

Marcus Clements

Head of Consumer Policy
Rail Markets & Economics

Email: DPPP@orr.gsi.gov.uk

27 September 2018

Kevin Thomas
Managing Director
Keolis Amey Operations/Gweithrediadau Keolis Amey Limited
(by email)

Dear Kevin,

Approval of Keolis Amey Operations/Gweithrediadau Keolis Amey Limited's (trading as Transport for Wales) Disabled People's Protection Policy (Condition 5 of the GB Passenger Statement of National Regulatory Provisions)

Thank you for submitting your draft Disabled People's Protection Policy (DPPP) for approval. A copy of your approved DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

We have reviewed your DPPP against the 2009 Guidance "How to write your Disabled People's Protection Policy: A guide for Train and Station Operators" (the guidance). I can confirm that your DPPP meets the requirements of Condition 5 of your GB Passenger Statement of National Regulatory Provisions (SNRP). We also sought views on your draft DPPP from Transport Focus and the Disabled Persons Transport Advisory Committee (DPTAC).

We welcome the following, which we believe are likely to be positive for passengers:

- The use of Next Gen Text service as an alternative contact method;
- The provision of redress (a full or partial refund) for when things go wrong;
- The use of an assistance card scheme - 'Orange Wallet Scheme' - to help people, especially those on the autistic spectrum, to cope more easily with travel by public transport; and
- The option for passengers who travel with an assistance dog to obtain a reusable card to inform fellow passengers that the seat space beside them is reserved for the dog.

We have had several exchanges since you submitted your original draft documentation, in order to bring about the changes required to make it fully compliant with the guidance and transparent for customers. This has included:

- Notice period for booking assistance: you have clarified that passengers do not need to book assistance more than 24 hours prior to travel, and you have increased the opening hours of your assistance line to include Christmas Day;

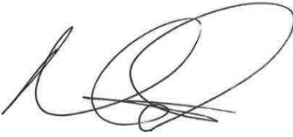
- Visual information screens: you have committed to work with your Accessibility Panel (once established) to consider steps to mitigate barriers for passengers with hearing loss until all of your trains are fitted with visual information screens;
- Accessible toilets: you have explained that some of your rolling stock does not have accessible toilets on-board. You have confirmed that your Assisted Travel team will inform the customer if there is no accessible toilet on-board when they book assistance to check they are comfortable to proceed, and have also included this information in your DPPP documentation;
- Mobility scooters: you have clarified your policy around passengers transferring to a seat if able;
- Staff training: you have provided additional detail on your training provision and which staff roles are required to undertake it;
- Concessionary rates: you have clarified the offering in relation to railcards and concessionary travel rates;
- Assistance at stations: you clarified the assistance available at your stations which are fully staffed, have 'limited staffing' (i.e. ticket office staff who are unable to offer physical assistance) and unstaffed; and
- Luggage: you have clarified your policy on luggage assistance.

There are areas where, during this process, you indicated that you would provide updated information at a future date, following commencement of the new franchise and review of the arrangements you inherit:

- Accessibility Panel: you have committed to the establishment of an Accessibility Panel within three months of the franchise commencing;
- Management arrangements: you will provide further detail after six months from franchise commencement when any new processes or restructuring are finalised;
- Connections with other modes: you have committed to review the practices/opportunities for assistance to the ferry check-in desk at Holyhead in the first three months;
- Station accessibility information: you have committed to carry out an audit of station accessibility by 1 April 2019 and to produce a step-free access map;
- Station improvements: you have committed to providing an update on this in your Customer Report on 1 April 2019;
- Priority seats: you have committed to reviewing your provision of priority seating in the first year of your franchise; and
- Staff training: in the first year of your operations you have committed to reviewing the training programme you inherit and will either develop the existing programme or implement a new programme, with input from your Accessibility Panel.

As you may be aware, we are currently reviewing the guidance published for train and station operators on how to write their DPPP. We expect to consult on updated guidance later this autumn. We will work with all operators once the new guidance is published in order to ensure their DPPP is revised accordingly to comply with the updated guidance requirements.

Yours sincerely

A handwritten signature in black ink, appearing to read 'MC', with a large, sweeping loop at the end.

Marcus Clements

'PASSENGER DOC'

Making rail accessible: helping older and disabled passengers

1. Summary

This leaflet provides information about our current arrangements for welcoming disabled and older passengers on our trains, including details about our station facilities and services. It also provides useful contact details and information that passengers may need for planning their journeys.

Information on how we work with other bodies, including advocacy and advisory bodies, and more detail on our policies, is contained in the document **Making Rail Accessible: Guide to Policy and Practices**. Our Customer Relations team can provide a copy free of charge - see Section 10.2 for contact details.

For a large print version of this leaflet (or other formats) please contact Customer Relations on 03333 211 202

2. Assistance for passengers

2.1. Booking assistance and planning your journey

Call our Assisted Travel team on 033 300 50 501
(next generation text 08457 585 469)

Online at: www.tfwrail.wales

Opening times:

08 00 – 20 00 Monday to Saturday including bank holidays

11 00 – 20 00 Sunday

Only day of closure is Christmas Day. To make a booking on Christmas Day for travel on 26 December, please call National Rail Enquiries on 0800 022 3720 (or textphone 0845 60 50 600).

When booking your Assisted Travel you do not need to give us more than 24 hours' notice. You can book further in advance if you choose to.

2.2. Assisted Travel services

When booked in advance, we provide assistance on and off the train, either by station staff or conductors, at any station during hours that trains are due to call at them. When you book assistance we can arrange the following:

- Making a ramp available to get on and off the train

- Guiding you through the station and on/off the train
- Finding a seat on-board
- Reserving a seat or wheelchair space on trains where this is possible (Section 7.3) on our services or those of other train operators
- Assistance making changes or connections with other train operators in one single booking
- Assistance with luggage (Section 6.6)

If you arrive at a station for travel, but have not booked in advance, we always do our best to help but this may take some time to arrange depending on what assistance is needed (see Section 2.3).

If our station is not staffed when you need to use it we can still provide assistance to make your journey, with as much of your trip by rail as possible. Sometimes this might need to be by alternative accessible transport (see section Section 3) but we can discuss the most suitable solution for your individual needs if you contact the Assisted Travel team.

When assistance has been booked in advance you will be assisted off a train at your destination as quickly as possible and, in the case of the train's terminating station, within 5 minutes of arrival wherever reasonably practical.

When you book assistance you will be provided with a unique booking reference number and the booking confirmation details will be offered to you by email.

The Assisted Travel service cannot be used for international journeys or journeys to Northern Ireland or Republic of Ireland at present. For onward travel by air, ferry or Eurostar (into Europe) you will need to contact the transport operator for assistance queries.

2.3. Assistance without booking

If you cannot book assistance in advance, we provide help wherever possible but this may take longer to arrange. Please speak to a member of station staff who will help you board your intended service or the next available one. Please try to arrive at least 20 minutes before your intended train so that staff can make arrangements to assist you and comfortably escort you to the platform in plenty of time to board your train.

In the case of stations without assistance staff on duty, our conductors assist you on board, e.g. using the on-board ramp if needed. See Section 6.10 for advice on unstaffed stations and Section 8 for connections. In these cases, you just need to be on the platform ready for your train's arrival.

2.4. When things go wrong

We strive to deliver reliable Assisted Travel personalised to your needs. However, if something goes wrong please let our Customer Relations team know (Section 10.2) and, dependent on the circumstances, we will provide appropriate compensation (single leg of your ticket or return as appropriate). Each case is dealt with on a case, by case basis but will be linked to a full or partial refund on your rail ticket.

2.5. Orange Wallet Scheme

We support the Orange Wallet Scheme, funded by the Welsh Government. Its aim is to help people, especially those on the autistic spectrum, to cope more easily with public transport. The wallet contains a space which can be written on and personalised to help passengers communicate with staff. It can also be a helpful tool for people with hidden impairments. Please contact Customer Relations to request a wallet (Section 10.2).

3. Alternative Accessible Transport

We strive for passengers to make as much of their journeys by rail as possible. However, we will arrange alternative accessible transport, such as a taxi, for you for you and a companion where:

- You are unable to travel to or from a station because it is inaccessible to you; or
- Rail replacement transport is inaccessible to you; or
- Short-notice disruption to services makes services inaccessible to you

This is provided at no additional cost to you. We discuss what kind of taxi you need before we book it. The alternative transport takes you to or from the most convenient accessible station or staffed station where someone can assist you.

We cannot guarantee alternative accessible transport for a mobility scooter because they often cannot be conveyed safely in a taxi. However, if you are already travelling with us in a mobility scooter when disruption occurs, we will make you as comfortable as possible whilst you wait for the next train.”

4. Passenger Information

We commit to providing accurate and consistent information so disabled and older passengers can travel with confidence.

National Rail Enquiries’ website (www.nationalrail.co.uk) and the station layout guide (‘Stations Made Easy’) contains useful information about the accessibility of facilities and services at stations and on trains. We commit to providing up-to-date information for these webpages and on our own website. If there are any changes to this information our Head of Retail promptly updates National Rail Enquiries website within 24 hours. This includes where:

- Stations have a physical constraint which might prevent some disabled people from using it;
- Significant temporary work is being performed which affects station accessibility
- Changes to stations that would make them temporarily inaccessible (e.g. facilities such as station lifts or toilets are out of order)
- Changes are made to the accessibility of our trains.

We would be grateful if you would report any faults impacting on accessibility to station staff or at unstaffed stations to Customer Relations (contact details at Section 10.2). This may be where a lift is out of service, or a ramp was broken.

Station staff can access up-to-date information via a national database and be able to provide this to passengers on request at ticket offices or Information Points (see Section 6.3).

For detailed information on accessibility features of our stations at the time of publication see Section 12 or contact the Assisted Travel team. This publication will be updated annually to reflect any changes/

5. Tickets and Fares

There are many ways to buy a ticket:

- Online: from our website or other train operators/retailers' websites
- By telephone: via 033 300 50 501
- At any station with a ticket office
- Via a ticket machine at a station

If you are unable to buy a ticket via the four ways above, you can buy your ticket from a conductor on-board the train or at your destination station. There will be no penalty and any applicable discount will be available.

There is a range of discounts available to older and/or disabled passengers:

❖ **Disabled Persons Railcard**

These save you and a companion at least 1/3 off rail fares across Britain. Contact details for more information and applications are provided at Section 10.4.

❖ **Travel without a Disabled Persons Railcard**

Some disabled passengers are entitled to discounted rates so it may be worth considering this before buying a railcard. The discount rate is:

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

You are entitled to the above concessionary rates if you are:

- A wheelchair user staying in your wheelchair during the journey and the rate also applies to one travelling companion; or
- visually-impaired and travelling with one travelling companion (NB if you are travelling without a companion you are not eligible for this discount). You must bring written evidence of your sight loss with you to qualify.

Child wheelchair users are entitled to 75% reduction on the above fares.

Please note that:

- in some cases it might be cheaper to buy a full-rate off-peak or advance ticket; and
- these tickets cannot be bought online or from ticket machines, only from ticket offices or conductors.

❖ **Senior Railcard**

Aged 60 or over? These save you a 1/3 on most rail fares. Contact details for more information and applications are provided at 10.5

❖ **Other Railcards**

There are many types of railcards on offer for us on our network which suit a range of customers. Please visit tfwrail.wales or contact Customer Relations for more information (see 10.2).

❖ **Season Tickets for Visually Impaired Passengers**

If you are registered visually-impaired you can buy an adult Season ticket which endorsed to enable a companion to travel with you free of charge. The companion can vary. These can be bought at staffed station ticket offices.

6. At Stations

6.1. Station Entrances

We do not permanently close station entrances or gates if this would restrict access for disabled passengers to any platforms or station facilities, unless we have first consulted Transport Focus, local access groups and the contract authorities and secured approval to do so from the contract authorities. We consider the needs of disabled and older passengers before restricting or temporarily closing access points at stations.

6.2. Aural and Visual Information

Most of our stations provide train service information. Depending on the location, this could be via an electronic information screens and/or public address announcements. Passenger Information Points are provided at some stations. All of our stations are fitted with customer information screens. We provide clear and consistent aural and/or visual information of train departures and other relevant messages. In the event of delays and disruptions, for further information and support please speak to a member of staff or use an Information Point.

6.3. Information Points and Displays

At our largest stations, we provide clearly marked and staffed Information Points which are open during ticket office opening hours. These are situated on the station concourses.

Staff at these points can:

- provide information on facilities, services and accessibility of all our stations and those provided by other operators
- give directions to local public transport and hotels
- provide information on train services, timetables, fares and connections
- confirm arrangements made for an Assisted Travel booking
- provide information on delays and factors which might affect your journey

Information Points are also meeting points for passengers who have booked assistance. Ticket offices provide these functions at stations without Information Points.

All ticket offices and staffed Information Points are fitted with induction loops and many have at least one low or height-adjustable counter. Our timetables, posters, information leaflets will be placed so that wheelchair users and standing passengers

can use them, wherever possible.

Timetable posters and 'Useful Information Posters' are displayed at or near the entrance of all stations.

Train service information can be obtained from stations that have Help Points. You can speak to an operator from 6am to 10pm. Alternatively, you can contact Customer Relations (see 10.2) or National Rail Enquiries (see 10.3).

