

lumo

MAKING RAIL ACCESSIBLE:

HELPING OLDER & DISABLED PEOPLE

MAY 2024



WELCOME

We want all of our customers to have a safe, comfortable and enjoyable journey with us, so as part of our commitment to you we have created this leaflet - Making Rail Accessible: Helping Older and Disabled Passengers.

We provide high speed rail services connecting Edinburgh Waverley, Morpeth, Newcastle, Stevenage and London King's Cross. Providing regular, cost effective 100% electric train travel as an alternative to flying that is just as time effective.

We don't manage any stations, but we call at five which are operated by other Train Operating Companies (TOCs) or Network Rail (NR) and we work closely with these companies, using a 'One Team' approach, to ensure excellent service is provided to all of our customers, especially the delivery of Passenger Assistance for customers that need this the most.

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ABOUT THIS LEAFLET

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



Everything you need to know about travelling with us at each stage of the customer journey, from planning your trip through to arriving at your destination relaxed and refreshed.



The additional assistance we can provide and how to obtain it.



The information, services and facilities we provide for disabled or older passengers at all stages of your journey.



How we will help you if your train is delayed.



Where to get more information if you need it.



How to contact us and provide feedback on our services in relation to your travel with us.

ASSISTANCE: HOW WE CAN HELP AND HOW TO GET ASSISTANCE

FOR IMMEDIATE TRAVEL

You can turn up at any station that is accessible to you and request assistance onto a train from a colleague at a staffed station. All of the stations that our trains call at are staffed during the times our trains operate, except at Morpeth where colleagues are not available for every service.

You can also use a Help Point (except at Stevenage where none are available, but there are always station colleagues available) or call our freephone number 0800 031 8542 or use the Text Relay number 18001 0800 031 8542. We will provide the help you need as quickly as possible.

Accessibility information for each of the stations at which we call is detailed on our website at lumo.co.uk/where-we-go/station-information

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

We will always do our best to provide you with the help you need. All our colleagues are encouraged to look out for customers who may need assistance and offer appropriate help.

Every Lumo service has Customer Experience Ambassadors on board who respond to all customer related matters on board our trains. They will be wearing Lumo Branded attire and will be able to assist you to get on and off our trains. Just make yourself known to them when the train arrives at the station or ask the station colleague to do this for you if available. We do offer a 'turn up and go' service, so we will do everything possible to accommodate you where you have not pre-booked assistance.

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

IF YOU CAN PLAN YOUR JOURNEY IN ADVANCE

If you or a person you are travelling with is likely to need assistance during their journey, we can help you to plan ahead and make the arrangements you need. All our passengers can book assistance using these dedicated channels:



Via our webform:

railhelp.co.uk/lumo/passenger-assist



Passenger Assistance app by Transreport



By WhatsApp: 07816 123149
(between 0600-2300 only)



By email:
Passengerassistance@lumo.co.uk



By phone:
0800 031 8542



By text relay:
18001 0800 031 8542

WHAT IS PASSENGER ASSIST?

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

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

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

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

Our Customer Experience Ambassadors are trained to understand that not all disabilities are visible and to respond to each and every person in line with their specific needs and wishes. Please note however, that colleagues are not able to accompany you throughout your entire journey, or provide personal care, such as help with eating, taking medication or using the toilet. If you need this kind of help you should travel with a companion.

Whether you have planned assistance in advance, or you're making a spontaneous journey, we will always do our best to provide the assistance and help you need. Sometimes access to and from trains at the station you plan to use is not possible. This could be because the station is not staffed at the time you wish to travel, because of a physical feature, or where there is no second colleague on board the train service to provide assistance (all of our trains have a Customer Driver and Customer Experience Ambassador on board). In these instances, we will provide alternative transport to the nearest accessible station which meets your needs at no additional cost. When you book assistance or contact our Passenger Assist team, we will discuss with you the type of alternative transport you require so that we can make sure that the vehicle provided meets your needs. Please be aware that where assistance has not been arranged in advance, this may take some time to provide whilst we source a vehicle appropriate to your needs.

REQUESTING ASSISTANCE

You can book assistance with us 24 hours a day, except 25th and 26th December. We are unable to make any bookings on 25th and 26th December, however our contact centre will reopen for bookings at 00:01 on 27th December to allow bookings to be made for morning services.

Website bookings will be processed during the above operating hours, therefore bookings made between 22:59 on 24th December and 08:00 on 27th December will be processed when our contact centre reopens at 00:01 on 27th December.



