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20 October 2016

Ian Bullock
Managing Director
Arriva Trains Wales

Dear Ian

Review of Arriva Trains Wales Limited Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for review. A copy of your revised DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that 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) and can confirm that your revised DPPP meets the requirements of Condition 5 of your station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

We welcome your work with Assistance Dogs UK to improve access for passengers who travel with the aid of assistance dogs, including your initiative which offers a reserved protected space in front of the adjacent seat, to ensure that the assistance dog can travel in safety and comfort. We believe this initiative is likely to be positive for passengers.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance. We also sought views on your policies from Transport Focus and the Disabled Persons Transport Advisory Committee (DPTAC).

The main areas where you clarified your policies during our review were:

- **24 hours' notice for assistance bookings:** The guidance states that operators are not expected to require more than 24 hours' notice for assistance bookings. You have confirmed that you do not require more than 24 hours' notice from passengers for assistance booking, but that passengers can book assistance further in advance if they wish.
- **Provision of assistance when booked in advance:** The guidance states that operators are expected to provide assistance, when booked in advance, at any station during the hours that trains are scheduled to serve that station. The assistance provided will be dependent upon the needs of the passenger, and may

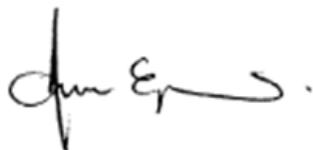
include alternatives to providing staff (such as accessible taxis), if this is acceptable to the passenger but operators should be mindful of allowing passengers to make as much of their journey by rail as possible. You have clarified that if a station is unstaffed when a passenger requiring assistance wishes to use it, you will discuss with the passenger what help they require and either provide alternative transport, organise for a member of on-board staff to assist passengers on or off the train if they are able to get to the platform or, where practicable, send a member of staff to an unstaffed station to assist.

- **Provision of an electronic means of booking:** The guidance states that operators are expected to provide an electronic means of booking assistance for passengers. You have confirmed that assistance can be booked online when passengers buy their tickets as part of the ticket booking process, and also after they have booked their tickets via an online form linked from the 'Booking Assistance' page of your website.
- **Buying tickets:** The guidance states that operators must commit to ensuring that, where disabled passengers are unable to buy a ticket at a station before their journey, they are able to buy a ticket without penalty on the train or at their destination. You have now confirmed that if a passenger cannot easily buy their ticket at the station due to their disability, they can purchase a ticket during the journey or at the destination with no penalty applied.
- **Provision of ramps:** The guidance states that operators must commit to making ramps available at all staffed stations. You have confirmed that ramps are available at all staffed stations and on all of your trains. You have confirmed that should a passenger require assistance with a ramp at an unstaffed station, the train guard will be able to provide this assistance and will also be able to make arrangements for any onward assistance required.

You have informed us that you have now implemented a new system to ensure your station entries on the National Rail Enquiries and Stations Made Easy sites remain both consistent and up to date. You have confirmed that you will update your safety monitoring system, DataStation, to include a section on accessibility so that station managers can update the accessibility description of the station, should any changes arise, as part of their regular monitoring. Any information provided will then be automatically emailed to the team responsible for updating website information so the online content can be changed accordingly. It is important that passengers have access to accurate and consistent information before travelling, therefore please provide us with an update on the progress of this new procedure within 3 month of the date of this letter.

In addition to this, we expect all supporting information, such as that provided on your website and on your trains, to be consistent with the information provided in your DPPP.

Yours sincerely,



Annette Egginton



Making Rail Accessible: Helping Older and Disabled Passengers



Valid from
1 October 2016

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Introduction

We welcome older and disabled passengers, and those with reduced mobility or who need extra help. This Passenger Document aims to assist you with your journey on Arriva Trains Wales' train services and at our stations. If you have reduced mobility or a special requirement, it will provide advice on how best to get help and assistance if you need it.

We are committed to providing an excellent quality of service to all our passengers and will work closely with our rail industry colleagues and other appropriate stakeholders to achieve this.

We will also ensure that there is no reduction in the standards of accessibility available on Arriva Trains Wales' network and commit to facilitate continuous improvements in our facilities and trains.

We invite you to put forward your comments and suggestions for consideration for future developments.
<http://www.arrivatrainswales.co.uk/contactus/>

Network Description

Arriva Trains Wales is part of the Arriva Group, a leading provider of passenger transport services in Europe.

We operate train services and stations in Wales and the border countries including:

- South Wales Valleys, the Vale of Glamorgan and Cardiff suburban routes, including services to Ebbw Vale Town;
- Services from Birmingham International to Aberystwyth;
- Services on the Cambrian Coast line to Pwllheli;
- Services from Chester to Crewe;
- Services from Birmingham International to North Wales;
- Services from Holyhead and Llandudno along the North Wales coast to Manchester and Crewe;
- Services from Cardiff to Holyhead;
- Services from Maesteg to Gloucester and Cheltenham Spa;
- Services from South and West Wales to Manchester;
- Services on the "Heart of Wales Line" from Swansea to Shrewsbury;
- Services from Swansea to Milford Haven, Pembroke Dock and Fishguard Harbour;
- Services from Chester to Manchester Airport.

Welsh Language Version/Fersiwn Gymraeg

If you would like a copy of this publication in Welsh, please visit our website www.arrivatrainswales.co.uk or contact our Customer Relations Department (details in Section 10).

Os hoffwch copi or ddogfen yma yng Nghymraeg, gweler ein wefan www.arrivatrainswales.co.uk neu cysylltwch a Adran Gwasanaethau Cwsmeriaid (manyllion yn Adran 10).

1 Policy Summary

At Arriva Trains Wales we aim to build the needs of all people into our planning process, from the development of trains and stations to making it easier to use our network. We will consider and review appropriate reasonable adjustments to ensure that disabled passengers are not unfavourably treated, as laid out in the Equality Act (2010).

We are committed to adopting the services, standards and guidance contained in the current version of the Department for Transport's "Design Standards for Accessible Railway Stations". We are also working towards the introduction and adoption of the European Technical Specification for Persons of Reduced Mobility, which is due to be completed by 2020. If we are unable to meet any of these standards, we will consult with the Department for Transport (DfT) and the Welsh Government (WG) at the earliest possible stage of the design process after all alternatives have been considered.

Our commitment is to expand opportunities for travel, and we will invest in the future as an integral part of our strategy of continuous improvement.

Training is provided for staff to identify and assist passengers with additional needs and we will continuously improve the way services and facilities are delivered to all passengers.

Safety is at the heart of everything we do; our staff will ensure that all our passengers are provided with the appropriate support and assistance needed at every point of their journey, from planning their journey to arriving at their destination.

We will actively seek to involve those groups who represent the variety of needs of passengers with reduced mobility, particularly where refurbishment of stations and trains is planned.

Where possible, we will also give three months' prior notice of any significant changes to any of our existing facilities.

