, so that as soon as the Advance tickets for the date of travel for your journey become available we'll get in touch.

Where it is difficult for you to purchase a ticket before you travel due to your disability, you will be able to buy tickets on board the train or at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied.

RAILCARDS

DISABLED PERSONS RAILCARD

A Disabled Persons Railcard is available to people with one or more of a range of disabilities. They are valid for one year or three years and they give you and your companion discounts on Standard and First Class tickets throughout the British rail

network. A one-year Railcard costs £20 or a three-year Railcard costs £54*.

If you have a Disabled Persons Railcard, we'll give you a discount of up to 34% when you buy your tickets online or at the ticket machine. At the ticket office, you must show your Railcard when you buy them. You also need to carry your Railcard with you when you travel for when your tickets are checked.

If you don't already have a Disabled Persons Railcard, you can find out more and apply for one by going online to www.disabledpersons-railcard.co.uk, by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office. You will need to supply proof of disability as part of your application.

SENIOR RAILCARD

Senior Railcards are available to anyone aged 60 and over. They are valid for one year or for three years and give you up to a third off Standard and First Class tickets for journeys throughout Great Britain. A one year Senior Railcard costs £30 and a three year Senior Railcard costs £70*.

If you have a Senior Railcard, we will give you a discount when you buy your tickets online or from our On Board Manager. If you purchase your tickets at the ticket office you must show your Railcard when you buy them. You also need to carry your Railcard when you travel for when your tickets are checked.

If you don't already have a Senior Railcard, you can find out more and apply for one by going online to senior-railcard.co.uk, by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office.

CONCESSIONARY FARES

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

BLIND OR VISION-IMPAIRED CUSTOMERS TRAVELLING WITH A COMPANION

If you are registered as blind or vision-impaired and you are travelling with a companion, the concessionary discounts below apply to adult fares only for both you and your companion. You cannot get a discount if you are travelling on your own, unless you have a Railcard. You must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK.

If you are blind or vision-impaired, you can buy one adult season ticket that enables a companion to travel with you on National Rail services only at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. Please take evidence of your visual impairment with you to prove your eligibility.

PEOPLE WHO STAY IN THEIR OWN WHEELCHAIR FOR A RAIL JOURNEY

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

CONCESSIONARY FARE DISCOUNTS

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

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

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

B. AT THE STATION

ASSISTANCE AT STATIONS

Meeting your assistant

If you have booked assistance please go to the designated meeting point at the station (listed at the end of this leaflet for the

stations at which we call) and confirmed by the Passenger Assist team, where you will be met by the member of staff assigned to assist you. You can also make yourself known to any member of station staff in the ticket office, on the ticket barrier or the platform.

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

We recommend that you arrive at the station at least 20 minutes before the departure of the train. At Selby, where extra time may be needed to use the track level crossing, we request you arrive at least 30 minutes before the departure of the train.

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

ACCESSIBLE STATION FACILITIES AND HOURS OF OPERATION

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

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

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

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

USING UNSTAFFED STATIONS

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

If you can access Howden or Cottingham without the need for assistance, our On Board team will be pleased to help you get on and off the train. Our On Board Manager will get off the train

and check the platforms at these stations before they close the doors of the train, so please get their attention and ask them for assistance to get on the train. It should be noted that car parking at Howden is limited and the car park surface is uneven which may prevent wheelchair users from using it.

There are no Help Points at Howden, Cottingham or Stevenage (but there are always staff at Stevenage), therefore if you require assistance to get to or from the platform or are planning to get on another operator's train (where there may not be a second member of staff on the train who would normally assist passengers on and off the train) we advise you to contact our Passenger Assist team in advance of travel. The Passenger Assist team will be able to discuss your needs with you and book your assistance, arrange alternative transport to the nearest most convenient accessible station or advise of alternative options. The Passenger Assist team contact details for the station operator are displayed on Welcome Posters near each station entrance in the event that you arrive at the station and are not able to access the platform unexpectedly.