Via our webform

railhelp.co.uk/lumo/passenger-assist



Passenger Assistance app by

Transport  



By WhatsApp: 07816 123149

(available between 0600-2300 only)



By email:

Passengerassistance@lumo.co.uk



By phone:

0800 031 8542



By text relay:

18001 0800 031 8542

PASSENGER ASSIST NOTICE PERIOD

To make sure that our colleagues can give you the best service and notify you if there is anything that will affect your journey, we recommend booking assistance at least two hours before your journey.

WHAT YOU CAN EXPECT: OUR COMMITMENT TO CUSTOMERS AT EVERY STAGE OF OUR JOURNEY

A) BEFORE YOU TRAVEL

JOURNEY PLANNING AND INFORMATION

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

Our Passenger Assist team can provide advice to you about every aspect of your journey, from train times and station staffing hours, to the latest accessibility issues at each station and for rail replacement transport. They will confirm this information to you when you book assistance so that you know what to expect at every stage of your journey and they can provide you with a copy of the station access information for reference if required.

Additionally, we will ensure the information about our services displayed on our website, and the National Rail Enquiries website, is accurate and up to date. We will work with Station Facility Operators so that where we receive notification of a change, for example, reduced availability of lifts or accessible toilets at stations, or temporary restrictions because

of building works, that they will update online information within 24 hours.

At stations, we will work with Station Facility Operators to advise waiting passengers if we are aware that on-train accessible toilets, or other accessible features are out of use, or when trains with different facilities are being used on our services.

TICKETS AND FARES

BUYING A TICKET

Tickets can be bought online at [lumo.co.uk](https://www.lumo.co.uk), via our app LumoGo (which is downloadable from the App Store (iOS/Apple) or Play Store (Android)), by contacting our Passenger Assist team, from the ticket office at staffed stations or at stations with self-service Ticket Vending Machines. Please note that some tickets, i.e., Advance tickets are not available from Ticket Vending Machines.

Our Passenger Assist team are able to book tickets, seats and assistance for you at the same time on our services and on other operators where available. They will be able to recommend the most appropriate journey to suit your needs (such as fewer changes, longer transfer times, or the quietest time to travel). We will ensure that we will provide Lumo Fixed and Lumo Flex ticket options no less than 24 weeks prior to the departure date

of our services and where we are unable to achieve this, we will inform you at the time of booking, so you can choose to contact us at a later date when there is availability. We will also introduce a Cheap Ticket Alert notifier in late Summer 2024 to allow you to be made aware when Advance fares go on sale.

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

If it is difficult for you to purchase a ticket before you travel due to your disability, you will be able to buy tickets on board the train or at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied if you do buy your ticket from one of our Customer Experience Ambassadors on the train.

RAILCARDS

DISABLED PERSONS RAILCARD

A Disabled Persons Railcard is available to people with one or more of a range of disabilities. They are valid for one year, or three years and they give you and your companion a third off most rail tickets throughout the British rail network. A one-year Railcard costs £20 or a three-year Railcard cost £54.

If you have a Disabled Persons Railcard, we'll give you a discount of up to one third off for travel at any time of day when you buy your tickets online, or at the Ticket Vending Machine. At the ticket office, you must show your Railcard when you buy them. You also need to have your Railcard with you when you travel for when your tickets are checked.

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

SENIOR RAILCARD

Senior Railcards are available to anyone aged 60 and over. They are valid for one year or for three years and give you up to a third off most rail tickets for journeys throughout Great Britain. A one-year Senior Railcard costs £30 and a three-year Senior Railcard cost £70 (correct at time of publication).

If you have a Senior Railcard, we will give you a discount when you buy your tickets online or from our Customer Experience Ambassador. If you purchase your tickets at the ticket office you must show your Railcard when you buy them. You also need to have your Railcard

when you travel for when your tickets are checked.

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

VETERANS RAILCARD

A Veterans Railcard is available provided you have served for at least one day or more in her Majesty's Armed Forces (Regular or Reserve). Merchant Mariners who have seen duty on legally defined military operations are also eligible. They are valid for either one, or three years, giving you and one companion discounts. A one-year Railcard costs £30 and a three-year Railcard cost £70 (correct at time of publication).

If you have one, you'll receive up to a third off Lumo travel when you buy your tickets online at lumo.co.uk. You will need to have your Railcard with you when you travel and present it when your tickets are checked. You can find out more and apply for one by going online to veterans-railcard.co.uk, by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office. You will need to supply proof of your eligibility as part of your application.