This Disabled People's Protection Policy (DPPP) will be submitted to the Office of Rail and Road (ORR) annually for approval. We will consult with the ORR if we consider making any alterations to this policy, and no material changes will be made without approval.

2 Assistance for Passengers

We participate in Passenger Assist. This system enables older and disabled passengers to reserve a seat or wheelchair space on a train, to book assistance in advance and to buy tickets. As well as booking assistance for travel on ATW's services, we can help you to book assistance on journeys on the National Rail network where you are travelling with other train operating companies. At present, Passenger Assist cannot be used for international journeys or for journeys to Northern Ireland or the Republic of Ireland.

To book assistance using Passenger Assist, please call our assisted travel team on **033 300 50 501**. Lines are open 0800 – 2000, seven days a week (excluding December 25 and 26), and calls are charged at local rates. The textphone number for Passenger Assist bookings is **0845 758 5469**. If you need to call to book assistance on December 26 to travel on December 27 please call National Rail on 03457 48 49 50 or textphone 0345 60 50 600. You can also book assistance through our website. (www.arrivatrainswales.co.uk/assistedtravel) and click on the 'disability onboard' link for the online booking form.

In addition, National Rail train service and timetable information is available by phone from National Rail Enquiries (NRE) on:

03457 48 49 50 - (24 hours)

0345 60 40 500 - Welsh Language Service (7am-10pm)

0345 60 50 600 - Textphone

and from the NRE website (www.nationalrail.co.uk).

Telephone calls are charged at local rates.

We make the following commitments in providing passenger assistance:

- We will provide sufficient resources to maintain Passenger Assist and improve performance;
 - We will not require passengers to give more than 24 hours' notice when booking through Passenger Assist, but you can also book further in advance if you prefer.
- At present, Passenger Assist cannot be used for international journeys or for journeys to Northern Ireland or the Republic of Ireland but please contact our Passenger Assist helpline (as above) for further information.

- When booked in advance through Passenger Assist, we will provide assistance at any of our staffed stations during the hours that trains are scheduled to call. If you wish to travel to or from a station that is unstaffed, when you need to use it, we can still provide you with assistance to help you make your journey, with as much of your trip by rail as possible. We want to do everything that we reasonable can to help you make your journey, so please contact us to discuss your individual circumstances and the help we can provide to support you. If your assistance needs require it, we can provide alternative transport such as a taxi, at no extra cost to you, to take you to the most convenient accessible or staffed station, where a member of staff will be on hand to assist you. We will discuss with each passenger how best to meet their needs and to make as much of the journey by rail as possible and, where practicable, we will send a member of staff to an unstaffed station to assist.

Useful information posters will be displayed at the station containing the telephone number of our assisted travel team. This team can arrange alternative transport to the nearest accessible station or organise for a member of onboard staff to assist you on or off the train, if you are able to get to the platform. We will ensure that details of station staffing times are available on the NRE website.

- We will ensure that, where assistance has been booked, you are assisted off a train at its final destination as quickly as possible, and

within a maximum of 5 minutes, wherever reasonably practicable. When you book assistance you will receive a booking confirmation.

- Where your journey with Arriva Trains Wales involves travel to or from a staffed station that is managed by another train operator, assistance will be provided by that company's staff for boarding or alighting from the train and entering or exiting that station. (Please see section 12.2 for a list of those stations and their station operators.)

- If you cannot book assistance in advance, we will provide help wherever possible, but this may take longer to arrange. Please speak to a member of platform staff, where available, and to ensure that you can board your intended service or the next one available. If there are no platform staff, the Conductor will provide the appropriate assistance including the provision of a ramp if required.

- We will make ramps available for wheelchair users or other passengers with mobility difficulties, at stations with Platform Staff and on board all our trains.

- Where your journey involves changes or connections with other operator's services, we will ensure that assistance can be arranged through a single Passenger Assist point of contact.

- We will promptly submit any changes to the accessibility of services and facilities at stations for updating Knowledgebase (the database of the NRE website), so that information to passengers via National Rail's Station Journey Planner ('Stations Made Easy') (www.nationalrail.co.uk) is up to date. This informs passengers about any limitations and/or temporary restrictions. The information that we report to "Knowledgebase" will include where:

1. stations have a physical constraint which prevents some disabled people from using it;
2. significant temporary work is being carried out, which affects station accessibility;
3. changes to stations make them temporarily inaccessible (e.g. when facilities such as lifts and toilets at stations are out of order).
4. where changes are made to the accessibility of our trains.

- Please note that if booked assistance on our services and at our staffed stations is not provided, we will consider appropriate compensation.

- The 'Orange Wallet Scheme' is intended to help people, especially those on the autistic spectrum, to cope more easily with public transport. The 'wallet' is a communications tool which can be used by people who sometimes find it difficult to communicate their needs when using public transport. The 'wallet' contains space for the user to insert written and/or visual props to show the conductor, station staff or when buying a ticket at a booking office.

- Full details of the scheme are on our website www.arrivatrainswales.co.uk/OrangeWalletScheme and orange wallets are available by contacting our Customer Relations team on 0333 3211 202.

3 Alternative Accessible Transport

We will provide, without charge, a suitable alternative accessible service to take you and your companion to the nearest or most convenient accessible station from where you can continue your journey where:

- you are unable to travel to or from a station which is inaccessible to you (such as because of a physical constraint);
- substitute transport is provided to replace rail services and this is inaccessible to you;
- there is a short-notice disruption to services which makes services inaccessible to you.
- If you need to travel via an indirect route to complete your journey where a station is not fully accessible we will let you do this without further charge.
- Don't forget you can plan your journey, book assistance and check facilities you may need by calling Passenger Assist on 033 300 50 501.

4 Passenger Information

We recognise that the information provided to all our passengers should be accurate, clear and consistent so that they may have confidence in it. This is particularly true where a journey involves a change of train and assisted passengers may require assurance that their whole journey can be made without undue difficulty.

- We will provide up-to-date accessibility information about our stations and trains on the NRE website (including Stations Made Easy), as well as our own website.
 - We commit to updating this information within 24 hours' notification of any changes (excluding weekends) and our Head of Marketing is the specific point in the Company responsible for ensuring that this information is updated.
 - Staff at stations will have access to the up-to-date information, via "Knowledgebase" (National Rail's station database), and will provide this information to passengers on request.
- Service information is available in large print and audio format on request by telephoning 03333 211 202.

5 Tickets and Fares

A range of discounted fares is available to older and disabled passengers:

5.1 Disabled Persons Railcard

The Disabled Persons Railcard (DPRC) (£20 a year or £54 for three years) gives a discount of one third off a range of tickets across the National Rail Network and allows one travelling companion to travel with the same discount. Leaflets are also available from NRE on 03457 48 49 50, from our Assisted Travel Line on 033 300 50 501 or via Textphone on 0845 758 5469. All calls are charged at local rate. Applications can also be made online at www.disabledpersons-railcard.co.uk

5.2 Travel without a Disabled Persons Railcard

Wheelchair users who travel without a DPRC and remain in their chairs will be offered a discount for themselves and for one travelling companion of:

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

A child wheelchair user is entitled to 75% reduction on these fares.