6.4. Ticket Machines

Accessible ticket machines are provided at all our stations where ticket barriers operate for use when a ticket office is closed. These machines can issue tickets with Disabled Persons Railcard discounts. They cannot issue tickets with the concessionary rate discount for wheelchair users or visually impaired customers – these tickets can only be purchased from staff at a ticket office or on-board. If you are unable to buy a ticket before you travel please see Section 5.

6.5. Ticket Gates

Some of our stations have automatic ticket barriers (see Annex 6). These have at least one wider gate for wheelchair users and pushchairs. When gates are unstaffed, they are locked open to permit access.

6.6. Luggage

When booked in advance station staff or the conductor will help older and disabled passengers with luggage free of charge on and off the train. At stations with assistance staff on duty, they can assist with luggage from/to the station entrance. If you need help with luggage but have not booked assistance in advance, staff make every effort to help with luggage but this is subject to staff availability.

The weight, size and quantity of luggage must be safe for our staff to carry on and off the train and within the station. Each piece of luggage cannot weigh more than 23kg. The National Rail Conditions of Travel state that, as a general rule, you may take up to three items of luggage onto the train.

6.7. Left Luggage

There are no left luggage facilities at any of our stations. However, Holyhead has a facility operated by a third party and there are left luggage facilities at Manchester Piccadilly and Birmingham New Street (stations operated by Network Rail).

6.8. Ramps

Ramps are available for wheelchair users or other passengers with mobility impairments at all stations with platform staff and on-board all our trains. Station staff use these to help you on and off any trains, regardless of the operator. Conductors use the on-board ramps at unstaffed stations, whether or not assistance has been booked in advance.

Many of our stations are not step-free or accessible to wheelchair users. Please also be aware that some stations the gradient of the ramp between the train and platform may be too steep to safely deploy the ramp. In order to avoid inconvenience on your

journey please check Section 12 or contact the Assisted Travel team before you travel for information (contact details at Section 10.1). If a station is inaccessible for you, we will arrange alternative transport (Section 3).

6.9. Facilities provided by third parties

Third party retailers provide catering at stations under tenancy agreements. We will ensure that in any new agreements (or on renewal of existing ones) compliance with their Equality Act 2010 obligations is a term of the contract. The location of these facilities does not impact on the accessibility of the station or its facilities.

6.10. Staffing Hours and Unstaffed Stations

The majority of our stations are either unstaffed or have limited staffing. Limited staffing arrangements mean that there are only ticket office staff who are unable to provide Assisted Travel support. The conductor on the train will help you on board.

If you need assistance at an unstaffed or limited staffed station, please contact the Assisted Travel team (details at Section 2.1). If you arrive at an unstaffed station and need assistance but have not booked in advance, please contact the Assisted Travel team - you will find contact details on the information poster at the station entrance. The Assisted Travel team can arrange alternative transport for you (Section 3) or organise for a conductor to assist you on or off the train if you are able to get to the platform.

We ensure that specific arrangements are made for passengers requiring assistance at any station if a special event is taking place nearby (especially at Cardiff Central and Chester stations).

We also ensure that the arrangements for delivering assistance at any station (e.g. by the conductor) are provided on each station's page on National Rail Enquiries (www.nationalrail.co.uk).

7. On the Train

7.1. Aural and Visual Information

All our trains are fitted with equipment for our conductors to make announcements. In the event of disruption, delays or similar real-time issue, clear and consistent announcements are made. Hearing impaired or deaf passengers are advised to approach a member of staff for one-to-one assistance. Announcements are made in good time for mobility-impaired passengers to prepare to leave the train.

Our Class 158 and 175 trains that operate on longer distance services have visual information screens displaying calling points and the next station stop. Where no automated visual information is available, our conductors make public address announcements.

7.2. Seats on Trains

We always do our best to help older and disabled passengers obtain a seat. At least one designated priority seat is provided on every train. Priority seats can be reserved

on Class 158 and Class 175 trains that operate long distance services. Wheelchair spaces can be reserved on many of our long distance train services.

If you have not reserved them in advance, please be advised that the wheelchair space or priority seats may not be available if already occupied or reserved for a passenger later on in the route. If there are no priority seats available, our staff will do their best to help you travel as comfortably as possible. and find another seat as appropriate

If you have a mobility device such as a walking aid, staff will help you locate the most comfortable and convenient place to sit.

7.3. Wheelchairs on trains

There are two wheelchair spaces on every train (except the single carriage Class 153 which has one space). We can accommodate wheelchairs up to maximum dimensions of 700mm x 1200mm (including footplates), a turning radius of 900mm and a maximum combined weight of wheelchair and passenger of 300kg.

Please check the dimensions of your wheelchair to avoid disappointment in the event they cannot be conveyed.

Powered wheelchair users can use the ramps unaided but staff operating the ramp will supervise. Assistance can be provided to manual wheelchair users if handles are fitted.

Wheelchair spaces can be reserved via Assisted Travel for many of our long distance train services. Please contact our Assisted Travel team to find out if you can reserve a wheelchair space for a particular train journey.

However, wheelchair/scooter spaces cannot be reserved on the following:

- the Cardiff & Valleys network
- Wrexham to Bidston Line
- Conwy Valley Line
- Local services between Pembroke Dock and Swansea
- Local services between Maesteg, Cardiff and Cheltenham Spa

While wheelchair spaces are reservable on locomotive hauled trains between Holyhead, Manchester and Cardiff (in both directions), please be aware that these services do not have wheelchair accessible toilets and also have manually-operated doors. If your intended train does not have an on-board accessible toilet, the Assisted Travel team will advise you of this as part of your assistance booking and suggest alternative services if this presents a particular barrier. The team will suggest alternative services for you. For further information on our trains please refer to Annex 1. For ramp provision see Section 6.8.

Please be aware that it may not be possible for a wheelchair user to board a train if the wheelchair space is occupied - booked reservations for the wheelchair/scooter space are given priority. When booking assistance, the team will suggest alternative services where wheelchair space is already booked.

7.4. Mobility Scooters on trains

We can accommodate scooters up to maximum dimensions of 700mm x 1200mm, turning radius 900mm and with a combined maximum weight of scooter and passenger of 300kg. Train companies have different rules on carrying scooters so please check before you travel.

Please observe the following guidance:

- Check the dimensions of your scooter to avoid disappointment if it cannot be conveyed
- Keep the speed of your scooter to walking pace in and around our stations including the platform
- Stay clear of the platform edge until the train has come to a stop
- Unload any bags or items from the back of the scooter before going up or down the ramp
- Follow staff's instructions at all times

Scooters that can be folded into manageable components can be carried on as luggage but must be carried by the passenger or companion.

If able and comfortable to do so, we ask scooter users to transfer to a seat, subject to available seats in the vicinity. Staff operate discretion based on the individual circumstances.

We cannot convey tricycles on our trains or any replacement transport (including taxis) and they are not permitted for use at our stations due to their size and design.

We cannot guarantee that alternative accessible transport can be provided for scooters in the event of disruption (see Section 3).

7.5. Assistance Dogs

A passenger with an assistance dog can obtain a reusable card to place in the reservation holder on top the seat adjacent to theirs. This highly visible card informs other customers that the space in front of that seat is reserved for an assistance dog. The cards are free of charge and can be obtained from Customer Relations (see Section 10.2).

For services on which seat reservations are possible, the Assisted Travel can reserve two seats – one for the customer and the other is kept free for an assistance dog to lie in front in comfort and safety. The contact details for the Assisted Travel team are at Section 10.1)

7.6. Accessibility of our trains

We operate several different types of trains. All are wheelchair accessible and have at least one designated wheelchair space and one designated priority seat. Some of our trains do not have wheelchair accessible toilets. Many of the older trains we have inherited, whilst built to comply with the Rail Vehicle Accessibility Regulatory standards applicable at the time, have different degrees of accessibility features. See the table on [Annex] or contact Assisted Travel team for peace of mind.

8. Making Connections

8.1. With other operators

By a booking assistance in advance with us or another operator, we can help you make connections to or from other trains at our stations, whether or not that train is operated by us. There are times when trains have to be directed to platforms other than those they regularly stop at and we will provide appropriate announcements to visually impaired passengers. This can sometimes be at short notice, so in these circumstances, we will help you get to the new platform. These arrangements also include providing staff to guide visually impaired passengers.

Whilst we always provide assistance, wherever we can, it may take some time to arrange. Booking assistance is therefore advisable for unstaffed stations where connections are required.

8.2. Taxis and Other Modes

At stations with assistance staff we help passengers to taxis or the designated pick-up point. If you have not booked assistance, please ask a member of platform staff who will be happy to help but there might be a delay. At Holyhead station, we can assist passengers to the ferry check-in desk.

9. Disruption to Facilities and Services

We understand how disruption can have more of a negative impact on disabled and older passengers. We do everything we can to help you continue your journey comfortably, safely and with minimum inconvenience.

We provide clear aural and visual information to direct passengers to any substitute transport.

If disruption makes services inaccessible to you we provide alternative accessible transport. This is provided for the part of the journey where substitute transport is provided or for the whole journey if it would otherwise involve several changes between taxi and train. Please see Section 3 for further information and note the restrictions for mobility scooters.

When trains are re-platformed at short notice we will do our very best to assist mobility impaired and visually impaired passengers to their train before it is dispatched. We will provide appropriate announcements to visually impaired passengers

Wherever possible, if you have booked assistance in advance and we are aware that disruption will occur, we will make every effort to contact you about the disruption and, if necessary, make alternative arrangements for travel. We also endeavour to re-book your assistance if your itinerary is no longer possible due to disruption.

Please see Section 4 for information on how we communicate the temporary or scheduled lack of access to features such as lifts and toilets. We would be grateful if you would report any problems like this (particularly at unstaffed stations) to Customer Relations (contact details at Section 10.2).

You can find information on our procedures for assisting disabled passengers in the event of an emergency in *Making Rail Accessible: Guide to Policies and Practices* (a copy of which is available from Customer Relations – see 10.2 for contact details).

10. Contact Us

10.1. Assisted Travel

Website

tfwrail.wales

Phone

033 300 50 501

Next generation text

08457 585 469

Opening times:

08 00 – 20 00 Monday to Saturday including bank holidays

11 00 – 20 00 Sunday

Only day of closure is Christmas Day

10.2. Customer Relations

We welcome comments on any aspect of service, including when facilities are not working.

Phone

03333 211 202

Next generation text

08457 585 469

Email

customer.relations@tfwrail.wales

Opening times:

08 00 – 20 00 Monday to Saturday including bank holidays

11 00 – 20 00 Sunday

Only day of closure is Christmas Day

The team can provide you with a copy of this document or our policy document in standard or an alternative accessible format free of charge.

Our Head of Customer Experience has day-to-day responsibility for our Disabled People's Protection Policy and can be contacted via Customer Relations.

10.3. National Rail Enquiries

For information about train times, fares and ticket types, general advice, help in planning your journey.

Phone (English): 03457 48 49 50

Phone (Welsh): 0345 60 40 500

Textphone: 0345 60 50 600

Online at: nationalrail.co.uk

Opening times: 24 hours a day, except Christmas Day

10.4. Disabled Persons Railcard

Website: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Telephone: 0345 605 0525
Textphone: 0345 601 0132
Post: Disabled Persons Railcard Office, PO Box 6613, Arbroath, DD11 9AN

10.5. Senior Railcards

Website: senior-railcard.co.uk
Email: railcardhelp@railcards-online.co.uk
Textphone: 0345 3000 250
Post: National Railcards, PO BOX 6616, Arbroath, DD11 9AR

11. Alternative Formats

Copies of the full Disabled People's Protection Policy can be provided free of charge from Customer Relations on request (see 10.2 for contact details). The team can provide this in an alternative accessible format on request such as large print, Braille or other format. We will provide the large print document within seven days of receiving your request and any other formats as soon as possible.

A copy is also available to download from our website.

12. Station Accessibility Information

The outgoing operator has verified the information below as accurate as at October 2018. We update this information as we become aware of inaccuracies or make changes ourselves. Please see National Rail Enquiries website (individual station pages or Stations Made Easy') or contact the Assisted Travel team (see 10.1) for information about station or train facilities.

Accessibility of stations is shown in Annex 2 to Annex 6.

Step free map – Please note this is the in the process of being drawn up.