CONCESSIONARY FARES

If you are blind or vision-impaired and travelling with a companion, or you travel in your own wheelchair, you are entitled to the concessions detailed below. You do not need a Railcard to be eligible. Please be aware these cannot be purchased from the Ticket Vending Machines and should be purchased from station ticket offices or the Passenger Assist team. You may pay the concessionary fare on board our train, without penalty, during the journey.

BLIND OR VISION-IMPAIRED CUSTOMERS TRAVELLING WITH A COMPANION

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

If you are blind or vision-impaired, you can buy one adult season ticket that enables a companion to travel with you on National Rail

services only at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. Please take evidence of your visual impairment with you to prove your eligibility.

CUSTOMERS WHO STAY IN THEIR OWN WHEELCHAIR FOR A RAIL JOURNEY

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

CONCESSIONARY FARE DISCOUNTS

The following discounts apply to both First and Standard Class tickets, although please note that we offer only Standard Class accommodation on our trains:

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

Anytime Singles or Returns
one third off

Anytime Day Single
one third off

Anytime Day Return
50% off

B) HELP AT THE STATION

MEETING YOUR ASSISTANT

If you have booked assistance, please go to the designated meeting point at the station (listed at the end of this leaflet for the stations at which we call) and confirmed by the Passenger Assist team, where you will be met by the colleague assigned to assist you. You can also make yourself known to any station colleague in the ticket office, on the ticket barrier (where available) or the platform.

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

We recommend that you arrive at the station at least 30 minutes before the departure of the train. Station teams will assist you to the platform, helping you to collect any tickets you might need on the way and ensure you successfully get on the train.

ACCESSIBLE STATION FACILITIES AND HOURS OF OPERATION

All stations at which we call benefit from Customer Information Screens and Public Address systems which give updates on train running.

All stations at which we call, with the exceptions of Stevenage, have Help Points on platforms, (Stevenage is staffed 24/7).

Morpeth is only staffed for part of the day, so there are times when our services call there where we may use our own team to help you when you have booked assistance. At stations at which we call where lifts are provided these are available for use at all times. You can access the full details of all the facilities at each station either from the relevant train company's website or on the National Rail Enquiries website nationalrail.co.uk/stations

USING UNSTAFFED STATIONS

Morpeth only has colleagues available at set times of day or days of the week. You can find details of the times when colleagues are available at and when assistance can be provided for all stations on the National Rail network at nationalrail.co.uk/stations

EDINBURGH WAVERLEY

Operator - Network Rail
Telephone - 03457 114141
Website - networkrail.co.uk

MORPETH

Operator - Northern
Telephone - 0800 200 6060
Website - northernrailway.co.uk

NEWCASTLE

Operator - London North Eastern Railway
Telephone - 03457 225 333
Website - Iner.co.uk

STEVENAGE

Operator - Great Northern
Telephone - 0345 026 4700
Website - greatnorthernrail.com

LONDON KING'S CROSS

Operator - Network Rail
Telephone - 03457 114141
Website - networkrail.co.uk

We recommend that you check the station staffing hours before you travel.

If you can access Morpeth (which is a step free station) without the need for assistance, our Customer Experience Ambassadors team will be pleased to help you get on and off the train. Our Customer Experience Ambassador will get off the train and check the platforms at these stations before they close the doors of the train, so please ask them for assistance to get on the train.

If you require assistance at an unstaffed station to get to or from the platform or are planning to get on another operator's train (where there may not be a second colleague on the train to help passengers on and off), we advise you to contact our Passenger Assist team in advance of travel. The Passenger Assist team will be

able to discuss your needs with you and book your assistance, arrange alternative transport to the nearest most convenient accessible station or advise of alternative options. The Passenger Assist team contact details for the station operator are displayed on Welcome Posters near each station entrance in the event that you arrive at the station and are not able to access the platform.

CONNECTIONS TO OTHER TRAIN SERVICES

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

PLATFORM ALTERATIONS

If platform alterations occur at short notice:

- Station colleagues, where available, will assist you to the correct platform.
- Customer Information Screens will be updated and announcements made.
- Colleagues will look out for customers who may need assistance and will help where required.

Our colleagues will try to give enough time to allow those needing extra help to board the re-platformed train.

If you need to change your journey as a result of a platform change or due to service disruption, our colleagues will coordinate your revised journey and any assistance you require. If you have booked assistance, we will also inform other operators and stations about the changes to your journey, so they can still provide the assistance you need.

CHANGING TO OTHER FORMS OF TRANSPORT

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

We work with Station Facility Operators to encourage availability of taxis operators that provide vehicles.