Passengers who are registered as visually impaired and are travelling without a DPRC will be entitled to a discount for themselves and for one travelling companion of:

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

However, no discount will apply if a registered visually impaired passenger without a DPRC travels without a companion.

5.3 Senior Railcard

The Senior Railcard is a National Rail product that allows anyone aged 60 and over to obtain 1/3 off ALL Anytime, Off-Peak and Advance fares across the National Rail network, including First Class, when it is presented when buying tickets. There are certain restrictions on use during the Morning Peak period in London and the South East.

The current annual cost of the Railcard is £30 or £70 for a three-year railcard (available on-line only). It also offers discounts with a range of companies, from hotels to film hire. You can get details from your nearest ticket office, from NRE (03345 748 4950) or on www.senior-railcard.co.uk.

5.4 Seniors' Railcard – Valleys & Cardiff Local Routes

This Seniors' Railcard gives a 50% discount on Off-peak Day Return tickets (or on Anytime Day Returns when no Off-peak exists) on local routes within the Cardiff and Valleys local routes network area, for a current annual cost of £5. Details can be obtained from your nearest ticket office, from our Customer Relations Department (033333 211 202), by e-mail on customer.relations@arrivatrainswales.co.uk or from www.arrivatrainswales.co.uk.

5.5 Season tickets for those who are visually impaired

Passengers who are registered as visually impaired can purchase a Season Ticket to cover themselves and one travelling companion. This permits two people to travel together for the price of one. The travelling companion may vary.

5.6 Buying a ticket

Although you can buy your ticket at the station you may find it easier to purchase your ticket before you travel.

- Online - Tickets can be purchased and assistance can be requested online at www.arrivatrainswales.co.uk;
- By telephone – you can purchase tickets and make advance reservations through Passenger Assist by telephoning our Assisted Travel Team on 033 300 50 501. Lines are open from 0800 to 2000 Mondays to Sundays and calls are charged at the local rate.
- A Textphone service is also available on 0845 758 5469 and calls are charged at the local rate.

These tickets can be posted to you (please allow five working days for first class postal delivery). They can also be collected from your local station ticket office two hours after you have made your booking (depending on its opening hours). You may also be able to collect your tickets from a ticket vending machine at your departure station. Please ask about this facility at the time of booking to check whether your preferred station for collection can issue “tickets on departure” from its ticket vending machines.

Details of other Railcards can be obtained from your local station ticket office, from NRE (03457 48 4950), from our Customer Relations Department (03333 211 202), by e-mail on customer.relationships@arrivatrainswales.co.uk or from our website, www.arrivatrainswales.co.uk.

If you cannot easily buy a ticket at the station due to your disability, you may pay during the journey or at your destination without a penalty.

6 Stations

Remember before setting off it is always advisable to plan your journey, book assistance and check facilities you may need by calling Passenger Assist on 033 300 50 501.

When you arrive at a staffed station please make yourself known at the Help/Assistance Desk, Ticket Office or approach any member of staff for assistance whether you have booked assistance or not. We recommend, however, that if you have not booked, you allow plenty of time at the station before the train is due to leave.

If the station you are travelling to or from is inaccessible to you, you may travel to the nearest or most convenient accessible station and we will provide a taxi to your destination station at no extra cost.

Please confirm with the conductor, when tickets are checked, that there are no restrictions to access off the destination platform so that we can make any necessary alternative arrangements. Alternatively you can travel via an indirect route to complete your journey where a station is not fully accessible we will let you do this without further charge.

6.1 Staffing

The majority of our stations are either unstaffed or have limited staffing (meaning there are only ticket office staff at the station or staff who are neither trained nor permitted to undertake any physical assistance). When you book your tickets and assistance, our Assisted Travel Team will advise you of the most suitable stations to use, according to your needs.

We will ensure that specific arrangements apply for passengers requiring assistance at any station if a Special Event is taking place nearby (especially at Cardiff Central and Chester stations). Please check our website (www.arrivatrainswales.co.uk) or call our Assisted Travel Line for details (033 300 50 501).

6.2 Access Improvements

We are committed to improving the overall quality of our stations for all our passengers. To achieve this, we are working closely with Network Rail,

WfG, DfT and other appropriate stakeholders. Some of our stations are not fully accessible. Our database highlights the degree of accessibility at every station on our network and is used to regularly update the NRE information. This database is reviewed regularly and aspirations for improvements are prioritised. Appendix A at the back details the accessibility of our stations as at the time this booklet was published.

We plan to make accessibility improvements at a small number of our stations between September 2015 and September 2016. Improvements to other inaccessible stations will be addressed through longer-term projects. Details of planned improvements over the period covered by this issue of the booklet are in Appendix B.

Details about the facilities at our stations can also be found on our website (www.arrivatrainswales.co.uk/station_search.aspx) or on the NRE website (www.nationalrail.co.uk/stations_destinations).

6.3 Wheelchair and Step Free Access

We will do as much as possible to ensure ease of access into all of our stations and onto our trains. Wheelchair access is available at many of our stations and, where circumstances permit, we are endeavouring to improve wheelchair access to platforms and within other schemes at stations. In addition, ramps are carried on all our trains and are also available at our larger staffed stations.

Lifts at our stations have now been converted for use by passengers at all times when the stations are open.

A number of our stations have wheelchairs available to loan for use at the station. You are advised to request this facility, if required, when you book assistance. However, if you have not booked, you may also request this facility on arrival at the departure station but there may be a delay in providing it. Once you are on the train, please advise the Conductor that you need the use of a wheelchair at your interchange station and/or destination.

6.4 Car Parking

All our station car parks, where the surface and space allow, have designated car parking spaces for Blue Badge Holders that conform to the specifications current at installation. They are provided at a convenient location on a concrete or tarmac surface, with dropped kerbs and non-slip pavements where appropriate. A charge for long stay parking (i.e. over 20 minutes) may be applicable at some locations.

We regularly monitor usage of designated car parking spaces to ensure that non-blue badge holders are not occupying spaces. If they are, a penalty will be charged.

Safe pick-up and set-down facilities will be incorporated into all future car park schemes. A number of our larger car parks have received the Park Mark award, retention of which is reviewed by external assessors annually.

Car parks adjacent to some of our stations are owned by a relevant local authority or other third party. We have no responsibility for these car parks and are only in a position to advise these third parties on matters relating to conformance with DfT's 'Design Standards for Accessible Stations'.

Further information about car parks at stations is available on our website.

6.5 Station Entrances

We will not permanently close station entrances or gates if this will lead to a reduction in accessibility for older and disabled passengers to any platform or facility, except after consultation with the relevant franchising authorities, Transport Focus, and local access groups and approval has been received from the the relevant franchising authorities. We will also consider the needs of older and disabled passengers when restricting or temporarily closing access points at stations.