Annex 1: Rolling Stock

| Train | Route | No of wheel chair spaces | No of standard toilets | No of accessible toilets | Other Facilities | Information on Screen |
|-----------|--|--------------------------|------------------------|--|--|-----------------------|
| Class 142 | Cardiff Valleys and local services in South Wales | 2 | 1 | 0 | On board ramps Public address system, Fold down seats Push button doors | No |
| Class 143 | Cardiff Valleys and local services in South Wales | 2 | 1 | 0 | On board ramps Public address system, Fold down seats Push button doors | No |
| Class 150 | Cardiff Valleys and local services in South and North Wales | 2 | 1 | 0 (1 from 2020) | On board ramps Public address system, Push button doors | No (Yes from 2020) |
| Class 153 | Heart of Wales Line, West Wales, Conwy Valley, City Line and Cardiff Bay | 1 | 1 | 0 (1 from 2020) | On board ramps Public address system, Push button doors | No (Yes from 2020) |
| Class 158 | Long distance services | 2 | 2 | 1 (NB can accommodate wheelchair up to 580mm wide) | On board ramps Public address Auto announcements. Information screens Assistance button Baby changing. Push button doors | Yes |

| Train | Route | No of wheel chair spaces | No of standard toilets | No of accessible toilets | Other Facilities | Information on Screen |
|--------------------------|---|--------------------------|------------------------|--------------------------|--|-----------------------|
| Class 175 | Long distance services | 2 | 2 | 1 | On board ramps Public address Auto announcements. Information screens Baby changing. Push button doors | Yes |
| Locomotive Hauled Trains | Holyhead to Cardiff and Manchester in both directions | 2 | 4 | 0 | On board ramps Public address Auto announcements Restaurant car on Holyhead - Cardiff -Holyhead service (Business Class service) | No |

Locomotive-hauled trains

We operate two trains of this type usually on weekdays. One operates on Welsh Government's "Y Gerallt Cymro" Business Class service between Holyhead and Cardiff Central and conveys three standard class coaches and one Business Class/buffet coach. This is a limited-stop return service between North Wales and Cardiff, departing Holyhead in the early morning and returning to North Wales in the early evening.

The second locomotive-hauled train operates between North Wales and Manchester Piccadilly on a number of journeys each weekday and conveys four standard class coaches. Both locomotive-hauled trains will offer wheelchair spaces in the carriages, but regrettably no wheelchair accessible toilet facilities are available on either. Reservations for wheelchairs can be made for these trains but we would advise wheelchair users to consider making use of other train services between North Wales and Cardiff/Manchester which do convey wheelchair accessible toilet facilities

Annex 2: Station Accessibility

We will update station facilities information annually as part of an annual review.

| Station | Number of Platforms | Staffing and availability of assistance | Booking office facilities | Accessibility for wheelchair and mobility scooter users, car parking and accessible set-down / pick-up points. | Wheelchair access to train | Customer Information Systems (CIS) | Waiting rooms and shelters | Nearest fully accessible station ('Yes' means the station is fully accessible) |
|-----------|---------------------|---|-----------------------------------|--|----------------------------|------------------------------------|-----------------------------|--|
| Aber | 2 | Agent. Assistance provided by Conductor on the train. | Induction Loop. Low level counter | The station is not suitable for wheelchair or mobility scooter users due to steep ramps to both platforms. | No | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Ystrad M or Energ Churchill |
| Abercynon | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |
| Aberdare | 1 | Booking Office. Assistance provided by the conductor on the train | Induction Loop Low level counter | The platform is accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Aberdovey | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes. A 'Harrington Hump' is located on platform. |
| Abererch | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No station car park and limited set down point. | Yes | Visual CIS | Shelter on Platform 1 | Pwllheli |

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| Abergaven ny | 2 | Booking Office. Please refer to for details of the assistance available | Induction Loop Low level counter | Platform 1 (to Hereford) is fully accessible. Supervised access to the southbound platform via a crossing with assistance from Booking Office staff during opening hours and from traincrew when it is closed. | Partial | Visual CIS and Audio | Waiting rooms on Platform 1 and 2 during booking office hours. Covered canopies on both platforms. | Hereford Newport |
| Abergele & Pensarn | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Car park available and drop off points for both platforms. | Yes | Visual CIS | Shelters on Platform 1 and 2 | Yes. A 'Harrington Hump' is located on Platform (Chester) |
| Aberystwyth | 1 | Booking Office. Assistance provided by the conductor on the train | Induction Loop Low level counter | The platform is accessible. Car park available. | Yes | Visual CIS, Help Point and Audio | Waiting room on Platform 1 during booking office hours. Covered canopy on both platforms | Yes |
| Ammanford | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible although the car park is situated the other side of the level crossing. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Baglan | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible and connected via a road- bridge. Car park available adjacent to Platform 2. | Yes | Visual CIS | Shelters on Platform 1 and 2 | Yes |

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| Bangor | 2 | Booking Office. Assistance is provided by platform staff or the Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Lifts connect both platforms. Car park available. | Yes | Visual CIS, Help Point and Audio | Shelters on Platform 1 | Yes |
| Bargoed | 2 | Agency. Assistance provided by Conductor on the train. | Induction loop | The platforms are accessible. Lifts connect both platforms. Car park available. | Yes | Visual CIS and Help Point | Canopy on Platform 1. Shelter on Platform 2 | Yes |
| Barmouth | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible, however access between the platforms is via the level crossing. Car park available | Yes | Visual CIS and Audio | Canopy on both platforms | Yes |
| Barry | 3 | Booking Office. Assistance provided by the conductor on the train | Induction loop. Low level counter | Platform 1 (to Cardiff) is accessible from the station car park. Platforms 2 and 3 (to Barry Island and Bridgend) are only accessible via a footbridge with steps. | Partial | Visual CIS and Help Point | Canopy on Platform 1. Shelter on Platform 2 and 3 | Barry Isl |
| Barry Dock | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to a steep ramp between the platforms and the subway. Car park available. | No | Visual CIS and Help Point | Waiting shelter and windbreak on Platform 1 and 2 | Barry Isl |
| Barry Island | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Parking is available on the roadside outside the station. | Yes | Visual CIS and Help Point | Shelters on Platform 1 | Yes |

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| Betws y Coed | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible and a car park is located nearby. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Birchgrove | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No car park available. No set down point. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Blaenau Ffestiniog | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. The entrance to Platform 1 (to Chester) is uneven with broken surfaces and the gate opens outwards. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Bodorgan | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Wheelchair and mobility scooter users may need assistance using the entrance. Platform 2 (to Holyhead) is via a barrow crossing. Car park available. | Partial | Visual CIS | Shelter on Platform 2 | Bangor o Holyhead |
| Borth | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available | Yes | Visual CIS | Station canopy | Yes |
| Bridgend | 4 | Booking Office. Assistance is provided by platform staff or the Conductor on the train. | Induction loop. Low level counter | The platforms are accessible by lift. Car park available | Yes | Visual CIS, Help Point and Audio | Waiting rooms on both platforms. Platform 2 open during opening hours of the cafe. | Yes |

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| Brithdir | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No station car park. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Briton Ferry | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. No station car park. | Yes | Visual CIS | Shelter on Platforms 1 & 2 | Yes |
| Broome | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. | Yes | Visual CIS | Shelter on Platform 1 | Yes. A 'Harrington Hump' is available on the platform. |
| Buckley | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Both platforms are accessible, however are too low for ramps to be deployed to the train. An uncontrolled foot-crossing links both platforms. | No | Visual CIS | Shelter on Platform 1 and 2 | Chester |
| Bucknell | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Limited parking available | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Builth Road | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | Yes. No parking available. Set down and pick up only. | Yes | Visual CIS | Shelter on Platform 1 | Yes. A 'Harrington Hump' is located on the platform. |
| Bynea | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Both platforms are accessible, however are too low for ramps to be deployed to the train. Limited car parking. | No | Visual CIS | Shelter on Platform 1 and 2 | Llanelli / Pontarddulais |

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| Cadoxton | 2 | Booking Office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | Platform 1 (to Cardiff) is accessible. Platform 2 (for Barry Island/Bridgend) is accessed only via a subway with a steep ramp and 27-steps. Car park available. | Partial | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Barry Isl |
| Caergwre | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Separate access to each platform. There is no way between platforms within the station. Entrance to Platform 1 (to Bidston) is step-free but there is a steep ramp to Platform 2 (to Wrexham). No parking available. | Partial | Visual CIS | Shelter on Platform 1 and 2 | Wrexham General |
| Caerphilly | 3 | Booking Office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | Platform 1 (for Cardiff) has level access. Platform 2 (for Rhymney) is accessible only by a footbridge or by a steep ramp. A car park is available. | Partial | Visual CIS and Help Point | Canopy on Platform 1. Shelter on Platform 2 | Energlyn Churchill |
| Caersws | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. The car park is located the other side of the level crossing. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Caldicot | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as both platforms are only accessible via steep ramps. | No | Visual CIS | Shelter on Platform 1 and 2 | Severn T Junction |
| Cardiff Bay | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No car park available or drop off / set down point. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |

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| Cardiff Central | 8 | Staffed. Assistance provided by platform staff or Conductor on the train. | Induction loop. Low level counter | All platforms accessible via lifts. Car park available. | Yes | Visual CIS and Audio | Shelter on Platform Shelter on Platform 0. Waiting rooms on Platforms 1/2, 3/4, 6/7 and 8. | Yes |
| Cardiff Queen Street | 5 | Staffed. Assistance provided by platform staff or Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Lifts to all platforms. No car parking available. | Yes | Visual CIS and Audio | Shelter on Platform 1, 2 and 5. Waiting room | Yes |
| Carmarthen | 2 | Staffed. Assistance provided by platform staff or Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. A foot crossing connects both platforms. Car parking is available. | Yes | Visual CIS, Help Point and Audio | Waiting room and cafe on Platform 1. Shelter on platform 2. | Yes |

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| Cathays | 2 | Booking Office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | While both platforms are step-free, there is no facility for wheelchair users, mobility scooter users or persons with reduced mobility to cross between Platform 1 and 2 due to a steep footbridge .Customers who have travelled from the Valleys and wish to access the University or the Civic Centre are advised to travel to Queen Street station, change onto a North- bound service and alight at Cathays on the return service. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Cardiff Q Street |
| Cefn y Bedd | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 2 (to Wrexham) is only accessible via the foot-crossing with non-compliant ramps. Car parking is available. | Partial | Visual CIS | Shelter on Platform 1 and 2 | Wrexham General |
| Chepstow | 2 | Agency. Assistance provided by Conductor on the train. | Induction loop. | Platform 2 (for Newport) is not accessible due to a stepped footbridge. Car parking is available. | Partial | Visual CIS | Canopy on Platform 1, waiting shelter on Platform 2. | Severn T Junction Lydney |
| Chester | 7 | Staffed. Assistance provided by platform staff or Conductor on the train | Waiting Room on Station Concourse, Waiting Room on Platform 4/7 and Platform canopies | Yes. Car park available including set-down and pick-up point. | Yes | Visual CIS and Audio | Waiting Room on Station Concourse, Waiting Room on Platform 4/7 and Platform canopies | Yes |

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| Chirk | 2 | Unstaffed. Assistance provided by Conductor on the train. | Shelter on Platform 1 and 2 | Yes. Car park available. | Yes | Visual CIS, Help Point and Audio | Shelter on Platform 1 and 2 | Yes |
| Church Stretton | 2 | Unstaffed. Assistance provided by Conductor on the train. | Shelter on Platform 1 and 2 | Yes. Access between platforms is via a footbridge or long detour. Car park available | Partial | Visual CIS | Shelter on Platform 1 and 2 | Shrewsbury |
| Cilmeri | 1 | Unstaffed. Assistance provided by Conductor on the train. | Shelter on Platform 1 | Access to the station is via a narrow road with no pavement. No car park available | No | Visual CIS | Shelter on Platform 1 | Garth |
| Clarbeston Road | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the access paths to both platforms are steep. No car park available. | No | Visual CIS | Shelter on Platform 1 and 2 | Johnston |
| Clunderwen | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Both platforms are accessible. Long detour between platforms | Partial | Visual CIS | Shelter on Platform 1 and 2 | Johnston |
| Cogan | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Barry) is accessible from the station car park. Platform 2 (to Cardiff) is only accessed via 44-step footbridge or by a steep ramp, with steps, from New Road. | Partial | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Penarth |

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| Colwyn Bay | 2 | Staffed. Assistance provided by platform staff or Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Lifts connect both platforms. Car park available, however there is no dropped kerb from the car park to the footpath. | Yes | Visual CIS, Help Point and Audio | Canopy on Platform 1 and 2 | Yes |
| Conwy | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Chester) is accessible from the car park however there is a steep slope down to the entrance. Platform 2 (to Holyhead) is accessible. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |
| Coryton | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to an access path with a short, steep ramp, raised kerb and steps. No car park available. | No | Visual CIS and Help Point | Shelter on Platform 1 | Llandaf |
| Craven Arms | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Shrewsbury) is accessible via ramp from Ash Close. Platform 2 (to Hereford) is accessible from the car park. Both platforms are connected via a footbridge. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Shrewsb |
| Criccieth | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available | Yes | Visual CIS | Canopy on Platform 1 | Yes |
| Cross Keys | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Ebbw Vale) is accessible from the station car park available. Platform 2 is accessible from the Risca Rd entrance. There is a steep hill to the station. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Newbridg |

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| Cwmbach | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Cwmbran | 2 | Staffed. Assistance provided by platform staff or Conductor on the train. | Induction loop. Low level counter | Platform 2 (to Hereford) is accessible from the station car park. Platform 1 (to Cardiff) is accessible via a ramped path from Edlogan Way. A footbridge connects the plat- forms. Car park available. | Yes | Visual CIS and Audio | Shelter on Platform 1, waiting room and canopy on Platform 2. | Newport |
| Cynghordy | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Danescourt | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. A footbridge connects the platforms. No car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Radyr on Cardiff C |
| Deganwy | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | There is a shallow slope up to Platform 1 (to Llandudno Junction). Access to Platform 2 (to Llandudno) is via the level crossing and the platform ramp with handrails. A footbridge connects the platforms. Car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Llandudn |