CONNECTIONS TO OTHER TRAIN SERVICES

When making train connections, please allow yourself enough time to transfer between trains. Our Passenger Assist team will advise you on connection times when you are making your booking. In some cases, especially where an interchange takes place at a larger station, they may recommend allowing a longer connection time to those displayed in journey planners on websites or apps to allow enough time to cross the station. Where alternative journeys are recommended, our Passenger Assist team can amend seat reservations and tickets to match, ensuring no additional cost is incurred.

PLATFORM ALTERATIONS

If platform alterations occur at short notice:

- Station staff, where available, will assist you to the correct platform
- Staff will update information screens and make announcements
- Staff will look out for passengers who may need assistance and will help where required
- Our staff will try to give enough time to allow those needing extra help to board the re-platformed train

If you need to change your journey due to service disruption, our members of staff will coordinate your revised journey and any assistance you require. If you have booked assistance we will also

inform other operators and stations about the changes to your journey, so they can still provide the assistance you need.

INTERMODAL CONNECTIONS

If you are changing between modes of transport (e.g. from train to bus), station assistance teams can provide assistance to help you make the connection, as long as the interchange is within the immediate station area.

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

ACCESSIBLE STATION FEATURES

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

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

Where there are Help Points at stations, staff answering these Help Points will be able to help you with local information, train running details, and information relating to other operators and stations.

All the stations at which we call are fitted with audio and visual real-time customer information systems, giving clear and consistent information regarding train departures and delays or disruption. This includes up to date train running information on customer information screens on all platforms where services call. Audio announcements are also made when there are any changes to the schedule and when a train is approaching.

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

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

ASSISTANCE CARDS AND LANYARDS

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

SUNFLOWER LANYARDS AND ASSISTANCE CARDS

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

STATION WHEELCHAIRS

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

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

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

RAMPS

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

LUGGAGE

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

We will provide help with luggage, free of charge, if you have booked assistance in advance. However, station operators do not employ staff solely to carry passengers' luggage and if you have not booked assistance, platform staff may have to attend to train safety before they can help you. Please bear in mind the weight, size and quantity of luggage and do not exceed the limits set out

in our Passengers' Charter (and repeated below), as station staff must be able to lift the item(s) safely. This states that you may bring with you up to two large items (generally weighing between 15kg and 23kg) and one small item free of charge.

- Large items should not exceed 90x70x30cm
- Small items should not exceed 56x45x25cm

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

LEFT LUGGAGE

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

CAR PARKING

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

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

For details of parking facilities for the stations at which we call please visit nationalrail.co.uk and select the 'station services and facilities' section.

STATION TEAMS

We work with station operators to ensure they provide staff with regular training, briefings and updates so that they can always provide you with the most up to date information, including information about other operators' services and the accessibility of other transport from the station such as buses.

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

Where assistance has not been arranged in advance, staff will

endeavour to provide the help you need, but this will be on a first come first served basis, and those passengers who have booked their assistance in advance will be prioritised.

C. ON THE TRAIN

ON-BOARD STAFF

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

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

If your hearing, vision or mobility is impaired, please advise the On Board team as soon as you can (e.g. when your ticket is being checked), for example if you have difficulty hearing announcements. Please also let us know if you require assistance to access the train's facilities (e.g. catering) or if you may need particular help.

Where Passenger Assist has been booked, we aim to provide a member of staff to help you off the train as soon as possible. Where trains terminate their journey (such as Hull or London King's Cross) it can take a little longer to meet you, however we will endeavour to assist you within five minutes of your train's arrival. If you need help getting off the train and have not booked assistance in advance, you should advise the On Board team when they pass through the train who will arrange this for you.