6.6 Aural and Visual Passenger Information

The majority of our stations have a means of providing train service information. Depending on the location, this could consist of electronic information screens and/or public address announcements. At smaller stations there are Passenger Information Points (either a push-button speaker or telephone hand set) or a push-button facility on an adjacent public telephone. As of 2016, all of our stations are fitted with customer information screens. We will provide, wherever possible, clear and consistent aural and/or visual information of train departures and other relevant messages, particularly in the event of delays and disruptions.

Due to its clarity, we will continue to use the Rail Alphabet font for station signage and notices. Pictograms will be used wherever they aid overall understanding.

6.7 Information Points and Displays

At our larger stations, we provide clearly marked staffed Information Points, open during Ticket Office opening hours. These are situated on the station concourses and also serve as meeting points for passengers who have booked assistance. Elsewhere, Ticket Offices serve these other functions.

All Ticket Offices and staffed Information Points are equipped with induction loops and many have at least one low or height-adjustable counter.

Information on station facilities, services and accessibility is available to passengers at Station Information Points, Ticket Offices, by telephone, on the Arriva Trains Wales website (www.arrivatrainswales.co.uk/assistedtravel), on the National Rail website 'Stations Made Easy' (www.nationalrail.co.uk) and in the table at the back of this booklet, Station Information Points and Ticket Offices also provide information on timetables, fares, connections and confirmation of any assistance booked through Passenger Assist.

Staff at Information Points can provide the most up to date information to disabled passengers, including information on the stations and facilities provided by other operators, as well as the accessibility of other public transport modes available near the station.

Additional information is displayed at all stations, at or near the entrances, in the form of Timetable posters and the "Useful Information Posters", which provide, amongst other information:

- comprehensive details about the station, the name and contact of the Station Manager;

- the services that call there;
- details of how to contact us on various issues;
- information about the locality;
- where to obtain a taxi;
- where to catch public transport in the locality of the station.

In addition to our station displays and staffed Information Points, information about train services is available through our Passenger Helpline.

Real time information is available at our staffed stations and includes timetables, information on delays and information on any other factors which might affect journeys.

6.8 Ticket Offices and Ticket Machines

At all new ticket offices and at those undergoing major refurbishment works, we are providing either a specific counter or adjustable-height counters for wheelchair users. All our Ticket Offices and station-based Ticket Agencies are fitted with Induction Loop systems. Where possible, adjustments will be made to ticket offices to make access for all passengers easier.

Accessible ticket vending machines are provided at all our stations where ticket barriers operate, to permit the purchase of tickets when the ticket office is closed. These machines issue tickets with DPRC discounts. You can also collect pre-ordered tickets from these machines.

If you are unable to buy a ticket at a station before your journey, or are unable to use the ticket vending machine if there is one provided due to your disability, you will be able to buy a ticket without penalty on the train or at your destination station and with any relevant and appropriate discounts.

6.9 Ticket Gates

Some of our stations have automatic ticket barriers. These incorporate at least one wider gate for wheelchair users and those who are unable to use the standard gates.

When gates are unstaffed, they will be locked open to permit access. All automatic ticket barriers are monitored by CCTV for safety and security.

6.10 Assistance with Luggage

Where assistance with luggage has been arranged in advance through Passenger Assist, our staff will help with luggage to or from the station entrance on to the train without charge. We provide assistance with luggage within our stations and when boarding and alighting trains, if you are disabled and have booked this in advance. This service is free of charge. The National Rail Conditions of Travel state that you may take up to three items of luggage on to the train and we would appreciate if you could limit your luggage to 23kg per bag.

If you have not booked assistance in advance, we will provide it as quickly as possible, subject to staff availability. However, this might result in you having to travel on a later train than the one intended.

6.11 Left Luggage

There are no left luggage facilities at any of our stations. However, at

Holyhead, the local council has a left luggage facility in its premises on Platform 2.

6.12 Ramps

All our stations with platform staff have ramps on the platforms. Our staff will use these to help you on or off regardless of the operator of that train. In addition, all of our trains (and those of the train operators who call at our stations) are equipped with ramps, for use at unstaffed stations. At these stations, the Conductor or Guard of the train will deploy the ramp and help you on or off the train. The Conductor or Guard will ensure that wheelchair users are safely negotiated on to and off the train using the ramp with the requisite assurance. For those customers who are not wheelchair users, the Conductor or Guard will provide the customer's preferred physical assistance to board and alight the train using the ramp with the required assurance. If you require any further assistance please let the Conductor or Guard know and this will be provided. However, in certain circumstances the Conductor or Guard may not be able to provide access to the wheelchair space if you have not booked through Passenger Assist. This may be because the wheelchair space on the train is already occupied (or has already been reserved for travel from a station further along the route). At some stations, the platform surface is too low to use a ramp as its gradient is too steep. This prevents wheelchair users being able to access the train.

Passengers with wheelchairs or with impaired mobility needing ramps to board or alight should check our station information to ensure that the station is suitable for them. If the station is inaccessible in any way, we can arrange alternative transport, but require sufficient notice to do so.

Remember before setting off it is always advisable to plan your journey, book assistance and check facilities you may need by calling Passenger Assist on 033 300 50 501.

6.13 Third Party Facilities and Catering

Catering facilities at stations are provided by third-party retailers under tenancy arrangements. As these tenancies become due for renewal, we will work with the new tenants to ensure that they provide adequate facilities, in addition to any statutory obligations they may have. We will also apply this policy to other retail tenancies at our stations.

6.14 Platforms

We are working with Network Rail to ensure that all refurbished and newly constructed platforms comply with the DfT Code of Practice, including the installation of approved tactile surfaces. All access routes to our trains and buildings will be reviewed to ensure that access meets with current guidance. The provision and condition of appropriate bollards, ramps, stairs and steps, lifts, handrails, floor surfaces and lighting are checked as part of our regular station surveys.

The Welsh Government and Welsh European Funding Office are financing the installation of "humps" at all stations with low platforms, in Wales, to permit access to and from trains using ramps. Where possible, we will endeavour that our few stations in England with low platforms will have similar improvements.

6.15 Toilets

Accessible toilets at some of our stations can be accessed by using a National Key Scheme (NKS) key (formerly known as a RADAR key). Locations are listed in the Stations Information at the back of this booklet. Accessible toilets without NKS facilities are locked outside staffing hours; however, we are ensuring that where toilets are being installed, refurbished or renewed, we will take the opportunity to provide or improve facilities for all passengers and further NKS facilities will be introduced where appropriate.

6.16 Telephones

We will work with our suppliers to ensure that any future public telephones installed meet the needs of our passengers, with at least one telephone at each location being at a suitable height for wheelchair users, and at least one fitted with induction loops for passengers with impaired hearing. These facilities might be available on the same telephone.