ACCESSIBLE STATION FEATURES

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

There are Information Points, Help Points or station colleagues available at all the stations at which we call. These Information and Help Points allow you to get information about services and accessibility, timetables, fares, connections and confirmation of any assistance booked through Passenger Assist. Where stations do not have an Information Point you can contact our Passenger Assist team or speak to station colleagues for more information. We work with Station Facility Operators so that, at staffed stations, they place timetables,

posters, information leaflets and other materials in a position that both wheelchair users and standing customers can access.

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

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

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

We strive to work proactively with other Station Facility Operators to provide easily accessible facilities, from accessible ticket offices with height adjustable counters, to hearing loops etc, and will keep you updated about our progress on here [lumo.co.uk/where-we-go/station-information](https://www.lumo.co.uk/where-we-go/station-information).

ASSISTANCE CARDS AND LANYARDS

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

SUNFLOWER LANYARDS



Along with other operators we promote and distribute Sunflower Lanyards to passengers with non-visible disabilities who want railway colleagues to be alerted to their possible need for assistance during their journey. These lanyards include cards which are recognised by all Train Operating Companies. The cards are designed to discreetly inform railway colleagues as to any specific needs a passenger may have. For Information please go to the Sunflower Lanyard website hiddendisabilitiesstore.com

THISTLE ASSISTANCE CARDS



Our colleagues recognise the Thistle Assistance Card scheme, allowing them to provide help to users. This scheme, developed by SEStran, is available to everyone as a physical card or on their mobile phone. You can personalise this card and tailor it to your own needs, helping you inform our colleagues and guide them on how they can be most helpful to you. For information on how to obtain a card go to the website thistleassistance.com

STATION WHEELCHAIRS

All stations have wheelchairs (information about which is displayed on the National Rail Enquiries website on each station page) which can be used by colleagues to assist customers with transfers around the station.

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

At London King's Cross larger assistance buggies are also available.

CUSTOMER ASSISTANCE RAMPS

We will help wheelchair, mobility aid or mobility scooter users on and off the train with a portable customer assistance ramp, specially designed and tested for the purpose. There are ramps available at each of the stations we serve and we also have ramps available on board our trains.

Our Customer Experience Ambassadors are trained to use the customer assistance ramp to help you on or off the train at any stations where there are no station colleagues available to assist you.

LUGGAGE

Here at Lumo, we understand our customers wish to keep their luggage close by, and that what they are travelling with is important, but depending on the size, this may not always be possible. We encourage all our customers to travel light for their ease, safety and comfort as space is limited onboard. We only allow customers to bring with them a maximum of one medium sized suitcase (height 63cm x width 41cm x depth 27cm) and a small bag, rucksack or holdall, that is small enough to fit either on your lap or under the seat in front of you. You can further find details, on our website at lumo.co.uk/plan-your-journey/onboard-luggage-policy

If you bring more than the allocated allowance specified above you will need to pay a luggage supplement which will not exceed half that adult Standard fare for your journey.

Please be considerate with the amount and weight of luggage you bring with you. Our colleagues and our industry partners' colleagues must be able to lift the item(s) safely.

Please be aware that we do not accept bulky items or any piece of luggage that cannot be carried or packaged in a suitable manner. Whilst luggage assistance is provided free of charge, if you require assistance with additional bags beyond the limits above, you may wish to book a delivery service with our dedicated partner through LumoLuggage:

Enhance your travel experience by having your luggage delivered to your final station or destination. You can tailor your luggage courier requirements that best suit your needs. We have partnered with FirstLuggage who will provide a door-to-door luggage courier service throughout Great Britain, and many other countries. Their service is chargeable and is bookable through lumo.co.uk/plan-your-journey/onboard-luggage-policy. The courier option will make your travel experience easier, moving multiple, larger, or heavy luggage items so you don't have to worry about carrying these around with you. You'll be able to arrive at your destination, browse around the City shops, relax at your favourite wine bar, or take in the historical sights while you wait for your hotel check-in time. When booked via lumoluggage.co.uk customers will receive a 10% discount, FirstLuggage will then arrange for your luggage to be collected anywhere in the world and delivered to your chosen destination address without hassle or stress.

PUSHCHAIRS & PRAMS

Pushchairs & prams are welcomed onboard but will need to be folded and stored in the luggage stacks and stores at the end of the coach, or in the overhead racks.

We would like to remind you not to store anything in the dedicated wheelchair user spaces or around the exit door areas.