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| Dinas Powys | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Cardiff) is accessible. Platform 2 (to Barry) is only accessible via a subway with steps. Handrails are required in the subway. No car park available. | Partial | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Penarth |
| Dinas Rhondda | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Dingle Road | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible, however no handrail to steep entrance ramp. No parking available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Dolau | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the platform is accessed via a shallow ramp and has a rough surface. No parking available. | No | Visual CIS | Shelter on Platform 1 | Llandrindod |
| Dolgarrog | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to a gravel slope between the gate and platform ramp. No wheelchair access to platform from the main road as the lane has a poor surface and is cobbled in places. | No | Visual CIS | Shelter on Platform 1 | Dolwyddelan or Llandudno Junction |

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| Dolwyddelan | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible via a short access ramp. Car park available | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Dovey Junction | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to a very long unsurfaced access path, prone to frequent tidal flooding and also includes crossing the railway. | Yes* | Visual CIS | Shelter on Platform 1/2 | *It is possible to connect between platforms at Dovey Junction. Passengers should not leave the station footpath. Nearest accessible station is Machynlleth. |
| Dyffryn Ardudwy | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the car park has a rough surface and is in poor condition. Footpath crosses through farm gates and railway track to the platform. A 'Harrington Hump' is available on the platform. | No | Visual CIS | Shelter on Platform 1 | Barmouth |
| Eastbrook | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Cardiff) is accessible from the car park. Platform 2 (to Barry) is accessible from Chamberlain Row. A footbridge connects both platforms. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Penarth |

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| Ebbw Vale Parkway | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Ebbw Vale Town | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Energlyn & Churchill Park | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. The platforms are connected via a subway. Car park available | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |
| Fairbourne | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | Access to the the platform is via a short ramp with a moderate gradient | No | Visual CIS | Shelter on Platform 1 | Llwyngw |
| Fairwater | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. A footbridge connects both platforms. No car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Radyr |
| Fernhill | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |

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| Ferryside | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Swansea) is accessible from the car park. Platform 2 (to Carmarthen) is accessed via a level crossing, footbridge, a short steep ramp and a non-compliant gate. A 'Harrington Hump' is located on Platform 2. | Partial | Visual CIS | Shelter on Platform 1 and 2 | Carmarthen |
| Ffairfach | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessed via a very narrow gate, with top bolt and a moderate ramp at the end of the platform. It is not accessible to wheelchair or mobility scooter users. | No | Visual CIS | Shelter on Platform 1 | Ammanford |
| Fishguard & Goodwick | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Fishguard Harbour | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible, however, the platform is accessed by steep ramp at the end of platform directly off the access road and level crossing. | Yes | Visual CIS | Canopy on platform | Fishguard Goodwick |
| Flint | 2 | Staffed. Assistance provided by Conductor on the train. | Induction loop. Low level counter | Platform 1 (to Chester) is accessible via a ramp from Corporation Rd. Platform 2 (to Holyhead) is accessible from station car park. A footbridge with steps connects both platforms. | Yes | Visual CIS and Audio | Waiting rooms on Platform 1 and 2 | Prestatyn |

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| Frodsham | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Chester) is accessible via a ramp from the Council Car Park. Platform 2 (to Manchester) is accessible from car park. A footbridge connects both platforms. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Chester |
| Garth (Bridgend County) | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Garth (Powys) | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Gilfach Fargoed | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Both platforms are accessed by long, steep ramps and are not suitable for wheelchair or mobility scooter users. The platforms are connected by a road bridge. | No | Visual CIS | Shelter on Platform 1 and 2 | Bargoed |
| Glan Conwy | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Restricted set down/pick up area. | Yes | Visual CIS | Shelter on Platform 1 | Yes. However due to restricted access, customer advised to travel to Llandudno Junction which has better parking facilities. |

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| Gobowen | 2 | Agency. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The platforms are accessible and connected via the level crossing. Car parking available adjacent to Platform 1 (to Shrewsbury). | Yes | Visual CIS and Audio | Station cafe on Plat- form 1. Canopies on Platform 1 and 2 | Yes |
| Gowerton | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. A ramped footbridge connects both platforms. Car parking available | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |
| Grangetown | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is only accessible via steps to both platforms. No parking available. | No | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Cardiff C |
| Gwersyllt | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Bidston) is accessible to wheelchair and mobility scooter users from the station car park. Platform 2 (to Wrexham) is only be accessible using steep ramps at the platform ends, an uncontrolled foot crossing across the railway or steps from the roadway. | Partial | Visual CIS | Shelter on Platform 1 and 2 | Wrexham General |
| Harlech | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The access ramp to Platform 1 (to Barmouth) has a shal- low gradient. Platform 2 (to Pwllheli) is accessible from the small car park via a ramp with a moderate gradient. Access between the platforms is via a footbrifge or foot crossing. | Yes | Visual CIS and Audio | Shelter on Platform 1 and 2 | Talsarna |

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| Haverford west | 2 | Staffed. Assistance provided by Conductor on the train. | Induction loop. Low level counter | Most trains use Platform 1. The main entrance to the ticket office has a raised step. There are two other entrances to Platform 1 providing step free access the ticket office. Access to Platform 2 is via a footbridge. Car parking available | Partial | Visual CIS and Audio | Station cafe on Plat- form 1. Canopies on Platform 1 and 2. | Johnston |
| Hawarden | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Bidston) is only accessible via the footbridge. Platform 2 (to Wrexham) is accessible from the station car park however the dropped kerb is not flush with the carpark surface. | Partial | Visual CIS | Shelters on Platform 1 and 2 | Chester |
| Hawarden Bridge | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The approach to the entrance to Platform 1 (to Bidston) may cause difficulty for some users. There is a foot-crossing between Platform 1 and 2 (to Wrexham). No car park available. | Partial | Visual CIS | Shelters on Platform 1 and 2 | Chester |
| Heath High Level | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Platform 1 (to Rhymney) has a long steep ramp. Platform 2 (to Cardiff) is only accessible via 41 steps. Customers travelling from the Rhymney Valley are advised to alight at Cardiff Queen Street and return to Heath Low Level. | No | Visual CIS and Help Point | Shelters on Platform 1 and 2 | Heath Low Level or Queen S |

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| Heath Low Level | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No car park available. | Yes | Visual CIS | Shelters on Platform 1 | Yes |
| Helsby | 4 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 is accessible from the car park. Platforms 2, 3 and 4 are only accessible via the footbridge. | Partial | Visual CIS | Shelters on Platform 1, 2, 3 and 4 | Chester |
| Hengoed | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Platform 1 (to Cardiff) and Platform 2 (to Rhymney) have ramps but with steep gradients. A footbridge connects both platforms. Car parking available adjacent to Platform 2. | No | Visual CIS and Help Point | Shelters on Platform 1 and 2 | Ystrad M |
| Hereford | 4 | Staffed. Assistance provided by platform staff or Conductor on the train. | Induction loops. Low level counter | The platforms are accessible. A lift and footbridge connects all platforms. Car parking available. | Yes | Visual CIS, Help Point and Audio | Waiting rooms on Platform 1, 2, 3 and 4 | Yes |
| Heswall | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the ramps to both platforms are steep. Car parking available. | No | Visual CIS | Shelter on Platform 1 and 2 | Leasowe (Merseyr |
| Holyhead | 3 | Staffed. Assistance provided by platform staff or Conductor on the train. | Induction loops. Low level counter | The platforms are accessible. Car park available. | Yes | Visual CIS | Waiting facilities are available in the nearby ferry terminal | Yes |

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| Hope | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Bidston) is accessible by a steep ramp via Sarn Lane or long footpath from Fagl Lane. Access to Platform 2 (to Wrexham) is only possible via an uncontrolled foot crossing. There is no parking available at the station. | Partial | Visual CIS | Shelter on Platform 1 and 2 | Wrexham General |
| Hopton Heath | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. The platform is accessed via a narrow gate and 24 steep steps. No parking available | No | Visual CIS | Shelter on Platform 1 | Knightsbridge |
| Johnston | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Kidwelly | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Limited parking is available along the access road to Platform 1 (to Swansea). Platform 2 (to Carmarthen) is accessed via the level crossing. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |
| Kilgetty | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the approach road to the platform is moderately steep. There is no parking available at the station. | No | Visual CIS | Shelter on Platform 1 | Narberth |

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| Knighton | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Platforms are connected by a road bridge. Car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |
| Knucklas | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the path leading to platform is uneven and steep. A 'Harrington Hump' is located on the plat- form. | No | Visual CIS | Shelter on Platform 1 | Knighton |
| Lamphey | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Restricted set down and pick up point. No parking available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Leominster | 2 | Staffed. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Car park available. A lift and footbridge connects both platforms. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |
| Lisvane & Thornhill | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Rhymney) is not suitable for wheelchair or mobility scooter users due to a long steep ramp. Platform 2 (to Cardiff) is accessible by a short ramp from the car park A footbridge connects both platforms. Car park available. | No | Visual CIS | Shelter on Platform 1 and 2 | Heath Level or Queen S |

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| Llanaber | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to a steep, narrow access track leading to a rough surfaced and steep path to the platform. No parking available. | No | Visual CIS | Shelter on Platform 1 | Barmouth |
| Llanbedr | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Access to the platform is via a moderately steep ramp from the main road. No pavement or parking available. | No | Visual CIS | Shelter on Platform 1 | Barmouth |
| Llanbister Road | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the platform is accessed via 18 shallow steps, paved with tactile tiles, with handrail. A 'Harring- ton Hump' is available on the platform. | No | Visual CIS | Shelter on Platform 1 | Knightsbridge |
| Llanbradach | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Cardiff) is accessible via a short ramp and access gate. Platform 2 (to Rhymney) is not suitable for wheelchair or mobility scooter users due to a long at platform access point. A footbridge connects both platforms. Car parking is available adjacent to Platform 1. steep ramp with rough surface at entrance and gate | No | Visual CIS | Shelter on Platform 1 and 2 | Ystrad Mynydd |

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| Llandaf | 2 | Staffed. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Car park available. A lift and footbridge connects both platforms. | Yes | Visual CIS, Help Point and Audio | Shelter on Platform 1. Canopy on Platform 2. | Yes |
| Llandanwg | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to a and long, steep access path from the road overbridge. No parking available. | No | Visual CIS | Shelter on Platform 1 | Barmouth |
| Llandecwyn | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Restricted set down and pick up point on busy road. | Yes | Visual CIS | Shelter on Platform 1 | Talsarnau Penrhyn-aeth |
| Llandeilo | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Swansea) is only accessible via an uncontrolled foot crossing. Platform 2 (to Shrewsbury) is accessible via the station car park. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Llangadfan |
| Llandoverly | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Swansea) is accessible from the station car park. Platform 2 (to Shrewsbury) is accessible from Tywi Avenue. Access between the platforms is via the level crossing. | Yes | Visual CIS | Shelter on Platform 1 and 2. | Yes |
| Llandrindod | 2 | Agency. Assistance provided by Conductor on the train. | Induction loop. Low level counter | Platform 1 (to Swansea) is accessible from Station Crescent. Platform 2 (to Shrewsbury) is accessible from High Street and the station car park. A ramped bridge connects both platforms. | Yes | Visual CIS | Waiting room on Platform 1. Waiting shelter on Platform 2 | Yes |

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| Llandudno | 3 | Booking Office. Assistance is provided by the Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Car parking is available next to the station. | Yes | Visual CIS and Help Point | Waiting room in station concourse | Yes |
| Llandudno Junction | 4 | Booking Office. Assistance is provided by platform staff or the Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Car parking is available next to the station. Lifts and a footbridge connect all platforms. | Yes | Visual CIS, Help Point and Audio | Waiting room in station concourse. Canopies on platforms | Yes |
| Llandybie | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair users due to a short, steep ramp from the car park. | No | Visual CIS | Shelter on Platform 1 | Yes |
| Llanelli | 2 | Booking Office. Assistance is provided by the Conductor on the train | Induction loop. Low level counter | Platform 1 (to Carmarthen) is not suitable for wheelchair or mobility scooter users due to a short, steep ramp from a parking area. Platform 2 (to Swansea) is accessible from the car park on Great Western Crescent. A footbridge connects both platforms. | Partial | Visual CIS, Help Point and Audio | Canopy on Platform 1. Waiting room on Platform 2. | Pembrey Burry Po Gowerton |
| Llanfairfechan | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Holyhead) is accessible from the car park. Platform 2 (to Chester) is accessible via footpath from the town centre. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Bangor |

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| Llanfairpwll | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Access to Platform 1 (to Chester) is a roughly surfaced path from the car park; entrance and the gate handle is too high for a wheelchair user. Access to Platform 2 (to Holyhead) is via a footbridge. | No | Visual CIS | Shelter on Platform 1 and 2 | Bangor |
| Llangadog | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Parking is available at this station. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Llangamarch | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to a gate with latch. The car park is also situated on a moderate slope. | No | Visual CIS | Shelter on Platform 1 | Garth |
| Llangennech | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Access to Platform 1 (to Llanelli) is via the foot crossing and crossing gates, which may cause some users issues. Access to Platform 2 (to Shrewsbury) is via an access ramp and a gate. There is no parking available at this station | Partial | Visual CIS | Shelter on Platform 1 and 2 | A 'Harrin Hump' is available on both platforms. The nearest accessible station is Pontarddulais. |