6.17 Station Seating

Our stations have a variety of seating in waiting rooms, on station platforms or in waiting shelters. As seating becomes due for renewal, we will replace it in line with the requirements of the current DfT Code of Practice.

6.18 Personal Security

In partnership with Network Rail, the Welsh Government and relevant stakeholders, we continue to seek improvements to personal security on our stations and trains. All our trains are equipped with internal and external CCTV. Around a third of our stations are equipped with CCTV, which is linked to our Operations Control Centre. Installation of CCTV systems at stations, and improvements to existing systems, now feature in many major station improvement schemes. At unstaffed stations with CCTV, clearly marked Help Points are provided to summon assistance in case of an emergency.

Some of our larger stations have received the Secure Station Accreditation, retention of which is evaluated by external assessors annually.

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 or any other events which would affect passengers on a train, clear and consistent announcements will be made and you will be updated as circumstances develop.

Our Class 175 trains also provide visual information of the train's calling pattern and display the name of the next station stop. A similar system has been installed on our Class 158 trains. Where no automated visual information is available, our Conductors will be available to assist with information.

7.2 Seats on Trains

We undertake to make every reasonable effort to ensure that disabled passengers especially can obtain a seat on a train. Usually, this will be a designated Priority Seat which will have labels with pictograms on the

inside of the train, next to the seat and on the outside of the train at the nearest door to the priority seat. The majority of our trains have only one Priority Seat, in addition to a wheelchair space. However our Class 175s and Class 158s are fitted with a second space. However this may not be possible if the Priority Seats are already occupied or if they have been reserved for booked passengers who will join the train before the non-booked passengers are due to leave the train.

7.3 Wheelchairs on Trains

Trains with wide, power-operated doors and dedicated wheelchair spaces operate on almost all of our train services, and wheelchairs up to 700mm in width and 1200mm long (including footplates) can be carried on them. Wheelchair spaces can be reserved through Passenger Assist for our longer distance train services, however we regret this reservation facility is not available on local Cardiff & Valleys, 'Swanline', Wrexham-Bidston, Cheltenham-Maesteg, Conwy Valley and other short-distance routes (for the locomotive-hauled train services which operate between Holyhead and Cardiff Central and Holyhead and Manchester Piccadilly, please refer to Appendix C for further details, including information on the non-availability of wheelchair accessible toilets).

Our platform or on-train staff will deploy the ramp and assist wheelchair users to and from the specific space in the train carriage. Once the ramp has been put in place, powered wheelchairs may use the ramp unaided but will be supervised by a member of platform or on-train staff. Unless the user is able to carry the chair onto and off the train, "Sports" wheelchairs (which are lightweight and have detachable handles) must have these handles fitted prior to being assisted onto and off the train to avoid accidents. Wheelchair-accessible toilets are provided on our Class 175 and Class 158 trains, however please note the width restrictions shown in Appendix C for Class 158s.

7.4 Scooters on Trains

Light travel scooters no greater than 1200 mm in length (including footplate), width 700 mm, turning radius 900 mm and with a combined weight of 300kg (scooter and rider) can be conveyed on our train services.

Where your journey involves other Train Operators' services we advise that you check, with the relevant Train Operating Companies, that scooters can be conveyed on their services and that your scooter meets their requirements.

We ask scooter users to observe the following guidance whilst on our stations:

- Keep the speed of the scooter to a walking pace;
- Make sure you stay clear of the platform edge until the train has come to a complete stop at the station;
- Unload any bags/shopping etc. from the back of the scooter, as this can cause it to tip when going up or down ramps; and
- Please follow staff instructions at all times.

Further information on Scooters can be found by visiting our web page below;

www.arrivatrainswales.co.uk/MobilityScooters/

7.5 Tricycles on Trains

Due to their size and design, we are unable to convey tricycles on our trains or on any replacement transport (including taxis) and do not permit their use at our stations. This applies whether or not the rider is using a tricycle on the advice or recommendation of their medical practitioner.

7.6 Assistance Dogs on Trains

Arriva Trains Wales and Assistance Dogs (UK) are working together to improve access for passengers who travel with the aid of professionally trained Assistance Dogs. Assistance Dogs represent Canine Partners, Dogs for the Disabled, Hearing Dogs for Deaf People, Support Dogs and Guide Dogs for the Blind.

Owners of Assistance Dogs can also take advantage of a scheme that offers a reserved protected space in front of the adjacent seat, when they make a seat reservation, to ensure that their dog can travel in safety and comfort. For more information, please contact our Customer Relations Department (details in Section 10).

7.7 Rolling Stock Information

Our long-distance train fleet consists of Class 175 diesel trains which operate most of our longer-distance services. These trains were built according to Rail Vehicle Accessibility Regulatory standards and have a fully accessible toilet with baby-changing facilities. The remainder of the fleet consists of earlier diesel multiple unit trains, all of which are equipped with certain facilities for disabled passengers, for example:

- Our Class 158 trains, also used on longer distance services, are equipped with an accessible toilet, which can accommodate wheelchairs up to 580mm in width and have baby-changing facilities;
- Pictograms are affixed to the most suitable entrances for wheelchair users;
- All our trains and principal stations are equipped with ramps for wheelchair access;
- All trains have a designated wheelchair space and wheelchairs up to 700 mm wide and 1200 mm long can be conveyed on most services.

Brief descriptions of the types of train operated by us, and their facilities, are included in Appendix D.

When leasing or procuring new trains, they will be designed so that all passengers with reduced mobility will be able to use on-train facilities with the confidence that their needs have been taken into consideration.

Passengers' needs will be considered as part of any train refurbishment programme. However, this is limited to the extent that our older trains may not be able to meet all the latest standards due to structural limitations.

We will also try to ensure, where practicable, that any additional trains hired-in for special occasions (such as major events) include provision for passengers with reduced mobility.

7.8 On-train Catering

We operate an at-seat catering service on a number of our longer distance services, which are denoted by the trolley symbol in our timetables.

8 Making Connections

8.1 Connections into/from other train services

If a journey has been arranged through Passenger Assist, we can help you to make connections to other trains at our stations, whether that train is operated by ATW or not. This will also include any assistance provided when trains are re-platformed at short notice and where aural and visual announcements are made at short notice.

These arrangements also include provision of staff to guide visually impaired passengers. We would encourage passengers to book their journey through Passenger Assist and request seat reservations at the same time in order to ensure that assistance to the connecting train is available.

8.2 Intermodal Connections

At staffed stations we will help Passenger Assist-booked passengers to taxis or to the designated pick-up point. We will also provide this service if you have not booked, but there might be a delay. If you need help, please tell a member of platform staff who will assist. At Holyhead station, we will assist passengers to the appropriate ferry check-in desk, for onward assistance.