LEFT LUGGAGE

With the exception of London King's Cross and Edinburgh Waverley, there are no left luggage services at the stations at which we call. Contact details are displayed below:

EDINBURGH WAVERLEY

Operator: Excess Baggage Company

Location: Platform two near the Carlton Road entrance

Contact: 0131 516 9834

LONDON KING'S CROSS

Operator: Excess Baggage Company

Location: Main concourse

Contact: 020 3468 4690

LOST PROPERTY

There is a point of contact at each station for lost property shown in the table below:

EDINBURGH WAVERLEY

Operator: Excess Baggage Company

Location: Platform two near the Carlton Road entrance

Contact: 0330 024 0215

MORPETH

Operator: Northern

Location: Ticket Office

Contact: 0800 200 6060

NEWCASTLE

Operator: London North Eastern Railway

Location: Main concourse

Contact: 0116 366 3587

STEVENAGE

Operator: Great Northern

Location: Ticket Office

Contact: greatnorthernrail.com/lostproperty

LONDON KING'S CROSS

Operator: Excess Baggage Company

Location: Main concourse

Contact: 0330 024 0215

CAR PARKING

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

At those stations with car parks, there are marked bays for Blue Badge holders. Please check to see whether these spaces are provided free of charge. At some locations there may be a charge.

For details of parking facilities at stations please visit [nationalrail.co.uk](https://www.nationalrail.co.uk) and go to the 'station services and facilities' section.

STATION TEAMS

We work with Station Facility Operators to ensure they provide colleagues with regular training, briefings and updates so that they can always provide you with the most up to date information regardless of which operator you are travelling with, including information about other operators' services and the accessibility of other transport from the station such as buses.

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

Where assistance has not been arranged in advance, colleagues will endeavour to provide the help you need, but this will be on a first come first served basis, and those customers who have booked their assistance in advance will be prioritised.

C) HELP ON THE TRAIN

ON-BOARD COLLEAGUES

All our trains have Customer Experience Ambassadors who have received comprehensive training in how to support older and disabled passengers.

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

If your hearing, vision or mobility is impaired, please advise our Customer Experience Ambassador as soon as you can (e.g. when your ticket is being checked), if you have difficulty hearing or seeing on train information. Please also let us know if you require assistance to access any of the train's facilities or if you may need particular help.

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

SEATS ON TRAINS

Seat reservations are mandatory and can be made on all our services free of charge.

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

Reservations can be made up to 24 weeks before the date of travel on some services and as little as 15 minutes before the train begins its journey on some operators. This also applies to the priority seats, wheelchair user spaces and companion seats.

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

AT SEAT CATERING: LUMOEATS

You can book from our dedicated catering service, LumoEats lumo.co.uk/plan-your-journey/lumoeats. If your journey starts at King's Cross or Edinburgh station, you are able to pre order food in advance of your journey with hot and cold items, delivered direct to you in the comfort of your seat. We have partnered with specialist suppliers that can cater for most dietary requirements and have carefully selected seasonal product ranges to suit most needs.

Once onboard and after we depart the station, our Customer Experience Ambassadors will commence an at seat trolley service, you'll be able to purchase a range of hot and cold drinks, snacks and alcoholic refreshments while you sit back and relax watching our entertainment system available through LumoGo. The range of products that we offer is as inclusive, sustainable, and local, but please bear in mind that our selection varies and maybe subject to last minute change. Our on-board trolley menu is available through the QR code on all seat backs so you can choose before the refreshments trolley arrives at your seat.

Our Customer Experience Ambassadors are able to accept most forms of card payments but please note that we don't accept cash onboard our trains.

If, for any reason, we are unable to serve food and drinks on your service, we will endeavour to inform you in advance of your train departure. This information will be available through the journey check section of our website [journeycheck.com/lumo/](https://www.journeycheck.com/lumo/), our app, LumoGo, and displayed on Customer Information Screens on platforms. We will also give you a full refund to your method of payment for any items we cannot provide.

ACCESSIBILITY AND OUR TRAINS

We operate one type of train, known as the Hitachi Class 803 Electric five carriage train. On occasions we may operate this in a 10-carriage formation.

All our trains are compliant with Persons of Reduced Mobility – Technical Specification for Interoperability (PRM-TSI). Please turn the page to see a copy of our train layout and on-board facilities.