SEATS ON TRAINS

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

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

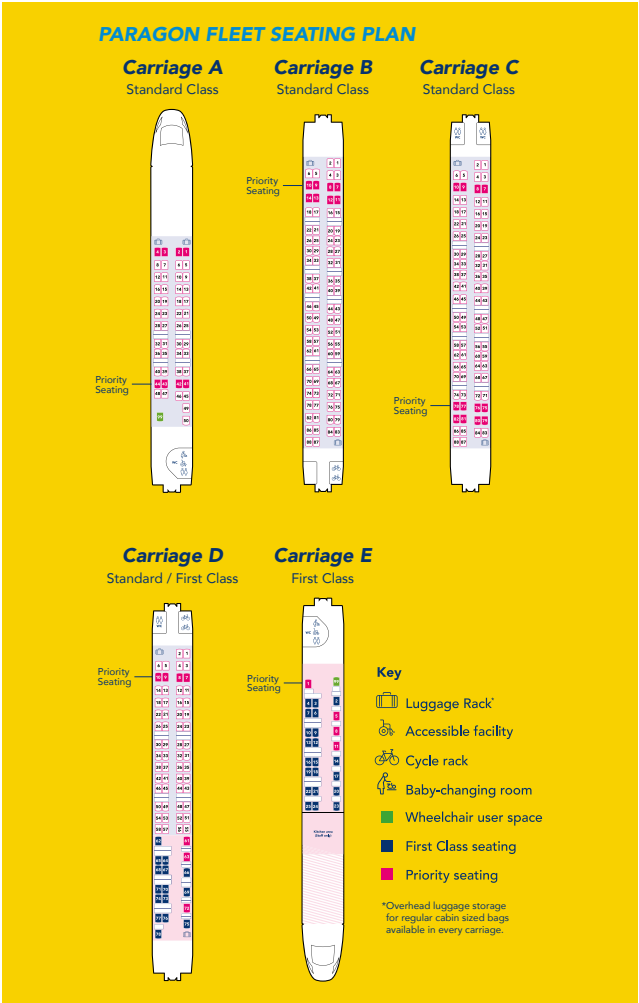
Reservations can be made up to 12 weeks before the date of travel on some services and as little as 15 minutes before the train begins its journey on some operators. This also applies to the priority seats, wheelchair user spaces and companion seats.

If you have been provided a seat reservation with your ticket and need to make use of a priority seat or wheelchair user space, our Passenger Assist team can make this change, and where possible will reserve companion seats for those travelling with you.

ACCESSIBILITY AND OUR TRAINS

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

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



PARAGON FLEET ACCESSIBILITY SUMMARY

FACILITIES	AVAILABILITY AND LOCATION
Accessible Toilets	Yes Accessible toilet in carriages A (Standard Class) and E (First Class), equipped with baby changing facilities
Wheelchair User Spaces	2 Located in carriage A (Standard Class) and E (First Class)
On Board Ramps	Yes Located in carriage A (Standard Class) and E (First Class)
Passenger Information System	Yes Audio/Visual announcements with digital customer information screens
Priority Seats	Yes 7 First Class 32 Standard Class
Contrasting grab rails	Yes
Tactile or Braille Notices	Tactile
On Train staff	Minimum 3

WHEELCHAIR USER SPACES

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

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

Each train has two wheelchair user spaces located, with the Standard Class space in Carriage A and the First Class space in Carriage E. The wheelchair user spaces are A99 and E99 respectively.

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

STANDARD/FIRST CLASS ACCOMMODATION

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

COMPANIONS

There is one allocated companion seat per wheelchair user space. These are seats A47 or A48 in Standard Class and E2 in First Class. Companion seats can be reserved through our Passenger Assist team when a wheelchair user assistance request is made.

Where a wheelchair user is travelling with a companion and assistance has not been booked, our On Board Managers will endeavour to make the companion seat available.

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

The carriage of additional companions in the First Class carriage with a Standard Class ticket will be at the discretion of the On Board Manager, determined through consideration of the demand for First Class at the time of travel.

Companions will similarly benefit from a free hot or cold drink whilst catering is available, with the option to upgrade to First Class to benefit from the full catering offer, or purchase drinks or snacks separately.

TRANSFERRING TO A FIXED SEAT

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

Passengers who need their wheelchair positioned close to the seat enabling transfer with minimal steps should access the wheelchair user spaces in the appropriate carriage of the train and transfer to one of the designated companion seats. An additional companion seat can be booked to ensure two seats are available.

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

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

PRIORITY SEATS

All our trains have 'Priority Seats' in each carriage for passengers who need them. These seats which are suitably marked, are located near the doors and have additional legroom, which may be useful for people travelling with an assistance dog. You can reserve these seats through Passenger Assist.