9 Disruption to Facilities and Services

9.1 Disruptions

If delays occur after a train journey has started, we will:

- Provide as much information as possible on the train through announcements and by the Conductor going through the train;
- Pass messages to people who may be meeting passengers or be worried about them;
- Get passengers to the destination stated on the ticket;
- Get passengers to their bus destination where the journey includes train/bus through ticketing;
- Provide alternative transport in certain circumstances;
- Provide overnight accommodation in certain circumstances;
- Get passengers to an appropriate station if an onward journey is no longer possible;
- Issue complementary non-alcoholic drinks, where refreshments are provided and stock is available, if there is a delay of more than one hour.

We will also provide, without extra charge, an alternative accessible service to take disabled passengers (and an accompanying adult) to the nearest or most convenient accessible station from where they can continue their journey:

- Where a disabled passenger is unable to travel from a station because the station is inaccessible to them;
- Where, for whatever reason, substitute transport is inaccessible to disabled passengers and those with mobility difficulties;
- Where there is disruption to services at short notice which makes services inaccessible to disabled passengers.

Every effort will be made to provide alternative means of transport, according to the specific need of our passengers, to complete their

journey. Where a family is travelling with one or more disabled members, we will ensure that they travel together.

Details of any planned disruption to services can be found on our website arrivatrainswales.co.uk/PlannedServiceAlterations. Passengers using Passenger Assist to book assistance for services which will be disrupted will be advised and informed of alternative arrangements. In the case of planned disruption or of long-running unplanned disruption, notices will also be displayed at our major stations, the affected local stations, and at the stations of other Operators.

Our station staff will also be kept informed of developments so that they can assist passengers wishing to use the affected trains.

9.2 Planned Disruptions

If you have already been advised of the intended disruption when booking, but are unable to travel at another time, you (and one accompanying adult) will be provided with a taxi for that part of the journey where road transport has been involved (or for the whole of the journey if multiple changes between rail and road transport are involved).

Please note that we may not be able to provide alternative transport for unbooked scooters, unless they are of the “fold down” type that may be easily transported.

9.3 Unplanned Disruptions

Where unplanned disruptions occur, we will make arrangements to provide alternative transport, calling at the same destinations as the intended train service. If low floor accessible buses are not available, we will provide a taxi for disabled passengers (and others with mobility difficulties) and one accompanying adult as soon as possible. Where a family is travelling with one or more disabled members, we will ensure that they travel together. When trains are re-platformed at short notice, we will ensure that all passengers with mobility difficulties are assisted to the re-platformed train before it is despatched from the platform.

Wherever possible, if you have booked assistance through Passenger Assist, we will make every effort to contact you about the disruption and, if necessary, make alternative arrangements for travel, either for the original day or for another day. When disruption occurs with no advance warning, we will make arrangements for assistance with alternative transport and onward travel when you arrive at the station of departure.

9.4 Assisting Disabled Passengers in the Event of an Emergency

Information about our procedures for assisting disabled passengers at stations and on trains in the event of an emergency is available in our document “Making Rail Accessible: Arriva Trains Wales’ Policies and Practices”. This document can be found on our website or a printed copy may be requested from our Customer Relations Team, whose contact details may be found in Section 10 of this booklet.

9.5 Informing us of problems, particularly at unstaffed stations

Our unstaffed stations (and those with only a Ticket Office) are visited twice a week by our maintenance teams, who will rectify any faults that are apparent at the time. Should you become aware of any faults or problems which affect your journey, please contact our Customer Relations Team as detailed in section 10 of this booklet.

10 Contact Us

For information, advice or comment, to provide general feedback on service and facilities, or to obtain a copy of our Policy and/or Passenger documents (including those in accessible formats), please contact the following:

Customer Relations

Arriva Trains Wales, St. Mary's House,
47 Penarth Road, Cardiff CF10 5DJ
Tel: 03333 211 202

0800 - 2000 Mondays to Saturdays,
1100 - 2000 Sundays

e-mail: customer.relations@arrivatrainswales.co.uk

Website: www.arrivatrainswales.co.uk

1.1 Alternative Formats

We will ensure that information about our services is broadcast as widely as possible. We do this through a range of printed literature, posters and news media and our website. Please contact our Customer Relations Team if you wish to receive information in Braille, large print or other format. We will provide the large print documents within 7 working days of receiving your request and any other formats as soon as possible.

We want to ensure that our website is as inclusive as possible and presents no barriers to anyone using it, regardless of ability. Our current website is double A compliant to WC3C web standards and is accessible to screen readers. We regularly review the Arriva Trains Wales website (www.arrivatrainswales.co.uk) for accessibility as part of our ongoing website enhancement program.

By doing this, we can ensure that our website is accessible by people who have:

- No vision;
- Limited vision;
- Colour blindness;
- Dyslexia;
- Hearing impairments;
- Mobility impairments; and
- Learning difficulties.

We are currently working with our communications suppliers to improve accessibility of the online booking website (www.buytickets.arrivatrainswales.co.uk) and our Journey Check website (www.journeycheck.com/arrivatrainswales) during 2015.

12 Station Accessibility Information

12.1 Arriva Trains Wales' Stations

For details about accessibility at our stations, please refer to Appendix A.

12.2 Other Stations Served by Arriva Trains Wales

A list of stations at which our services call, but that it does not operate, is shown below, together with telephone numbers where information on the level of accessibility at those stations may be obtained.

Network Rail (www.networkrail.co.uk)

0121 654 4288 Birmingham New Street

0161 228 4562 Manchester Piccadilly

London Midland 0344 811 0133 (www.londonmidland.com)

Albrighton, Bilbrook, Codsall, Cosford, Oaken gates, Shifnal, Smethwick

Galton Bridge, Telford Central, Wellington

Northern Rail 0333 222 0125 (www.northernrail.org)

Earlestown, Manchester Oxford Road, Newton-le-Willows, Wilmslow

Virgin Trains 0333 103 1031 (www.virgintrains.com)

Birmingham International, Crewe, Stafford, Stockport, Warrington Bank Quay, Wolverhampton

Great Western Railway 0345 700 0125 (www.gwr.com)

Cheltenham, Gloucester

Merseyrail 0151 555 1111 (www.merseyrail.org)

Bidston

First TransPennine Express 0345 600 1671 (www.tpexpress.co.uk)

Manchester Airport

13 Review

As part of our Continuous Improvement Process, our Disabled People's Protection Policy (DPPP) will be reviewed annually with the Office of Rail and Road. This review will include:

- a review of progress towards compliance with the DPPP and associated action plans;
- consideration of enhancements to the policy and evaluation of technological opportunities;
- any recommendations for changes to the DPPP;
- a review of all other printed materials and publicity.

Appendix A - Stations Operated and Accessibility Information

Details contained in the tables at the back of this booklet are designed to act as a guide to the level of access available at stations operated by us. As many stations are unstaffed, passengers are strongly advised to confirm that the level of available access is suitable for their needs before they travel.