HITACHI TRAIN ACCESSIBILITY SUMMARY

FACILITIES	AVAILABILITY AND LOCATION
Accessible Toilets	Yes: Universal Accessible Toilets.
Location	Accessible toilet in carriages A and E equipped with baby changing facilities (G & M also on 10 carriage trains)
Wheelchair User Spaces	Two
	Located in carriage A (& G on 10 carriage trains)
On Board Ramps	Yes
	Located in carriage A (& G on 10 carriage trains)
Passenger Information System	Yes
	Audio/Visual announcements with digital Customer Information Screens
Priority Seats	Yes
	52 (104 on 10 carriage trains)
Contrasting grab rails	Yes
Tactile or Braille Notices	Tactile signage on toilet doors, inside toilet facilities, call for aid points
On Train colleagues	Minimum two colleagues

TRAIN LAYOUT DIAGRAM

Key

 Standard seat

 Priority seat

 Non-reservable seat

 Fold-down seat

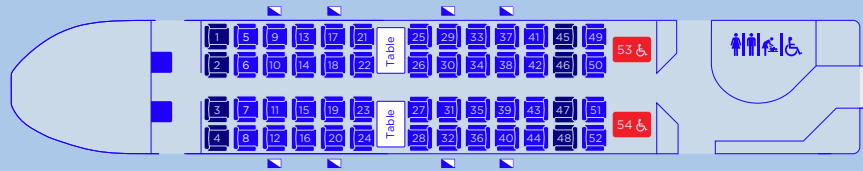
 No window

 Partial window

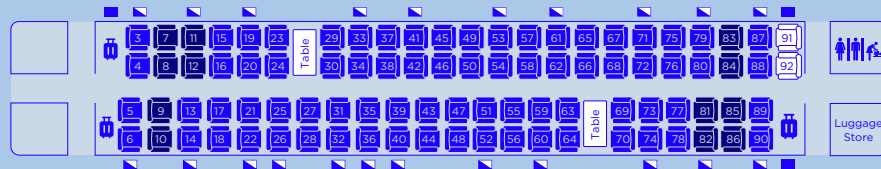
 Luggage stack

 53  Wheelchair space

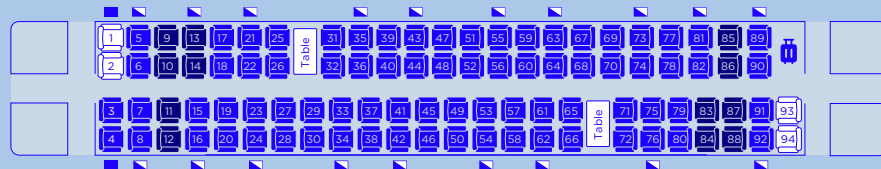
A & **G**



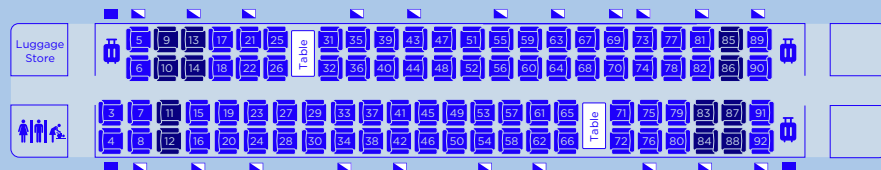
B & **H**



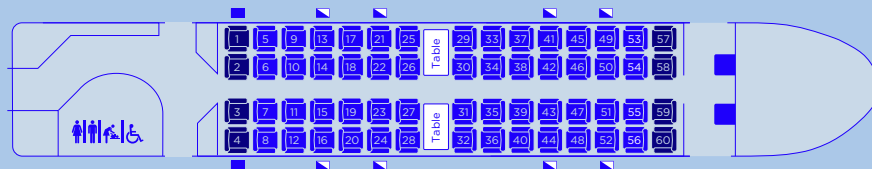
C & **K**



D & **L**



E & **M**



← London

Edinburgh →

WHEELCHAIR USER SPACES

All our trains have dedicated wheelchair user spaces available. These are conveniently located close to entrance doors and near to a Universal Accessible Toilet.

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

Each train has two wheelchair user spaces located in carriage A. The wheelchair user spaces are identified as A53 and A54 respectively. On 10 carriage trains these are also available in carriage G and are identified as G53 and G54 respectively.

Each wheelchair user space has a table, plug socket with USB charging point and a Call For Aid button. Our Customer Experience Ambassadors will ensure that these spaces are kept free for use by wheelchair users. We have signage to inform other customers of the need to keep these areas clear.

COMPANIONS

There are two allocated companion seats per wheelchair user space. These are seats A49, A50, A51 and A52 in carriage A and G49, G50, G51 and G52 on 10 carriage trains. Companion seats can be reserved through our Passenger

Assist team when a wheelchair user assistance request is made.

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

TRANSFERRING TO A FIXED SEAT

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

Customers who need their wheelchair positioned close to the seat enabling transfer with minimal steps should access the wheelchair user spaces in carriage A (or G on a 10-carriage train) and transfer to one of the designated companion seats. An additional companion seat can be booked to ensure two seats are available.

