

# *Making rail accessible.*

*Helping older and  
disabled passengers.*



**Easy  
Read**



Valid from April 2023



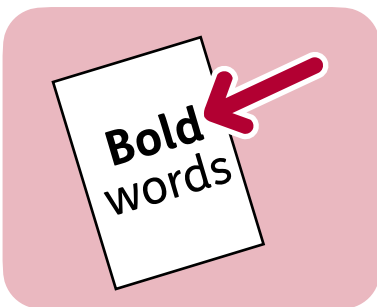
# Easy Read



This is an Easy Read version of some hard information. It may not include all of the information but will tell you about the important parts.



This Easy Read information uses easier words and pictures. You may still want help reading it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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# About this booklet



Greater Anglia has written this policy to explain how we help disabled and older people to use our railways.



We want everyone to feel comfortable and confident when travelling with us.



This leaflet tells you how to get the help you need.

# How we will help you

## Passenger Assist

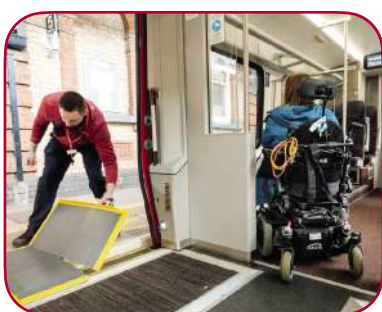
## Getting the help

You can ask for the help that you need on any UK train by contacting 'Passenger Assist'.



Passenger Assist is a service that will help you:

- Choose the best trains for your journey.
- Buy tickets.
- Get on and off the train.
- Move around the station.





Passenger Assist is a service that will help you move your bags.



You can contact Passenger Assist for information or to book the help you need by:

- Telephone: 0800 028 2878



- Textphone: 18001 0800 028 2878



You can book the help you need at:  
[www.greateranglia.co.uk/accessibility](http://www.greateranglia.co.uk/accessibility)



Or from the Passenger Assistance **app**.

An **app** is a computer programme for your phone or tablet.



# If you haven't asked for any help



You can turn up at a station and speak to a member of staff.



They will help you get onto the train that you want.



They will try to get other staff to help you along your journey.



If there are no staff at the station, you should press the 'Ticket Assistance' button on a ticket machine.



By pressing this button you will be able to speak to someone who can get some help for you.

# Who helps you?



We have staff at stations who will help you.



Some trains have someone who can help you.



If the station does not have any staff, you can call us to ask for help.



If you cannot get into or around the station, we will get a taxi to take you to the nearest station you can use.



# Your journey

## Before you travel



You should buy a ticket before you travel.

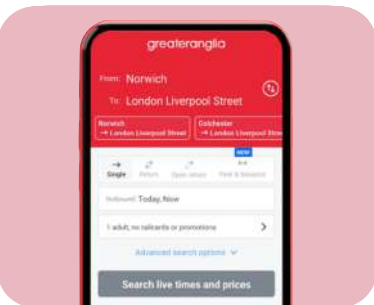


You can buy a ticket before you travel from:

- The National Rail Website:  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)



- The Greater Anglia Website:  
[www.greateranglia.co.uk](http://www.greateranglia.co.uk)



- The Greater Anglia App.



You cannot book a seat on our trains. But you can book a wheelchair space on the main trains between Norwich and London Liverpool Street.

# Buying a ticket at the station

You can buy a ticket at the station from:



- The ticket office.



- A ticket machine.

If you need help buying a ticket, you can:



- Ask a member of staff.



- Press the 'Ticket Assistance' button on a ticket machine.

# Cheaper tickets

You can get cheaper tickets if you have:

- A Disabled Persons Railcard.



- A Senior Railcard.

## Disabled Persons Railcard



With a Disabled Persons Railcard, you can get a third of the money off most rail tickets in the UK but not in Northern Ireland.



The person who is travelling with you can also get a third of the money off their rail ticket.