In these tables, in the column headed “Staffing and Availability of Assistance”:

“Staffed” means that the stations have platform staff to assist and have ramps for trains;

“Agent”, “Booking Office” and “Unstaffed” mean that the stations have no platform staff to assist and do not have ramps for the trains – outside of any staff hours listed, assistance and ramps will be provided by the Conductor on and off the train.

Where the column shows times when platform staff are present, during unstaffed hours the same description of assistance, as described above, will be available.

At Abergavenny station, although this station does not have platform staff, assistance is available from the Booking Office at the times described in the table (but there may be a delay in providing this assistance if it has not been arranged in advance).

Appendix B - Improvements Made at Stations to Assist Disabled Passengers during 2016

- Works have commenced at Machynlleth station to provide life access between platforms. The work is expected to be completed by the end of 2016.
- During 2016 life access between platforms has been provided at both Llandaf and Radyr stations, and new lifts have been installed at Pontypridd station.
- In 2016 ramped access between platforms has been provided at Severn Tunnel Junction station.

Appendix C – Rolling Stock Information

Trains Operated by Arriva Trains Wales

CLASS 142 TWO COACH DIESEL MULTIPLE UNIT

Built: 1985-7

Number of units in service: 15

Routes operated: Cardiff Valleys and South Wales local services

Number of designated spaces for wheelchair users: 1

Toilets: One standard.

Other facilities: Egress ramps, seating area with tip-up seats and hand rails. Doors, door opening buttons and handrails meet current regulations for sight impaired persons.

Passenger Information: Notices, Conductor announcements

CLASS 143 TWO COACH DIESEL MULTIPLE UNIT

Built: 1985-6

Number of units in service: 15

Routes operated: Cardiff Valleys and South Wales local services

Number of designated spaces for wheelchair users: 1

Toilets: One standard.

Other facilities: Egress ramps, seating area with tip-up seats and hand rails. Doors, door opening buttons and handrails meet current regulations for sight impaired persons.

Passenger Information: Notices, Conductor announcements

CLASS 150 TWO COACH DIESEL MULTIPLE UNIT

Built: 1987

Number of units in service: 36

Routes operated: Cardiff Valleys and many non-express and suburban services across our network of services

Number of designated spaces for wheelchair users: 1

Toilets: One standard.

Other facilities: Egress ramps, seating area with tip-up seats and hand rails. Doors, door opening buttons and handrails meet current regulations for sight impaired persons.

Passenger Information: Notices, Conductor announcements

CLASS 153 SINGLE COACH DIESEL MULTIPLE UNIT

Built: 1987-88 and converted 1991-2

Number of units in service: 8

Routes operated: Arriva Trains Wales routes outside the Cardiff Valleys

Number of designated spaces for wheelchair users: 1

Toilets: One standard.

Other facilities: Egress ramps. Doors, door opening buttons and hand rails meet current regulations for sight impaired persons.

Passenger Information: Notices, Conductor announcements.

CLASS 158/0 TWO COACH EXPRESS DIESEL MULTIPLE UNIT

Built: 1989-92

Number of units in service: 24

Routes operated: Arriva Trains Wales long distance and mainline express routes

Number of designated spaces for wheelchair users: 2

Toilets: One standard and one wheelchair accessible with assistance button and baby-changing facilities. Please note that the accessible toilet will only accommodate wheelchairs up to 580mm in width.

Other facilities: Egress ramps. Doors, door opening buttons and handrails meet current regulations for sight impaired persons.

Passenger Information: Notices, Automated announcements and passenger information screens.

CLASS 175 TWO AND THREE COACH EXPRESS DIESEL MULTIPLE UNIT

Built: 1999-2001

Number of units in service: 11 two-coach and 16 three-coach

Routes operated: Arriva Trains Wales' mainline express routes

Number of designated spaces for wheelchair users: 2

Toilets: One or two standard, one fully wheelchair accessible with assistance button and baby-changing facilities.

Other facilities: Egress ramps, seating area with tip-up seats and hand rails. Doors, door opening buttons and handrails meet current regulations for sight impaired persons.

Passenger Information: Notices, Automated announcements and passenger information screens

LOCOMOTIVE-HAULED TRAINS

Arriva Trains Wales operates two trains of this type usually on weekdays. One operates on Welsh Government's "Y Gerallt Gymro" Business Class service between Holyhead and Cardiff Central and conveys three standard class and one Business Class/ buffet coaches. 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. Please also be aware that the access doors of these trains are not power-operated and have to be opened using the external door handle when boarding from a platform and reaching out of the train window to lower the handle if you wish to alight.

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Visit arrivatrains.wales/RouteMap to print out this map.

Ewch i trenauarriwa.cymru/RouteMap i argraffu'r map hyn.

Arriva Trains Wales Stations Accessibility and Facilities Information

Details contained in the following tables are designed to act as a guide to the level of access available at stations operated by us. As many stations are unstaffed, passengers are strongly advised to confirm that the level of available access is suitable for their needs before they travel.

Staffed stations have platform staff to assist and have ramps for trains, either at all times that the particular station is open or during staffed hours only. Other descriptions in the relevant box are described, in greater detail, in Appendix A.

In terms of the following tables only, these serve as a short description to the facility or amenity being highlighted. They do not fully describe any facility, amenity or service described elsewhere in this booklet:

The term “Wheelchair Access” covers any access for Passengers with Impaired Mobility, not just wheelchair users;

“No Wheelchair Access to Train” signifies that the platforms are too low for ramps to be used;

“No Wheelchair to Platform” signifies that it is not possible for passengers with any impaired mobility to access the station.

“Waiting Rooms” are only open during the staffing hours of the relevant stations.

“Booking Office” and “Agent” under the heading “Staffing and Availability of Assistance” indicate that whilst there is a staffed ticket office at the station, assistance on and off the train will be undertaken by the Train Conductor.

Whilst most of the information on station information is provided in the following tables, there are certain features which are only present at a smaller number of stations. As putting this additional information in the main table would make the booklet either much thicker or cause the size of print to be reduced to an unacceptable level, we have listed these facilities and the stations where they are present, below.

- Accessible Car Parks with Managed Blue Badge Spaces are at the following stations:
Abergavenny – 3; Bangor (Gwynedd) – 5; Bridgend – 3;
Cardiff Central – 7; Carmarthen – 4; Chester – 7; Colwyn Bay – 4;
Hereford – 10; Llandudno Junction – 4; Ludlow – 3;
Milford Haven -1; Newport (S. Wales) – 13; Pembroke Dock – 2; Port Talbot Parkway – 6; Severn Tunnel Junction – 4; Shrewsbury – 5;
Swansea – 3; Tenby – 2; Wrexham General – 3.
- Assisted wheelchairs are available for use whilst on the station and assisted onto the train at:
Abergavenny, Bangor (Gwynedd), Bridgend, Cardiff Central, Carmarthen, Chester, Colwyn Bay, Hereford, Holyhead, Llandudno Junction, Machynlleth, Neath, Newport, Port Talbot Parkway, Rhyl, Shrewsbury and Swansea.