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

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

PRIORITY SEATS

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

We do ask our passengers to give up Priority Seats for people who need them more, but it won't always be obvious why someone needs to use a seat. Our Customer Experience Ambassadors are happy to help ensure priority use of these spaces is given to customers who need them.

ASSISTANCE DOGS

We welcome guide or assistance dogs on our trains and they can travel in all carriages.

Dogs are not permitted to occupy seats for hygiene and safety reasons, but we can reserve a seat, free of charge, under/in front of which they can lay down. We will aim to book a priority seat so that there is additional legroom for your dog and so that you are closer to the exit doors. We also recommend use of the Assistance/Guide dog card which customers can print out from the Passenger Assist page on our website and use to indicate that their dog is under a seat.

MOBILITY AIDS

Mobility Aids may be carried on board our services. We recommend contacting our Passenger Assist team who will be able to arrange assistance for you when getting on or off the train and to assist you to your seat. Where your journey starts or ends or a transfer is needed at a larger station, it may be best to make use of a station wheelchair or buggy. Our Passenger Assist team can assist you with making suitable arrangements.

If you use a Mobility Aid, we recommend that you make use of the priority seating which is available throughout the train. If it is foldable, just speak to our Customer Experience Ambassadors and they will help you store it.

SCOOTER CARRIAGE

We understand that scooters are essential for many people, so we do accept these on board, accommodating customers in the wheelchair user spaces on our trains on a first come, first served basis. There are some restrictions though, so if you use a wheelchair or a mobility scooter, we're happy for you to travel with it on our trains but, there are a few things you need to know.

Your safety and the safety of our other customers and colleagues is our top priority.

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

Three Wheel Scooter

Length: 120cm
Width: 70cm

Four Wheel Scooter

Length: 110cm
Width: 55cm

The difference in size acceptance between a three and four wheeled scooter is due to the turning circle required on board our trains.

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

For your safety, we will ask you to transfer from your scooter to a seat whilst travelling. This is also recommended by scooter manufacturers.

If you have a scooter which is folded and carried as luggage it can be taken on any of our trains, however if it cannot be folded, it will need to comply with the dimensions detailed above. You will not be allowed to take it onboard if it doesn't. You may wish to consider requesting a station wheelchair to help you when travelling instead.

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

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

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

HANDCYCLES

You are welcome to bring your hand-cycle on board. If it is foldable, just speak to our Customer Experience Ambassadors and they will help you store it. If not, we strongly recommend pre booking a wheelchair user space, we just ask that you are confident you can fit it into our wheelchair user spaces. Please note, you may need to detach the bike to enable yourself to board, depending on the platform width.

PASSENGERS WITH AUTISM

We have created a special, simplified guide to assist you when travelling on our trains. These include approximate timings between stations and through tunnels. You can find this on our website lumo.co.uk/onboard/assisted-travel

Our colleagues are trained to recognise and understand all our customers, regardless of their needs. They are mindful that everyone is different and may need more time than other.

D) IF THINGS DO NOT GO AS PLANNED

Whilst we hope it doesn't happen, sometimes there can be disruption during your journey which affects our services and your journey.

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

PLANNED DISRUPTION

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

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

ALTERNATIVE TRANSPORT

Where planned disruption requires train services to be replaced by road transport, through our contracts we insist that our suppliers and local transport companies provide accessible coaches or buses in line with the Public Service Vehicle Accessibility Regulations (PSVAR). Twelve weeks before major planned engineering works, we take appropriate steps to assess the requirement for accessible transport and alternative

accessible vehicles for use as substitute transport and where necessary, procure the use of such vehicles.

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

DISRUPTION DURING YOUR JOURNEY

AT THE STATION

Station Facility Operators will make announcements at stations to update customers (where announcing facilities are available) during disruption and will update Customer Information Screens with the latest travel information.

Customers can also use Help Points provided at stations (where available), or find updates on our app, social media channels or via our Live Disruption page at [journeycheck.com/lumo](https://www.lumo.co.uk/journeycheck.com/)

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

Severe disruption will also be communicated in the form of banners across the top of rail websites such as [lumo.co.uk](https://www.lumo.co.uk) and [nationalrail.co.uk](https://www.nationalrail.co.uk)

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

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

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

ON TRAIN

Where facilities that affect disabled travellers are out of use e.g., accessible toilets, we will try to advise you of this before you join the train and discuss alternative arrangements with you. We will also report the fault to our maintenance teams so that it can be fixed quickly. In addition our Customer Experience Ambassadors are trained to undertake in-transit cleaning with a view to bringing facilities back into service as quickly as possible.