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| Llangynllo | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the platform is accessed through a farmyard (no access agreement) and via a cattle grid crossing. There is no parking available at this station. | No | Visual CIS | Shelter on Platform 1 | A 'Harrin Hump' is located on platform. nearest accessible station is Knighton |
| Llanharan | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |
| Llanhilleth | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Parking is available at this station. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Llanishen | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Steep access via the car park to Platform 1 (to Rhymney) but it has been assessed that wheelchair users can reach the platform unaided. No wheelchair access to Platform 2 (to Cardiff) due to a very steep ramp and a busy road. The pavement leading to the platform is narrow with busy traffic. | Partial | Visual CIS | Shelter on Platform 1 and 2 | Heath Level |

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| Llanrwst | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the ramp (with moderate gradient) from the road is very long and has no landings or The ramp also has rainwater gullies every 20 metres. Customers should also note that there are rainwater gullies at the back of the platform. No car park available. handrails. | No | Visual CIS | Shelter on Platform 1 and 2 | Betws y |
| Llansamlet | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. A roadbridge connects both platforms. Car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |
| Llantwit Major | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Barry and Cardiff) is accessible via Llanmaes Road. Platform 2 (to Bridgend) is accessible from the station car park. A footbridge connects both platforms. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Bridgend Rhoose |
| Llanwrda | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the surface of the area leading to the entrance is uneven. Most of the road from the A40 to the station does not have any pavements. There is no parking available at this station. | No | Visual CIS | Shelter on Platform 1 | Llangad |

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| Llanwrtyd | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Shrewsbury) is accessible from the station car park and a shallow kerb. Access to Platform 2 (to Swansea) is only accessible via an uncontrolled foot-crossing and a steep ramp from the end of the platform. | Partial | Visual CIS | Shelter on Platform 1 and 2 | Garth |
| Llwyngwriol | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Llwynypia | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to a steep access ramp. Car park available. | No | Visual CIS and Help Point | Shelter on Platform 1 | Ton Pen Dinas Rhondda |
| Ludlow | 2 | Agency. Assistance provided by Conductor on the train. | Induction loop. Low level counter | Platform 1 (to Shrewsbury) is accessible from the station car park. Platform 2 (to Hereford) is accessed via a footbridge or a long steep footpath from the station forecourt to the path at the mouth of the tunnel. On the other side of the tunnel mouth is a compliant ramped path leading to the platform which also connects with the town. This path is not part of the station. | Partial | Visual CIS and Audio | Shelter on Platform 1 and 2 | Leominster |

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| Lydney | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Car park available. Platform 1 (to Cardiff) is accessible via the level crossing. Platform 2 (to Gloucester) is accessible via the station car park. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |
| Machynlleth | 2 | Booking office. Assistance provided by Conductor on the train. | Induction loop in the booking office and waiting area. Low level counter | The platforms are accessible. Car park available. A lift and footbridge connects both platforms. | Yes | Visual CIS, Help Point and Audio | Shelter on Platform 1 and waiting room / canopy on Platform 2 | Yes |
| Maesteg | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available - a voucher is required from the customer information desk in the store. The station Car Park has a kerb and ramp to the platform | Yes | Visual CIS | Shelter on Platform 1 | Tondu o |
| Maesteg (Ewenny Rd) | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to a long, steep access ramp. No car park available. | No | Visual CIS | Shelter on Platform 1 | Tondu o |
| Manorbier | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |

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| Merthyr Tydfil | 1 | Booking office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The platform is accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Merthyr Vale | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. A road bridge connects both platforms. No car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |
| Milford Haven | 1 | Agency. Assistance provided by Conductor on the train. | Induction loop. Non-compliant counter | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Minffordd | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the access path is steep in places. No car park available. | No | Visual CIS | Shelter on Platform 1 | Penrhyn aeth |
| Morfa Mawddach | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Mountain Ash | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | A footbridge with ramps connects both platforms. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |
| Nantwich | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Access between the platforms is via the level crossing or footbridge. Car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |

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| Narberth | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. However, please be aware the station is 1 mile from the town centre along a country road with no pavement. Set down and pick up from the station is possible. | Yes | Visual CIS | Shelter and canopy on Platform 1 | Yes |
| Neath | 2 | Booking office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | Platform 1 (to Swansea) is accessible from the Milland Rd car park. Platform 2 (to Cardiff) is accessible from the station car park. Access between the platforms is via a footbridge or lift operated by Neath Port Talbot County Borough Council. | Yes | Visual CIS and Audio | Waiting room on Platform 1 and 2. Canopies on both platforms. | Yes |
| Neston | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible although a subway with steps connects both platforms. An alternative route between the platforms is possible via Raby Road and Ladies Walk. Car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Chester |
| Newbridge | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Newport | 4 | Booking office. Assistance provided by platform staff or the Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Lifts connect all platforms via a footbridge. Car park available. | Yes | Visual CIS and Audio | Waiting room on Plat- form 1, 2/3 and shelter on Platform 4 | Yes |

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| Newtown | 2 | Agency. Assistance provided by Conductor on the train. | Induction loop. No compliant counter | Platform 1 (to Shrewsbury) is accessible via a ramp from the station car park. The camber on the pathway leading to Platform 2 (to Machynlleth) is considered excessive and hazardous. | Partial | Visual CIS and Audio | Shelter on Platform 1 and 2 | Caersw |
| Ninian Park | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Access to both platforms is via steep ramps or stairs. No car park available. | No | Visual CIS | Shelter on Platform 1 and 2 | Cardiff C |
| North Llanrwst | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The foot crossing is the only means of access to Platform 2 (to Blaenau Ffestiniog). Car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | A 'Harrin Hump' is located on both platforms. The nearest accessibility is Dolwydd |
| Pantyyffynn on | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Canopy only | Yes |
| Pembrey & Burry Port | 2 | Agency. Assistance provided by Conductor on the train. | Induction Loop. Low level counter | The platforms are accessible. A footbridge with ramps connects both platforms. Car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |
| Pembroke | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes. A 'Harrington Hump' is located on platform. |

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| Pembroke Dock | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Canopy on Platform 1 | Yes. A 'Harrington Hump' is located on platform. |
| Penally | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Penarth | 1 | Booking Office. Assistance provided by Conductor on the train. | Induction Loop. Low level counter | The platform is accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Pencoed | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Access between the platforms is via the level crossing. No parking available at this station. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |
| Pengam | 2 | Agency. Assistance provided by Conductor on the train. | Induction Loop. Low level counter | The station is not suitable for wheelchair or mobility scooter users. Platform 1 (to Cardiff) is accessed via a short ramp with a moderate gradient. Platform 2 (to Rhymney) is accessed via a long, roughly-surfaced long ramp. A footbridge connects both platforms. Car park available. | No | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Bargoed |
| Penhelig | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is only accessible via two long flights of steps. No parking available at this station. | No | Visual CIS | Shelter on Platform 1 | Aberdovey Machynlleth |

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| Penmaen mawr | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Access to Platform 1 (to Chester) is via a footbridge. Access is possible to Platform 2 (to Holyhead) from Station Road East however the road is on a hill. No parking available at this station. | Partial | Visual CIS | Shelter on Platform 1. Canopy on Platform 2 | A 'Harrin Hump' is located on both platforms. The nearest accessible facilities are at Bangor on Llandudno Junction |
| Penrhiwceir | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No parking available at this station. Setting down and picking up is at the bottom of a steep hill with restricted parking. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Penrhyndeudraeth | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Pensarn | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as access to the platform from the car park is via a moderate ramp and a gate. | No | Visual CIS | Shelter on Platform 1 | Barmouth |
| Pentrebach | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. The Local Council has installed a compliant ramp adjacent to the platform to provide access from the road for passengers with reduced mobility. No parking available at this station. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |

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| Pen y Bont | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. However access is via an uncontrolled foot-crossing across the railway track. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Llandrindod |
| Penychain | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. However, the station is along a narrow road with no suitable set down or pick up point. No parking available at this station. | Yes | Visual CIS | Shelter on Platform 1 | Criccieth |
| Penyffordd | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Access is impeded by non-compliant gate at entrance to the station. Mud, leaves and water accumulate on the crossing. Car park available. | No | Visual CIS | Shelter on Platform 1 and 2 | Chester |
| Pontarddulais | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. However, the platform surface is rough and uneven in places. The waiting shelter is also slightly raised above the surface of the platform. A 'Harrington Hump' is located on the platform. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Pontlottyn | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. A lowered kerb has been provided to allow access between the station car park and the platform. | Yes | Visual CIS | Shelter on Platform 1 | Yes |

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| Pontyclun | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Car park available. Access between both platforms is via a footbridge or detour via Cowbridge Rd. Drop off / Set down possible to Platform 2 (to Swansea) at Station Terrace. | Yes | Visual CIS | Shelter on Platform 1 | Llanharan Cardiff C |
| Pont y Pant | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Access is impeded by a non-compliant gate in addition to loose stones in the surface of the set down and pick up area. No parking available at this station. | No | Visual CIS | Shelter on Platform 1 | Dolwyddelan |
| Pontypool & New Inn | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Access to both platforms is via a flight of 24 steps from the subway. Car parking is available at this station. | No | Visual CIS | Shelter on Platform 1 and 2 | Newport |
| Pontypridd | 3 | Booking Office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The platforms are accessible via lifts and a footbridge from the main front entrance on Broadway. Car park available. | Yes | Visual CIS and Help Point | Waiting room and canopy on Platform 1. Shelter on Platform 2 | Yes |
| Port Talbot Parkway | 2 | Booking Office. Assistance provided by Platform Staff or the Conductor on the train. | Induction loop. Low level counter | The platforms are accessible via lifts and a footbridge from the main front entrance and rear car park. Parking is available at this station. | Yes | Visual CIS, Help Point and Audio | Waiting room on Platform 1 and 2 | Yes |

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| Porth | 2 | Booking Office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. A ramped footbridge connects both platforms. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |
| Porthmading | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible via the Level Crossing. Car park available. | Yes | Visual CIS | Canopy on Platform 1. Shelter on Platform 2. | Yes |
| Prees | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Access between the platforms is via the level crossing. No parking available at this station. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes. A 'Harrington Hump' is located on both platforms. |
| Prestatyn | 2 | Booking Office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. A ramped footbridge and a lift connects both platforms. Car park available. | Yes | Visual CIS and Help Point | Canopy on Platform 1 and 2. Waiting area in the booking hall. | Yes |
| Pwllheli | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Car park available. | Yes | Visual CIS | Canopied area at entrance to station and Platform | Yes |
| Pye Corner | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |

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| Pyle | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Please note that the entrance to Platform 1 (to Cardiff) has uneven ground leading to it from the car park and footpath surfaces are uneven. Access to Platform 2 (to Swansea) is via the car park on Bryn yr Orsaf. A ramped footbridge connects both platforms. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |
| Quakers Yard | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Platform is accessed via a long, steep path with a camber and a non-compliant gate. No parking available. | No | Visual CIS and Help Point | Shelter on Platform 1 | Abercynon |
| Radyr | 3 | Booking Office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Access to all platforms is via lifts and a footbridge. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1, 2 and 3 | Yes |
| Rhiwbina | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair users as the platform is accessed via a short, steep ramp at the end of the platform. | No | Visual CIS | Shelter on Platform 1 | Whitchurch |
| Rhoose Cardiff International Airport | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Access to Platform 1 (to Cardiff) from the station car park is via the level crossing. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |

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| Rhosneigr | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the access paths are steep and poorly surfaced. The gates to the platforms open outwards, causing difficulty for users. There are no accessible routes between the platforms. No parking available. | No | Visual CIS | Shelter on Platform 1 and 2 | A 'Harrin Hump' is located on both platforms. The nearest accessible station is Holyhead. |
| Rhyl | 2 | Booking Office. Assistance provided by Platform Staff or the Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. The platforms are connected via lifts and a footbridge. Car park available. | Yes | Visual CIS, Help Point and Audio | Canopies on Platform 1 and 2. Waiting room on Platform 2. | Yes |
| Rhymney | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Risca & Pontymist er | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Platform 1 (to Ebbw Vale) is accessible from the car park. Access to Platform 2 (to Cardiff) is via Mill Street, however this involves a long detour. There is no set down and pick up point for Platform 2. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |
| Rogerston e | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |

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|--------------|---|---|----|---|-----|----------------------|-----------------------------|------------------------------|
| Roman Bridge | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to imited set down and pick up point. The gate to the platform is heavy and non-compliant. | No | Visual CIS | Shelter on Platform 1 | Blaenau Ffestiniog |
| Ruabon | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Access to Platform 1 (to Chester) is only accessible via a footbridge with 52 steps. Platform 2 (to Shrewsbury) is accessible from the station car park. | Yes | Visual CIS and Audio | Shelter on Platform 1 and 2 | Chirk |
| Runcorn East | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as access to Platform 1 (to Chester) is via a ramp with a steep gradient. Access to Platform 2 (to Manchester) is via a ramp with a steep gradient. An overbridge connects both platforms. Parking is available at this station. | No | Visual CIS | Shelter on Platform 1 and 2 | Warrington Bank Quay Runcorn |
| Sarn | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the access ramp is steep. Car park available. | No | Visual CIS | Shelter on Platform 1 | Tondu |