We do ask our passengers to give up Priority Seats for people who need them more, but it's not always obvious that someone needs a seat. Our On Board team will be happy to help ensure priority use of these spaces is given to passengers who need them.

ASSISTANCE DOGS

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

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



WALKING FRAMES AND ROLLATORS

Walking frames and rollators may be carried on board any Hull Trains service. We recommend booking assistance to help with any luggage you may have, to help you with getting on and off the train, and to assist you to your seat. Where your journey starts or ends or a transfer is needed at a larger station, it may be best to make use of a station wheelchair or buggy. Our Passenger Assist team can assist you with making suitable arrangements.

If you use a walking frame or rollator, we would recommend that you make use of the priority seating which is available throughout the train. Once on the train, please fold your walking frame or rollator and store it in one of the luggage racks provided or between the seats.

SCOOTER CARRIAGE

We understand that scooters are useful for many people – but carrying them on trains can cause problems because of their size, weight and manoeuvrability. Your safety and the safety of our other passengers and staff is our top priority.

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

3 Wheel Scooter

Length: 120cm
Width: 70cm

4 Wheel Scooter

Length: 110cm
Width: 55cm

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

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

If you have a scooter which is folded and carried as luggage it can be taken on any of our trains, however if it cannot be folded, you will not be able to bring it with you on our trains, and may wish to instead consider requesting a station wheelchair to help you when travelling.

If you are travelling with a scooter, we recommend contacting our Passenger Assist team who will be able to arrange assistance for you when getting on or off the train.

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

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

D. IF THINGS DO NOT GO AS PLANNED

We hope that you will not experience disruption during your journey, however issues can occur which affect our services.

When services are disrupted, we will do everything possible to ensure that our disabled passengers are able to continue with their journeys, proactively taking your needs into account in both our contingency plans and the service we provide on the day.

PLANNED DISRUPTION

Planned disruption is any change to the regular train service which we are aware of in advance, such as engineering works, or on occasion, where we run an amended timetable due to significant or expected issues relating to weather or infrastructure.

When you plan your journey, our Passenger Assist team will be able to advise you of any planned disruption that might affect your plans and advise you of the best options.

ALTERNATIVE TRANSPORT

Where planned disruption requires train services to be replaced by road transport, through a contractual framework we will insist that our suppliers and local transport companies provide accessible coaches or buses in line with the Public Service Vehicle Accessibility Regulations (PSVAR). Twelve weeks before major planned engineering works we take appropriate steps to assess the requirement for accessible transport and alternative accessible vehicles for use as substitute transport and where necessary, procure the use of such vehicles.

If we are not able to provide an accessible coach or bus (which is possible during unplanned disruptions), a taxi suitable for your needs will be provided at no extra charge to you.

For planned disruption, such as engineering works, we will advertise on our website if our rail replacement coach or bus is accessible and if not what alternative is available.

DISRUPTION DURING YOUR JOURNEY

AT THE STATION

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

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

Our timetable posters at the entrance to stations or on station platforms show contact details for both our Customer Service and Passenger Assist teams who can also provide help and advice.

Severe disruption will also be communicated in the form of banners across the top of rail websites such as www.nationalrail.co.uk and www.hulltrains.co.uk

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

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

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

Where facilities that affect disabled travellers are out of use e.g. accessible toilets, we will try to advise you of this before you join the train and discuss alternative arrangements with you. We will also report the fault to our maintenance teams so that it can be fixed quickly.

If service disruption occurs whilst you are on the train, our On Board team will be able to advise and assist you. The On Board Manager on each of our trains has the details of all passengers who have booked assistance. If you haven't booked assistance in advance but require help or advice, you should make yourself known to a member of our team. All On Board team members are encouraged to provide the highest levels of customer service and empowered to resolve appropriate issues "on the spot". If a train terminates before it has arrived at its destination, the On Board team will arrange assistance for you for your onward travel.

If you need to change your journey due to service disruption, staff will coordinate your revised journey and any assistance you require. If you have booked assistance, we will also inform other operators and stations about the changes to your journey so they can still provide the assistance you need. If we are not able to run train services at all and you wish to travel on a different day, we can help you to make a new booking.