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

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

ALTERNATIVE TRANSPORT

If the level of disruption requires us to provide alternative transport, we will work with our suppliers and local transport companies to

provide accessible coaches or buses, however, this is not always possible, particularly at short notice. If we are not able to provide an accessible coach or bus, a taxi suitable for your needs will be provided at no extra charge to you.

IN THE EVENT OF AN EMERGENCY

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

REDRESS

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

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

We welcome customer feedback, therefore if you would like to provide feedback after travelling, please contact our Customer Experience team. Contact details can be found in this leaflet.

Where things have not gone as planned, we will incorporate the feedback provided to improve how we and those we work with do things.

We will coordinate a response to your complaint, should your journey have involved multiple train companies, and we will provide you with a full explanation, including why it happened and what mitigating actions we intend to take as a result. Where both Delay Repay and Passenger Assist compensation could apply, you will be compensated for both issues, up to a combined value of your purchased ticket for that journey.

Where you have experienced other issues with assistance which have not caused delay, please let our Customer Experience team know, providing your Passenger Assist reference number where available, and we will consider compensation on a case-by-case basis.

We will also always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure. We will take each case on its merits and respond appropriately.

WHERE TO GET MORE INFORMATION AND HOW TO GET IN TOUCH

You can find more information on our wider commitments as an organisation to our older and disabled travellers and our strategy for delivering improvements in our Accessible Travel Policy on our website lumo.co.uk/about-us/policies-and-procedures/accessible-travel-policy, along with full details of the accessibility of our trains.

Our Accessible Travel Policy documents are available to download or on request from our Customer Experience team.

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

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

ALTERNATIVE FORMATS

Our website and app comply with the Web Content Accessibility Guidelines v 2.1 and we are seeking further accreditation from a suitable independent assessment provider.

We offer this leaflet and our Policy document in alternative formats, specifically:

- Braille
- Audio
- Large Print
- Easy Read
- British sign language video

You can ask for an alternative format by contacting our Customer Experience team or our Passenger Assist team and we will send them out to you. We will respond to your request within seven days.

HOW TO GET IN TOUCH

For any queries about the accessibility of our trains, or to plan assistance, contact our Passenger Assist team who are available 24/7, except Christmas Day and Boxing Day.

You can contact Lumo Passenger Assist using any of these dedicated channels:



Via our webform:

railhelp.co.uk/lumo/passenger-assist



Passenger Assistance app by
Transreport



By WhatsApp:

07816 123149



By email:

Passengerassistance@lumo.co.uk



By phone:

0800 031 8542



By text relay:

18001 0800 031 8542

Alternatively, you can contact National Rail Enquiries:



Call: 0800 022 3720



Text Phone: 0845 60 50 600



Text Message: Text 60083 and National Rail Enquiries will send you a text message with the number you need to dial from your textphone.

HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT

We really value your feedback, therefore if you have any comments on this document, the accessibility of, or any aspect, of our service or stations, we'd love to hear from you.

Additionally, if you are interested in getting involved in the Rail Accessibility Forum for the North, who discuss and offer feedback on the accessibility and inclusivity of our services, we'd like to hear from you.

You can contact our Customer Experience team, which includes our:

- Customer Experience team, available from 06:00 to 23:00
- Web Support team, available from 06:00 to 23:00

Available seven days a week, except Christmas Day and Boxing Day when we are closed.



Visit railhelp.co.uk/lumo

and complete our easy-to-use webform to provide your feedback.



0345 528 0409



Freepost LUMO
CUSTOMER SUPPORT

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

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

Website: railombudsman.org

Email: info@railombudsman.org

Twitter: @RailOmbudsman

Call: 0330 094 0362

Textphone: 0330 094 0363

Post: FREEPOST
RAIL OMBUDSMAN

STEP FREE STATION ACCESS MAP

A Edinburgh Waverley

A Morpeth

B Newcastle

A Stevenage

A London King's Cross

There is a steep ramp bridge to platforms 5-8 at Newcastle. Staff assistance may be needed.

Key

A Station has step-free access

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

ASSISTANCE MEETING POINTS

STATION	MEETING POINT
Edinburgh Waverley	Mobility Office opposite platform four or Customer Information Point on the main concourse
Morpeth	Ticket Office - note specific staffing hours detailed at nationalrail.co.uk
Newcastle	Customer Information Point on the main concourse
Stevenage	Ticket Office
London King's Cross	Customer Information Point next to the ticket office on the main station concourse

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