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|---|---|--|-----------------------------------|--|---------|----------------------------------|-----------------------------------|----------|
| Saundersfoot | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as the ramp from the car park is steep. The approach road is not suitable for use by wheelchair users or persons with reduced mobility as the surface is uneven and potholed. | No | Visual CIS | Shelter on Platform 1 | Narberth |
| Severn Tunnel Junction | 4 | Agency. Assistance provided by Conductor on the train. | Induction loop. | The platforms are accessible. Access to all platforms via a ramped footbridge. Car park available. | Yes | Visual CIS | Shelter on Platform 1, 2, 3 and 4 | Yes |
| Shotton (Platforms 1 and 2 for the North Wales Coast and Chester) | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The access to Platform 1 (to Chester) is not suitable for wheelchair or mobility scooter users. Access to Platform 2 (to Holyhead) is via the small car park at the end of Alexandra Street. | Partial | Visual CIS | Shelter on Platform 1 and 2 | Chester |
| Shotton (Platforms 3 and 4 for Bidston and Wrexham) | 2 | Booking Office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The station is not suitable for wheelchair or mobility scooter users. Steep paths to platforms from Chester Road West. Car park available. | No | Visual CIS | Shelter on Platform 3 and 4 | Chester |
| Shrewsbury | 5 | Booking Office. Assistance provided by Platform Staff or the Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Lifts connect all platforms. Car park available. | Yes | Visual CIS, Help Point and Audio | Waiting rooms on all platforms | Yes |

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|------------|---|--|-----------------------------------|---|-----|---------------------------|---|--|
| Skewen | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. A roadbridge connects both platforms. Car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |
| Sugar Loaf | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Platform is accessed via flight of 24 steps along a grass lane. No parking available at this station. | No | Visual CIS | Shelter on Platform 1 | Llandove |
| Swansea | 4 | Booking Office. Assistance provided by Platform Staff or Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. Car park available. | Yes | Visual CIS and Audio | Waiting facilities on station concourse and canopies on all platforms | Yes |
| Taffs Well | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Access to Platform 2 (to Pontypridd) is via a lane off Cardiff Road. A footbridge connects both platforms. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Radyr |
| Talsarnau | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes. A 'Harrington Hump' is located on platform. |

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|------------|---|---|----|---|---------|---------------------------|--|--|
| Talybont | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. However the path from the drop off area has an uneven surface and the car parking area is rough and at a lower level than the path. Road access from Ffordd Glan-Mor is restricted. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Tal y Cafn | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users as access to the station is impeded by a non-compliant gate and restricted set down / pick-up point. | No | Visual CIS | Shelter on Platform 1 | A 'Harrin Hump' is located on platform. nearest accessible station is Llandudno Junction |
| Tenby | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Access to Platform 1 (to Pembroke Dock) is accessible from the car park. Platform 2 (to Carmarthen) is reached via a footbridge with steps or via an uncontrolled foot-crossing. | Partial | Visual CIS | Canopy on Platform 1. Shelter on Platform 2. | Penally |
| Tir-Phil | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Access to the southbound Cardiff platform is via a steep pavement along the A4049. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Ton Pentre | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. However there is no lighting at the entrance or on path. No parking available at this station. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |

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|-------------------|---|--|-----------------------------------|---|---------|----------------------------------|-----------------------------|---------------------|
| Tondu | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Tonfanau | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Access to the platform is across a gated foot crossing and up a moderately steep ramp. No parking available. | No | Visual CIS | Shelter on Platform 1 | Barmouth Aberdovey |
| Tonypany | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. The platform is accessed via long, steep ramps (on third party land) or via steps. No parking available. | No | Visual CIS and Help Point | Shelter on Platform 1 | Dinas Rhondda Porth |
| Trefforest | 2 | Booking Office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | Platform 1 (to Cardiff) is not accessible to wheelchair or mobility scooter users. This is due to a steep ramp and a long detour from the station car park on Platform 2 (to Pontypridd) to the town. | Partial | Visual CIS, Help Point and Audio | Shelter on Platform 1 and 2 | Pontypridd |
| Trefforest Estate | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. The island platform is only accessible via 29 steps. No parking available at this station. | No | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Pontypridd |

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|------------|---|---|----|--|-----|---------------------------|-----------------------------|---------------------|
| Trehafod | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair users. The platforms are served by a subway, steps and by a very steep ramp (not in lease) to Platform 2 (to Pontypridd). Car park available. | No | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Porth or Pontypridd |
| Treherbert | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Treorchy | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 | Yes |
| Troedyrhiw | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. The platform is accessed via a long, steep ramp. No parking available at this station. | No | Visual CIS and Help Point | Shelter on Platform 1 | Merthyr Tydfil |

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|----------|---|---|----|---|---------|----------------------|-----------------------------|-------------|
| Ty Croes | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Bangor) is accessible for wheelchair and mobility scooter users. The path and ramp has a moderate gradient. Access to Platform 2 (to Holyhead) is through a wooden gate and a moderate ramp up the end of the platform, which is not suitable for wheelchair users. The path also has a slight camber. No parking available at this station. | Partial | Visual CIS | Shelter on Platform 1 and 2 | Holyhead |
| Ty Glas | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | Access from the industrial estate is via a footpath and a shallow ramp. Access from Maesycod Road is via a moderately steep ramp and a gated foot-crossing across the railway. No parking available. | Partial | Visual CIS | Shelter on Platform 1 | Heath Level |
| Tywyn | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to no suitable set down or pick up point. The platform access ramp is situated next to the main road. No parking available. | No | Visual CIS | Shelter on Platform 1 | Talsarnau |
| Tywyn | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Machynlleth) is accessed via a ramp with a moderate gradient or steps. Access to Platform 2 (to Pwllheli) is via the entrance on Cambrian Road. Car park available. | Partial | Visual CIS and Audio | Shelter on Platform 1 and 2 | Barmouth |

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|---------------|---|---|----|--|-----|---------------------------|-----------------------------|--|
| Upton | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users due to non compliant access from road. One platform has steep ramped access, the other has a long shallow stepped access. No parking available at this station. | No | Visual CIS | Shelter on Platform 1 and 2 | Leasowe (Mersey) |
| Valley | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Access to Platform 1 (to Chester) is via the station car park. Access to Platform 2 (to Holyhead) is via the level crossing and a gate and ramp with a shallow gradient. Car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | A Harring Hump is available Platform Bangor) |
| Waungron Park | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Both platforms are accessed via steep ramps with handrails. No parking available at this station. | No | Visual CIS | Shelter on Platform 1 and 2 | Yes |
| Welshpool | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Access to both platforms is via a long bridge with shallow to moderate gradients. Car park available. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |
| Wem | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The platforms are accessible. Access between the platforms is via the level crossing. Car park available. | Yes | Visual CIS | Shelter on Platform 1 and 2 | Yes |

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|-------------------------|---|---|----|--|---------|------------|---|---------------------|
| Whitchurch (Cardiff) | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No parking available at this station. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Whitchurch (Shropshire) | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 2 (to Shrewsbury) is only accessible via a footbridge with 44 steps. Car park available. | Partial | Visual CIS | Shelter on Platform 1 and 2 | Crewe or Shrewsbury |
| Whitland | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Carmarthen) is not suitable for wheelchair or mobility scooter users due to an approach with a steep gradient and steps. Platform 2 (to Pembroke, Milford Haven & Fishguard) is accessed via a ramp from Station Road or the footbridge. Limited car parking available. | Partial | Visual CIS | Canopy on Platform 1. Shelter on Platform 2 | Carmarthen |
| Wildmill | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. No parking available at this station. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Wrenbury | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | The station is not suitable for wheelchair or mobility scooter users. Both platforms are only accessible through narrow gates. No parking available at this station. | No | Visual CIS | Shelter on Platform 1 and 2 | Crewe or Shrewsbury |

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|-----------------|---|--|-----------------------------------|--|---------|----------------------------------|---|--|
| Wrexham Central | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. Car park available. | Yes | Visual CIS | Canopy on platform | Yes |
| Wrexham General | 4 | Booking Office. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The platform is accessible. A lift and footbridge connects all platforms. Car park available. | Yes | Visual CIS, Help Point and Audio | Canopy on Platforms 1, 2 and 3. Shelter on Platform 4 | Yes |
| Ynyswen | 1 | Unstaffed. Assistance provided by Conductor on the train. | No | The platform is accessible. The approach to the entrance may cause difficulty for some users. Access to the station is off Crichton Street with on street parking. | Yes | Visual CIS | Shelter on Platform 1 | Yes |
| Yorton | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Crewe) is accessed by two flights of steps. Platform 2 (to Shrewsbury) is accessible via the station car park. There is no pavement on the road connecting the platforms. | Partial | Visual CIS | Waiting room on Platform 1. Shelter on Platform 2 | A 'Harrin Hump' is located on Platform 1. The nearest accessible station is Shrewsbury |
| Ystrad Mynach | 2 | Unstaffed. Assistance provided by Conductor on the train. | Induction loop. Low level counter | The platforms are accessible. A lift connects both platforms. Access to Platform 1 (to Cardiff) from the station car park is via the lift and footbridge. | Yes | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Yes |

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|---------------|---|---|----|---|---------|---------------------------|-----------------------------|----------|
| Ystrad Rhonda | 2 | Unstaffed. Assistance provided by Conductor on the train. | No | Platform 1 (to Pontypridd) is accessible via a ramp from the car park. Platform 2 (to Treherbert) is not suitable for wheelchair or mobility scooter users due to a long detour from the station car park via a footbridge with steep ramps and restricted width at entrance. Car park available. | Partial | Visual CIS and Help Point | Shelter on Platform 1 and 2 | Treorchy |
|---------------|---|---|----|---|---------|---------------------------|-----------------------------|----------|

Annex 3: - Toilet facilities at stations

Note stations are arranged along line of route basis and not in alphabetical order

| Station | Facilities available | Male / Female Toilets | Changing Places Toilet | National Key Toilet (RADAR Key) | Baby changing facilities |
|---------------------|-----------------------|-----------------------|------------------------|---------------------------------|--------------------------|
| Fishguard Harbour | In the Ferry Terminal | Yes | Yes | Yes | Yes |
| Haverfordwest | 0700 – 1330 | Yes | No | No | No |
| | Monday – Saturday | | | | |
| Carmarthen | 24 hours | 24 hours | No | Yes | No |
| | 0600 – 1230 | | | | |
| Llanelli | Monday to Friday | Yes | No | Yes | Yes |
| | 0700 – 1330 | | | | |
| | Saturday | | | | |
| | 0330 – 0100 | | | | |
| | Monday to Friday | Yes | | | |
| Swansea | 0300 – 0030 | | Yes | Yes | Yes |
| | Saturday | | | | |
| | 0700 – 0000 | | | | |
| | Sunday | | | | |
| Neath | 0600 – 2200 | Yes | No | Yes | Yes |
| | Monday to Sunday | | | | |
| Port Talbot Parkway | 0600 – 2130 | Yes | Yes | Yes | Yes |
| | Monday to Sunday | | | | |
| Bridgend | 0600 – 2200 | Yes | Yes | Yes | Yes |
| | Monday to Sunday | | | | |
| Cardiff Central | 0400 – 0100 | Yes | No | Yes | Yes |
| | Monday to Friday | | | | |

| Station | Facilities available | Male / Female Toilets | Changing Places Toilet | National Key Toilet (RADAR Key) | Baby changing facilities |
|------------------------|--|-----------------------|------------------------|---------------------------------|--------------------------|
| | 0400 - 0030 Saturday | | | | |
| | 0700 - 0030 Sunday | | | | |
| Cardiff Queen Street | 0530 - 0000 Monday to Saturday | Yes | No | Yes | Yes |
| | 0800 - 2300 Sunday | | | | |
| Pontypridd | 0550 - 1435 Monday to Friday | Yes | No | Yes | Yes |
| | 0820 - 1705 Saturday | | | | |
| Newport | 0430 - 0100 Monday - Friday | Yes | No | Yes | Yes |
| | 0430 - 0001 Saturday | | | | |
| | 0730 - 0100 Sunday | | | | |
| Severn Tunnel Junction | 0630 - 1030 Monday to Friday | Yes | No | No | Yes |
| | 0630 - 1800 Monday to Friday | Yes | No | Yddes | Yes |
| | 0800 to 1800 Saturday | | | | |
| | 0545 - 1845 Monday to Friday | | | | |
| Abergavenny | 0545 - 1845 | Yes | No | Yes | Yes |

| Station | Facilities available | Male / Female Toilets | Changing Places Toilet | National Key Toilet (RADAR Key) | Baby changing facilities |
|-----------------|----------------------|-----------------------|------------------------|---------------------------------|--------------------------|
| | Saturday | | | | |
| | 1200 - 1830 | | | | |
| | Sunday | | | | |
| | 0520 - 2200 | | | | |
| Hereford | Monday to Saturday | Yes | No | Yes | No |
| | 0800 - 2200 | | | | |
| | Sunday | | | | |
| | 0500 - 0100 | | | | |
| Shrewsbury | Monday to Saturday | Yes | No | Yes | Yes |
| | 0700 - 0045 | | | | |
| | Sunday | | | | |
| | 0715 - 1600 | | | | |
| Gobowen | Monday to Friday | Yes | No | No (Wheelchair accessible) | Yes |
| | 0715 - 1200 | | | | |
| | Saturday | | | | |
| | 0615 - 1915 | | | | |
| | Monday to Friday | Yes | No | Yes | No |
| Wrexham General | 0645 - 1945 | | | | |
| | Saturday | | | | |
| | 1130 - 1900 | | | | |
| | Sunday | | | | |
| | 0545 - 2300 | Yes | No | Yes | Yes |
| | Monday to Friday | | | | |
| Chester | 0630 - 2230 | | | | |