ALTERNATIVE TRANSPORT

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

IN THE EVENT OF AN EMERGENCY

Keeping our customers safe is our priority. Our emergency plans for trains include how to support older or disabled passengers during an emergency. Similarly, we work with station operators to ensure that all stations have suitable emergency plans in place. All our staff are trained in emergency procedures and they will supervise any action that needs to be taken. Safety information is provided on all our trains with clear diagrams and pictures, and in the rare event of an emergency on a train, our On Board team will advise and help you. In nearly all cases the safest option is for all customers to remain on the train and wait for instructions until our team have fully assessed the situation. If you do have to leave the train between stations, the emergency services will provide equipment and help you get off the train safely. If we need to evacuate from an unstaffed station, station operators will use the station Public Address System and Customer Information Screens to alert you.

REDRESS

Our teams work hard to provide you with the help and assistance you need to be able to complete your journey with ease, however we recognise that sometimes, things do not go as planned.

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

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

Where things have not gone as planned, we will use feedback

provided to improve how we work and the approach of others who provide the assistance service on our behalf.

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

We will coordinate a response to your complaint, should your journey have involved multiple train companies, and we will provide you with a full explanation, including why it happened and what mitigating actions we intend to take as a result

Where both Passengers' Charter and Passenger Assist compensation could apply, you will be entitled to whichever value is the highest but will not be able to claim both. We will also always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure. We will take each case on its merits and respond appropriately.

4. WHERE TO GET MORE INFORMATION AND HOW TO GET IN TOUCH

MORE INFORMATION ABOUT OUR ACCESSIBLE TRAVEL POLICY

You can find more information on our wider commitments as an organisation to our older and disabled travellers and our strategy for delivering improvements in our **Accessible Travel Policy** on our website, www.hulltrains.co.uk, along with full details of the accessibility of our trains.

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

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

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

ALTERNATIVE FORMATS

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

- Braille
- Audio
- Large Print
- Easy Read

You can ask for an alternative format by contacting our Customer Service team or Passenger Assist team. We will respond to your request within 7 days.

HOW TO GET IN TOUCH

For any queries about the accessibility of our trains or to plan assistance, contact our Passenger Assist team who are available 08:00 – 22:00 daily, except Christmas Day.

You can contact them:

- Call:** **0800 316 1323**
- Text Relay:** **18001 0800 316 1323**
(for deaf or hard of hearing passengers)
- Online:** Visit **www.hulltrains.co.uk/support-and-contact/assisted-travel**
and complete the webform

By social media **Twitter: @Hull_Trains**

Alternatively, you can contact the national assistance line

- Call:** **0800 022 3720**
- Text Phone:** **0845 60 50 600**
- Text Message:** **Text 60083 and National Rail Enquiries will send you a text message with the number you need to dial from your textphone.**

HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT

We value your feedback. If you have any comments on this document, the accessibility of or indeed any aspect of our service or stations at which we call, or if you are interested in getting involved in our Rail Accessibility Forum for the North, we'd like to hear from you. You can contact our Customer Services team who are available 0800 – 2200, 7 days a week, except Christmas Day when we are closed.

Call: 0345 071 0222

Online

Visit www.hulltrains.co.uk/support-and-contact/send-feedback and complete our easy to use webform to provide your feedback.

By Post: FREEPOST Hull Trains Customer Services

Our Customer Service team will respond to you, and if requested to do so will reply in an alternative format e.g. large print.

If you are not happy with how a complaint is dealt with, please contact the Rail Ombudsman on:

Website: www.railombudsman.org

Email: info@railombudsman.org

Call: 0330 094 0362

Textphone: 0330 094 0363

Post: FREEPOST - RAIL OMBUDSMAN

Twitter: @RailOmbudsman

ASSISTANCE MEETING POINTS

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

STEP FREE ACCESS MAP



A Station has step-free access.

B Some step-free access.
Check before travelling at nationalrail.co.uk/Stations

 Love Hull Trains  @hull_trains

Book direct at hulltrains.co.uk