You can get more information and ask for a Disabled Persons Railcard by:



- Going to this website:  
[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)



- Emailing:  
[disability@raildeliverygroup.com](mailto:disability@raildeliverygroup.com)



- Phoning: 0345 605 0525



- Texting or minicom: 0345 601 0132

# Senior Railcard



If you are aged 60 or over, you can buy a Senior Railcard.



This card gives you a third off most rail tickets in the UK but not in Northern Ireland.



You can buy this card:

- Online at [www.senior-railcard.co.uk](http://www.senior-railcard.co.uk)



- At any station that has staff.



You need to show your passport or UK driving licence.

You can get more information by:



- Email: [railcardhelp@railcards-online.co.uk](mailto:railcardhelp@railcards-online.co.uk)



- Phone: 0345 300 0250



## Blind people



Blind people can get cheaper tickets if they do not have a railcard.



You have to show something that shows you are disabled. This could be a letter from social services at your local council.

## People who use a wheelchair



People who use a wheelchair can also get cheaper tickets if they do not have a railcard.

# Wheelchairs and mobility scooters

Our wheelchair spaces can take wheelchairs and mobility scooters that:



- Are up to 700 millimetres wide.



- Are up to 1200 millimetres long.



- Weigh up to 300 kilograms.



Some scooters are too big to go on a train or on some of the platforms.



With some scooters, you should not sit on them when you are on a train. You should sit on a train seat.



You can take a rollator on the train.

# At the station



We have 136 stations in East Anglia.



You can find out what each station is like at:

- National Rail Enquiries website:  
[www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations)



- Our website:  
[www.greateranglia.co.uk/travel-information/station-information](http://www.greateranglia.co.uk/travel-information/station-information)



If the station has staff, they will help you to get on the train you want.



You should get to the station 20 minutes before your train leaves, to give our staff enough time.



If the station has no staff, someone on the train will help you.



If you are at a station with no staff, and you have not asked for any help, you should press the 'Ticket Assistance' button on the ticket machine.



By pressing this button you will be able to speak to someone who can get some help for you.

# Help with bags



If you have asked for help, our staff will help you with your bags.



You can bring up to 3 small bags for free.



Your bags should not block the walkways or the wheelchair spaces.



# On the train

All our trains have:



- Wheelchair spaces.



- Accessible toilets.



- Priority seats.

A priority seat has a sign which says that you should let an older or disabled person use the seat.



- Information about your journey on electronic screens.



If you need help while you are travelling you can call 0800 496 1345.

# If something goes wrong



If you do not get the help you asked for, you should contact our Customer Contact Centre:



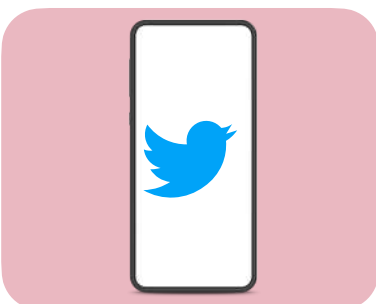
- Email: [contactcentre@greateranglia.co.uk](mailto:contactcentre@greateranglia.co.uk)



- Phone: 0345 600 7245



- Textphone: 18001 0800 028 28 78



- Twitter: [@GreaterAnglia](https://twitter.com/GreaterAnglia)

# Making a complaint



If you are not happy with our service, you can make a complaint.

You should make your complaint by:



- Writing to:  
FREEPOST - GREATER ANGLIA  
CUSTOMER RELATIONS

*That's all you need to put on the envelope. You don't need a stamp.*



- Email:  
[contactcentre@greateranglia.co.uk](mailto:contactcentre@greateranglia.co.uk)



- Phone: 0345 600 7245



- Textphone: 18001 0800 028 28 78

# To find out more



You can look at our website here:

[www.greateranglia.co.uk](http://www.greateranglia.co.uk)

If you need more information please contact us by:



- Post:  
FREEPOST - GREATER ANGLIA  
CUSTOMER RELATIONS

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- Phone: 0345 600 7245
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- Email:  
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