| Station | Facilities available | Male / Female Toilets | Changing Places Toilet | National Key Toilet (RADAR Key) | Baby changing facilities |
|--------------|----------------------|-----------------------|------------------------|---|--------------------------|
| | Saturday | | | | |
| | 0730 - 2200 | | | | |
| | Sunday | | | | |
| Flint | 0615 - 2115 | Yes | No | Access controlled via staff in the booking office via a buzzer. | No |
| | Monday to Saturday | | | | |
| | 0915 - 1545 | | | | |
| | Sunday | | | | |
| | 0630 - 2214 | | | | |
| Rhyl | Monday to Saturday | Yes | Yes | Yes | Yes |
| | 1030 - 1830 | | | | |
| | Sunday | | | | |
| | 0615 - 1915 | | | | |
| | Monday to Friday | | | | |
| Colwyn Bay | 0615 - 1915 | Yes | No | Yes | Yes |
| | Saturday | | | | |
| | 1115 - 1815 | | | | |
| | Sunday | | | | |
| | 0500 - 2300 | | | | |
| Llandudno Jn | Monday to Saturday | Yes | No | Yes | Yes |
| | 0900 - 2300 | | | | |
| | Sunday | | | | |
| | 0830 - 1430 | | | | |
| Llandudno | Monday to Saturday | Yes | Yes | Yes | Yes |
| | 1000 - 1530 | | | | |

| Station | Facilities available | Male / Female Toilets | Changing Places Toilet | National Key Toilet (RADAR Key) | Baby changing facilities |
|-------------|----------------------|-----------------------|------------------------|---------------------------------|-----------------------------|
| | Sundays | | | | |
| | (July & August only) | | | | |
| | 0535 - 2245 | | | | |
| Bangor | Monday to Saturday | Yes | No | Yes | Yes |
| | 0900 - 2300 | | | | |
| | Sunday | | | | |
| | 24 hours | | | | Yes (in the ferry terminal) |
| Holyhead | | Yes | No | Yes | |
| | | | | (in the ferry terminal) | |
| Machynlleth | 0515 - 2030 | | | | |
| | Monday to Saturday | Yes | No | Yes | Yes |
| | 0815 - 2100 | | | | |
| | Sunday | | | | |
| Aberystwyth | 0800 - 1530 | Yes | Yes | Yes | Yes |
| | Monday to Saturday | | | | |
| Barmouth | 24 hours | No | No | Yes | No |
| | 0300 - 1200 | | | Yes (available from staff | |
| Pwllheli | | Yes | No | when on duty) | Yes |

Annex 4 - Availability of station staff to provide assistance at the station

| Station | Monday to Friday | Saturday | Sunday |
|----------------------|------------------|-------------|-------------|
| Carmarthen | 24 hours | 24 hours | 24 hours |
| Swansea | 0330 - 0100 | 0300 - 0030 | 0700 - 0000 |
| Neath | 0600 - 2200 | 0600 - 2200 | 0600 - 2200 |
| Port Talbot Parkway | 0600 - 2200 | 0600 - 2200 | 0600 - 2200 |
| Bridgend | 0600 - 2200 | 0600 - 2200 | 0600 - 2200 |
| Cardiff Central | 0400 - 0100 | 0400 - 0030 | 0700 - 0030 |
| Cardiff Queen Street | 0530 - 0000 | 0530 - 0000 | 0800 - 2300 |
| Newport | 0430 - 0100 | 0430 - 0001 | 0730 - 0100 |
| Abergavenny | 0545 - 1845 | 0545 - 1845 | 1200 - 1830 |
| Hereford | 0600 - 2200 | 0600 - 2200 | 0900 - 2200 |
| Shrewsbury | 0500 - 0100 | 0500 - 0100 | 0700 - 0045 |
| Chester | 0545 - 2300 | 0630 - 2230 | 0730 - 2200 |
| Rhyl | 0630 - 2114 | 0630 - 2114 | 1030 - 1830 |
| Colwyn Bay | 0615 - 2214 | 0615 - 2214 | 1115 - 1815 |
| Llandudno Junction | 0500 - 2300 | 0500 - 2300 | 0900 - 2300 |
| Bangor | 0535 - 2245 | 0535 - 2245 | 0900 - 2300 |
| Holyhead | 24 hours | 0000 - 2145 | 0700 - 0000 |

*Outside of these hours, assistance will be provided by the Conductor on the train

Annex 4 - Ticket office opening hours

The following ticket offices are operated by Transport for Wales Rail Services.

| Station | M-F Open | M-F Close | Sat Open | Sat Close | Sun Open | Sun Close |
|----------------------|----------|-----------|----------|-----------|----------|-----------|
| Aberdare | 0650 | 1320 | 0800 | 1430 | CLOSED | CLOSED |
| Abergavenny | 0545 | 1845 | 0545 | 1845 | 1200 | 1845 |
| Aberystwyth | 0710 | 1740 | 0715 | 1740 | CLOSED | CLOSED |
| Bangor | 0515 | 1815 | 0515 | 1815 | 0830 | 1815 |
| Barry | 0650 | 1320 | 0745 | 1415 | CLOSED | CLOSED |
| Bridgend | 0545 | 1900 | 0700 | 1900 | 0740 | 1900 |
| Cadoxton | 0600 | 945 | 0800 | 1245 | CLOSED | CLOSED |
| Caerphilly | 0645 | 1745 | 0800 | 1745 | CLOSED | CLOSED |
| Cardiff Central | 0545 | 2130 | 0545 | 2130 | 0745 | 2130 |
| Cardiff Queen Street | 0700 | 2000 | 0800 | 2100 | 1000 | 2000 |
| Carmarthen | 0645 | 1800 | 0645 | 1800 | 1015 | 1800 |
| Cathays | 0730 | 1830 | 0930 | 1530 | CLOSED | CLOSED |
| Chester | 0545 | 2300 | 0545 | 2300 | 0720 | 2300 |
| Colwyn Bay | 0615 | 1915 | 0615 | 1915 | 1115 | 1915 |
| Cwmbran | 0630 | 1800 | 0800 | 1800 | CLOSED | CLOSED |
| Flint | 0615 | 2115 | 0615 | 2115 | 0915 | 2115 |
| Haverfordwest | 0700 | 1330 | 0700 | 1330 | CLOSED | CLOSED |
| Hereford | 0520 | 1830 | 0520 | 1830 | 0915 | 1830 |
| Holyhead | 0610 | 1910 | 0610 | 1910 | 1030 | 1910 |
| Leominster | 0700 | 1320 | CLOSED | CLOSED | CLOSED | CLOSED |
| Llandaf | 0640 | 1140 | 0840 | 1440 | CLOSED | CLOSED |
| Llandudno | 0830 | 1500 | 0915 | 1545 | 1000 | 1500 |
| Llandudno Jn | 0525 | 1825 | 0600 | 1900 | 1100 | 1825 |
| Llanelli | 0610 | 1240 | 0700 | 1330 | CLOSED | CLOSED |
| Machynlleth | 0515 | 1815 | 0515 | 1815 | 0830 | 1815 |
| Merthyr Tydfil | 0715 | 1530 | 0815 | 1630 | CLOSED | CLOSED |
| Neath | 0530 | 1830 | 0610 | 1845 | 0920 | 1830 |
| Newport | 0545 | 2000 | 0630 | 2030 | 0800 | 2000 |
| Penarth | 0650 | 1420 | 0830 | 1500 | CLOSED | CLOSED |
| Pontypridd | 0600 | 1415 | 0830 | 1645 | CLOSED | CLOSED |

| Station | M-F Open | M-F Close | Sat Open | Sat Close | Sun Open | Sun |
|-----------------|---------------------|----------------------|-----------------|------------------|-----------------|------------|
| Porth | 0630 | 1300 | 0845 | 1515 | CLOSED | CLO |
| Port Talbot | 0530 | 1830 | 0600 | 1900 | 1000 | 1 |
| Prestatyn | 0630 | 1930 | 0630 | 1930 | 0930 | 1 |
| Radyr | 0630 | 1300 | 0830 | 1500 | CLOSED | CLO |
| Rhyl | 0620 | 1920 | 0700 | 2000 | 0915 | 1 |
| Runcorn East | 0700 | 1200 | 0800 | 1315 | CLOSED | CLO |
| Shotton* | 0730 | 1230 | 0845 | 1345 | CLOSED | CLO |
| Shrewsbury | 0520 | 2040 | 0520 | 1930 | 0730 | 1 |
| Swansea | 0515 | 2000 | 0615 | 2000 | 0800 | 2 |
| Trefforest | 0600 | 1800 | 0800 | 1430 | CLOSED | CLO |
| Wrexham General | 0615 | 1915 | 0645 | 1945 | 1130 | 1 |
| Ystrad Mynach | 0630 | 1300 | 0800 | 1430 | CLOSED | CLO |

Note: Ticket office hours on Sundays at Llandudno are July – August only. *From September 10 2017

Annex 5 Other stations served by Transport for Wales Rail Services

The following ticket retail facilities at Transport for Wales Rail Services station are operated by other parties and the hours of opening are subject to change.

| Station | M-F Open | M-F Close | Sat Open | Sat Close |
|------------------------|-------------|--------------|-------------|--------------|
| Aber | 0630 | 1030 | 0800 | 1200 |
| Bargoed | 0600 | 1100 | 0800 | 1800 |
| | 1400 | 1800 | | |
| Barmouth (May-Sep) | 0830 | 1630 | 0830 | 1600 |
| | (May-Sep) | | (May-Sep) | |
| | 1000 | 1600 | 1000 | 1600 |
| | (Oct-Apr) | | (Oct-Apr) | |
| Chepstow | 0600 | 1530# | 0700 | 1330 |
| Gobowen | 0715* | 1600 | 0715 | 1200 |
| Llandrindod | 0845 | 1630 | 0645 | 1200 |
| Ludlow | 0550 | 1650 | 0650 | 1250 |
| Milford Haven | 0645 | 0715 | 0645 | 0715 |
| | 0830 | 1130 | 0830 | 1130 |
| | 1230 | 1515 | | |
| Newtown | 0725 | 1240 | 0725 | 1240 |
| | 1330 | 1440 | | |
| Pembrey & Burry Port | 0730 | 1400 | 0800 | 1230 |
| Pengam | 0630 | 1100 | 0800 | 1300 |
| Severn Tunnel Junction | 0630 | 1030 | Closed | Closed |
| Telford | 0900 | 1700 | 0830 | 1245 |
| Welshpool | 0830 | 1700 | 0830 | 1700 |

Note: These facilities are closed on Bank Holiday Mondays and Sundays.

*Gobowen ticket office is closed daily from approx 1200 to 1220

Chepstow ticket office closes at 1900 on Fridays

Annex 6 Stations with ticket gates and ticket vending machines

- Ticket vending machine accepts credit/debit cards and cash
- ⊙ Ticket vending machine accepts credit/debit cards only
- Ticket vending machine accepts credit/debit cards only - installations planned during 2017/18
- Ticket gate installed

| Station | Ticket Vending Machine | Ticket Gate |
|----------------------|------------------------|-------------|
| Abercynon | ⊙ | |
| Aberdare | ● | |
| Abergele & Pensarn | ⊙ | |
| Abergavenny | ● | |
| Aberystwyth | ● | |
| Bangor | ● | |
| Barry | ● | |
| Barry Dock | ● | |
| Barry Island | ⊙ | |
| Birchgrove | ⊙ | |
| Bridgend | ● | ○ |
| Cadoxton | ⊙ | |
| Caerphilly | ● | |
| Caersws | ⊙ | |
| Cardiff Bay | ⊙ | ○ |
| Cardiff Central | ● | ○ |
| Cardiff Queen street | ● | ○ |
| Carmarthen | | ● |
| Cathays | ● | ○ |

| Station | Ticket Vending Machine | Ticket Gate |
|---------------------------|------------------------|-------------|
| Chester | ● | ○ |
| Church Stretton | | ⊙ |
| Cogan | | ⊙ |
| Colwyn Bay | ● | ○ |
| Coryton | | ⊙ |
| Craven Arms | | ⊙ |
| Crosskeys | | ● |
| Cwmbran | | ⊙ |
| Danescourt | | ⊙ |
| Dinas Powys | | ⊙ |
| Dingle Road | | ⊙ |
| Ebbw Vale Parkway | | ● |
| Ebbw Vale Town | | ● |
| Eastbrook | | ⊙ |
| Energlyn & Chyrchill Park | | ⊙ |
| Fishguard & Goodwich | | ⊙ |
| Flint | | ● |
| Frodsham | | ⊙ |
| Gowerton | | ⊙ |
| Grangetown | | ⊙ |
| Haverfordwest | | ⊙ |
| Hereford | | ○ |
| Heath High Level | | ⊙ |
| Heath Low Level | | ⊙ |
| Helsby | | ⊙ |
| Holyhead | ⊙ | |
| Leominster | ⊙ | |
| Llandaf | ⊙ | |
| Llandudno | ⊙ | |

| Station | Ticket Vending Machine | Ticket Gate |
|---------------------|------------------------|-------------|
| Llandudno junction | ● | |
| Llanelli | ● | |
| Llanharan | ⊙ | |
| Llanhilleth | ● | |
| Llanishen | ⊙ | |
| Llantwit Major | ⊙ | |
| Lisvane & Thornhill | ⊙ | |
| Lydney | ⊙ | |
| Maesteg | ⊙ | |

| Station | Ticket Vending Machine | Ticket Gate |
|---------------------|------------------------|-------------|
| Merthyr Tydfil | ⊙ | |
| Merthyr Vale | ⊙ | |
| Nantwich | ⊙ | |
| Neath | ● | ○ |
| Newbridge | | ● |
| Newport | ● | ○ |
| Ninian Park | | ⊙ |
| Pembroke Dock | | ⊙ |
| Penarth | | ⊙ |
| Pencoed | | ⊙ |
| Pentrebach | | ⊙ |
| Pontypridd | ● | ○ |
| Pntyclun | | ⊙ |
| Porth | | ⊙ |
| Port Talbot Parkway | | ⊙ |
| Prestatyn | | ● |
| Pye Corner | | ● |
| Quakers Yard | | ● |
| Radyr | | ⊙ |
| Rhiwbina | | ⊙ |
| Rhose | | ⊙ |
| Rhyl | ● | ○ |
| Risca & Pontmister | | ● |
| Rogerstone | | ● |
| Runcorn East | | ⊙ |
| Shotton | | ● |
| Shrewsbury | ● | ○ |
| Swansea | ● | ○ |
| Taffs Well | | ⊙ |

| Station | Ticket Vending Machine | Ticket Gate |
|------------------------|------------------------|-------------|
| Tenby | | ⊙ |
| Trefforest | | ● |
| Trefforest Estate | | ⊙ |
| Troed-y-Rhiw | | ⊙ |
| Ty Glas | ⊙ | |
| Waun Gron Park | ⊙ | |
| Wem | ⊙ | |
| Welshpool | ⊙ | |
| Whitchurn (Cardiff) | ⊙ | |
| Whitchurn (Shropshire) | ⊙ | |
| Wrexham Central | ● | |
| Wrexham General | ● | |
| Ystrad Mynach | ⊙ | |

Making rail accessible: Guide to policies and practices

1. Our strategy

Transport for Wales, Rail Services took over operation of services on the Wales and Borders network in October 2018. This document explains our policies and plans which enable and aim to improve the arrangements set out in *Making Rail Accessible: Helping Older and Disabled People* (a copy of which is available at our staffed stations, from Customer Relations or via our website).

We recognise that disabled people experience environmental, attitudinal and organizational barriers to accessing rail travel. We are committed to tackling these barriers and creating an inclusive service and welcoming service for all over the course of our 15 year contract.

Within the first 3 months we will set up an Accessibility Panel to enable collaboration with relevant stakeholders and passengers. We will invite members to comment on planned enhancements, to consult on our accessibility initiatives and to take part in trials, workshops, and training.

This commitment to the continuous improvement of services and facilities for older and disabled people will be realised by:

- a review of our station accessibility and information by 1 April 2019
- investment in stations and rolling stock which will afford greater levels of accessibility
- transforming customer experience through training our staff and taking advantage of opportunities offered by technology e.g. Data Insights Lab
- placing stakeholders and passengers at the heart of our planning process through investment in Community Rail Partnerships and 'Adopt a Station'.

This document sets out how we plan to achieve this and also explain our approach to meeting the requirements of the DfT's current 'Design Standards for Accessible Railway Stations: A Code of Practice' (the Code of Practice) the Equality Act 2010, the Rail Vehicle Accessibility Regulations 1998 (RVAR), and the Technical Specification on Interoperability: Persons with Reduced Mobility (PRM-TSI).

2. Management arrangements

Providing services to older and disabled people is an integral part of our planning processes and of delivering rail services.

Our Board has set this Disabled People's Protection Policy. The Customer Experience and Transformation Director has executive responsibility for ensuring it is implemented in all our business activities and for cascading our commitments and initiatives to senior managers and station managers.

This policy is provided to our projects, property and procurement teams alongside the Code of Practice to ensure its implementation and to emphasise its importance. Our

Customer Experience and Transformations Director is responsible for ensuring compliance when stations are built or undergo refurbishment, while our Operations Director is responsible for ensuring PRM-TSI is applied to the refurbishment of our trains.

Our disability training programme, supported by local stakeholders, will ensure frontline staff and managers understand their responsibilities in line with this policy.

Our Head of Customer Experience has overall day-to-day responsibility for our accessibility initiatives. In 2018-19 we will recruit an Accessibility Manager and an Accessibility Analyst to support and strengthen our ambitious plans for accessibility and inclusion – a selection of which is provided in Section 4.

3. Monitoring and evaluation

We have implemented a range of measures to ensure that we monitor and evaluate our performance in meeting the commitments in our DPPP, including our continuous improvement.

Our Accessibility Panel will be our 'critical friend'. It will be designed such that members feel empowered and comfortable providing comments on our services, facilities and the plans and processes within the business. Their ideas will be an integral to how we move from evaluation to improving experience.

Our training programme (Section 6) will include an evaluation mechanism to allow us to measure its impact and identify any areas for further improvement, either through developing aspects of the course or specific additional interventions.

We encourage feedback from passengers in our *Making Rail Accessible: Helping Older and Disabled People*. Our Customers Relations team lead on investigating complaints or reports of breakdowns in assistance or accessibility. Trends are identified and appropriate action taken. Any learning points are fed back to staff or managers for analysis.

Securing sufficient data about Assisted Travel usage levels and failures is a challenge. It is, however, a crucial part of evidencing resource requirements, customer experience and accessibility levels. The introduction of a Assisted Travel app (section 4.2) will automate data collection and allow us to proactively lead on robust evaluation, taking the pressure off passengers to raise concerns.

We will partner with Disability Wales and task the Accessibility Panel to measure how many disabled or vulnerable people are accessing our services during accessibility enhancements, reviewing this every six months.

In the first year of its work, our Accessibility Panel will be asked to explore a priority seat scheme (e.g. indicating need via a card and/or badge) and how this would best work for passengers.

We produce periodic reports to the Welsh Government based on Assisted Travel data, including booked and fulfilled Assisted Travel, and provide this to the Executive to identify any necessary interventions.

Our Head of Customer Experience acts upon any risks of or concerns about failures to meet the standards of our DPPP by working with relevant senior management colleagues to identify the need for further clarification, briefings or training needs.

Our DPPP is reviewed annually.

4. Access improvements

We will comply with the PRM-TSI and the Code of Practice when installing or refurbishing rolling stock and facilities at stations. If for any reason we are unable to meet these standards we will apply for derogations or dispensation only after every effort has been made to ensure compliance.

4.1. Our Trains

All of our trains will be PRM-TSI compliant by 2020. In addition to this accessibility will be improved by:

- Level access between platform and train by 2022 on all South Wales Metro stations. This will transform disabled and older passengers' levels of independence and inclusion, increase safety and improve confidence in rail travel.
- An innovative door lighting system on Metro Vehicles will indicate when the door is safe to use and when it is opening or closing
- Doors will be a different colour to the interior on all new trains to make them clearer to identify.

Before the manufacture of any new rolling stock, we will ensure that mock up vehicles are tested and reviewed by the Accessibility Panel, and their feedback taken into account in the eventual design.

4.2. Our Stations

We will proactively apply for funding for access improvements at our stations through schemes such as the Government's 'Access for All' initiative. We will consult with our Accessibility Panel to identify and prioritise any such applications.

We will ringfence £250,000 annually for the Minor Works budget to fund accessibility improvements. Crucially, we will empower station facilities managers, station adopters and the Community Rail Partnerships (CRPs) to fund projects in a way that maximises the welfare of passengers. Adopting a welfare business case model, instead of a financial case model, allow schemes to be selected according to the welfare uplift they offer and targets spending where it will have most impact.

Our team of customer ambassadors assist the CRPs and station managers to deliver a welfare business case. We align welfare cases with analysis of needs, the Accessibility Panel and stakeholder feedback before review and selection. We want to transform the experience of our disabled and older passengers. For example, within the next 5 years we are committed to providing level access between the platform and trains across Cardiff and the Valley lines as part of our South Wales Metro scheme.

As part of our plans to enhance the experience of passengers, within the first 2 years we will launch a trial of an Assisted Travel app using Bluetooth beacons. After testing

by staff and stakeholders, and taking on the feedback, we hope to then roll-out the use of this technology to 51 stations by footfall. The use of this technology should increase flexibility for passengers, improve reliability in service delivery and provide an overall improved service for disabled and older passengers who use Assisted Travel.

Significant upgrade works are planned for Cardiff Central, Chester, Shotton, Llanelli, Wrexham General, Abergavenny, Blaenau Ffestiniog, Carmarthen, Chepstow, Machynlleth, Merthyr Tydfil. Following the access audit of our stations, we will confirm the detail of our plans in Year 1.

5. Working with others

We plan to partner with Disability Wales as we share their vision for inclusive rail services. Specifically, this will focus on launching the Accessibility Panel, devising our disability training and taking in part in tests and innovative trials.

We plan to work with the local health care sector to organise dedicated 'accessibility trips' during quieter off-peak times, to build disabled and older people's confidence travelling by rail, thereby increasing activity and reducing social isolation.

We will invite accessibility groups to join our Stakeholder Advisory Board to ensure that inclusion is mainstreamed in wider business activities. We consult with a range of stakeholders who represent disabled and older passengers, and other groups that experience access barriers, whether or not they are members of our Accessibility Panel as part of our stakeholder team.

We attend Rail Delivery Group's quarterly accessibility group for train operators. The group shares best practice across the industry to identify and solve challenges.

More widely we work with the Welsh Government, Transport Focus, the Office of Rail and Road, Disabled Persons Transport Advisory Group and the Rail Delivery Group.

6. Staff training

First year of the contract

During our first year, we will review the existing training programme in place which delivers training to new starters and regular refresher training to staff on a biennial basis as required. This will cover the following training

- All staff will receive relevant disability awareness training, including senior and key managers, to ensure that they are made aware of their responsibilities to older and disabled passengers.
- Frontline staff who may, at any time, need to assist passengers will receive appropriate training in the use of equipment provided to assist people with disabilities, such as ramps, wheelchairs scooters and induction loops.
- Any staff who may, at any time, deal directly with passengers will receive appropriate training to help them communicate with people with different disabilities.
- Any staff who answer telephones will be trained in communicating clearly with people who may have difficulty speaking, hearing or understanding.

An overview of our training will be provided to ORR when the DPPP is reviewed.

Developing our Training

We may develop that programme or decide to implement a brand new programme. We will invite Disability Wales to support us with this process and advise us on delivery and frequency. Whilst this review takes place, we will continue to deliver the ongoing training module to new starters as well as refresher training where required.

Any disability equality training programme will cover:

- Common barriers experienced by older and disabled people and how we can mitigate or remove them, including how to best provide assistance
- The disproportionate impact that disruption has on older and disabled people and measures to ease this
- Recognising the wide range of invisible impairments and how to support passengers
- Our commitments in the DPPP and obligations under the Equality Act 2010.

The programme will include our Directors (from a strategic perspective) and our frontline staff who directly support disabled and older customers.

We will invite the Accessibility Panel to review any proposed training programme and explore how they might add value to its delivery.

7. Emergency procedures

Staff are trained in their responsibilities on the health and safety of our passengers, including evacuation procedures at stations and on board trains.

Our conductors are responsible for evacuating trains. At a station, ramps will be used to assist wheelchair users and mobility impaired passengers onto the platforms. If a train is not at a station, our policy is not to evacuate a train unless there is immediate danger to life. In such a case, wheelchair users and mobility impaired passengers would be assisted from the train by staff with the support of emergency services.

8. Communications strategy

We understand that for information and our communications to be truly accessible, it needs to be available in a range of formats and in a variety of places. We work with our partners to share information about our services as widely as possible e.g. through printed media/advertisement, local newspapers, local TV and radio, poster campaigns, our website and on social media.

We proactively reach out to community groups to promote *Making Rail Accessible: Helping Older and Disabled People*. Hard copies are available at our staffed stations and we approach hubs such as libraries and tourist information centres to make these available in the community.

8.1.1. Telephone

Our Customer Relations team has a English-speaking and Welsh-speaking line. Next Generation Text allows us to communicate with passengers who use this service.

8.2. Websites

We promote Assisted Travel, our DPPP and other initiatives on our website which will meet the W3C WCAG AA accessibility standards.

8.3. Signage

We work with local authorities to make sure that our directions to stations are clearly signposted. We will address any deficiencies with them through our station travel plan process to review and improve travel by walking and cycling.

When we change or replace signage we will refer to RSSB's good practice guide.

9. Car parking

We monitor the use of designated blue badge parking bays at our car parks, particularly when provision is not compliant with the Code of Practice. The contracted manager of these car parks performs regular occupancy counts of these bays and general spaces. This allows to assess supply and demand and, if necessary, to provide extra blue badge parking bays if space allows.

Our 'pay and display' car parks are regularly patrolled. Cars parked in Blue Badge bays that do not display a badge will receive a penalty.