- Automatic doors to the Entrances and Ticket Offices are at the following stations:
Bridgend 1; Caerphilly 2; Cardiff Central 6; Carmarthen 2; Cwmbran 2; Hereford 2; Holyhead 3; Newport 4; Shrewsbury 2; Swansea 2.
- Catering facilities are present at the following stations:
Abergavenny (buffet), Aberswyth (buffet and public house/ restaurant), Bangor (buffet), Barry (buffet), Bridgend (buffet), Caerphilly (buffet), Cardiff Central (buffet and hot/cold food takeaways and shops on Station Concourse, Coffee stall on Platform 1/2 and First Class Lounge on Platform 1), Chepstow (adjacent private café), Chester (various outlets on the concourse and a restaurant adjacent to the concourse), Cwmbran (buffet counter in the station building during opening hours), Fishguard Harbour (in adjacent Stena facilities), Haverfordwest (buffet), Hereford (buffet), Holyhead (buffet in the Stena waiting facilities), Llandrindod (café), Llandudno Junction (buffet), Llanelli (kiosk), Ludlow (kiosk), Machynlleth (buffet), Neath (buffet), Newport (buffets and kiosks), Pengam (kiosk), Port Talbot Parkway (buffet), Pwllheli (café), Shrewsbury (buffet on Platform 4/7), Swansea (buffet), Wrexham General (buffet).
- Designated Meeting Points for assistance at fully staffed stations, and at Abergavenny, will normally be the station Booking Office. At Cardiff Central, the main Meeting Point is the Information Point, but the Booking Office will arrange assistance when this is closed.
- Stations equipped with ramps for wheelchair users to permit access to trains from the platform during staffing hours are:
Bangor, Bridgend, Cardiff Central, Cardiff Queen Street, Carmarthen, Chester, Colwyn Bay, Hereford, Holyhead, Llandudno Junction, Machynlleth, Neath, Newport, Port Talbot Parkway, Rhyl, Shrewsbury and Swansea. Outside staffing hours at these stations, and at all our other stations, the train conductor will fit the ramp and assist wheelchairs on and off the train. Please note that the conductor will not provide any physical assistance to powered wheelchairs and scooters other than in fitting the ramp and showing the passenger to the designated space.
- Stations which have been awarded, and retain, Secure Station Accreditation are currently Bangor, Bridgend, Cardiff Central, Cardiff Queen Street, Carmarthen, Colwyn Bay, Hereford, Llandudno, Newport, Prestatyn and Swansea.
- Under the column headed “Staffing and Availability of Assistance”, where this contains “Agent”, “Booking Office” or “Unstaffed”, this means that there are no staff present, or do not have the necessary training, to provide assistance to the platform or onto the train. The Train Conductor will provide assistance on and off the train. However, at Abergavenny we do have trained Booking Office staff who will provide assistance during the times that the Booking Office is open.

- Accessible toilet for wheelchair users are available at the following stations:

Abergavenny (through the buffet), Abersystwyth (NKS), Bangor (NKS), Barmouth (NKS), Bridgend (NKS), Caerphilly (NKS in the adjacent Council car park), Cardiff Central (NKS, in the subway), Cardiff Queen Street (NKS, but no assistance alarm), Carmarthen (NKS), Chester (NKS), Colwyn Bay (NKS but has restricted access), Cwmbran (NKS, only open during Booking Office hours), Fishguard Harbour (in adjacent Stena building), Flint (not NKS), Gobowen (in adjacent Travel Agency), Hereford (NKS), Holyhead (in the Stena waiting facility), Llandrindod (during Booking Office hours; there is also a Council NKS toilet in Station Crescent), Llandudno (NKS), Llandudno Junction (NKS), Ludlow (NKS), Machynlleth (NKS), Neath (NKS), Newport (NKS), Pembrey & Burry Port (Council NKS adjacent to the car park), Penally (council NKS adjacent to the car park), Pontypridd (NKS), Port Talbot Parkway (NKS), Prestatyn (NKS in the adjacent council car park), Pwllheli (not NKS, during Booking Office hours), Rhyl (not NKS), Shrewsbury (NKS), Swansea (NKS), Wrexham General (NKS).

Cathays Station -

Whilst both platforms are step-free, there is no facility for wheelchairs or mobility impaired persons to cross the line as there is only a steep footbridge. Passengers with impaired mobility who have travelled from the Valleys and wish to access the University, WG offices or the Civic Centre are advised to travel to Queen Street station and change into a North-bound service.

Alternatively, you may catch a number 6 bus (“the Bay Car”) from outside the shop opposite Queen Street station entrance, which will take you to the University, Welsh Government or the Civic Centre. **This bus does NOT accept rail tickets** but will accept **Cardiff PLUS BUS** tickets, available from station booking offices and from on-train Conductors.

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| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|--------------------|---------------------|---|------------------------------------|--|---|
| Aber | 2 | Agent | None | Induction Loop | Yes |
| Abercynon | 2 | Unstaffed | Yes | | Yes |
| Aberdare | 1 | Booking Office (No assistance) | Yes | Induction Loop | Yes |
| Aberdovey | 1 | Unstaffed | None | | Yes |
| Abererch | 1 | Unstaffed | None | | Yes |
| Abergavenny | 2 | Booking Office (assistance during opening hours) Mon - Sat 0545 - 1845, Sun 1200 - 1830 | Yes | Induction Loop, Compliant counter | Partial - Newport-bound platform only accessible via 45-step footbridge or, during Booking Office hours, over barrow crossing |
| Abergele & Pensarn | 2 | Unstaffed | Yes | | Yes |
| Aberystwyth | 1 | Booking Office (No assistance) | Yes | Induction Loop, Non-Compliant counter | Yes |
| Ammanford | 1 | Unstaffed | None | | Yes |
| Baglan | 2 | Unstaffed | None | | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|--------------------|----------------------------|----------------------------------|------------------------------|---|---|
| Aber | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Abercynon | Yes | No | Visual | Shelter on Platform 1/2 | Yes |
| Aberdare | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Aberdovey | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Abererch | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Abergavenny | Yes | Yes, during Booking Office hours | Both Visual and Audio | Shelters on platform 1 & 2, Waiting room during ticket office hours | Hereford |
| Abergele & Pensarn | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Aberystwyth | Yes | Yes | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Ammanford | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Baglan | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|--------------------|---------------------|---|------------------------------------|--|---|
| Bangor (Gwynedd) | 2 | Staffed 0535 - 2245 Mon - Sat; 0900 - 2300 Sun | Yes | Induction Loop, Compliant counter | Yes |
| Bargoed | 2 | Agent | None | Induction Loop | Yes - lifts to platforms from footbridge with level access to footbridge from town side via footpath |
| Barmouth | 2 | Agent | None | Induction Loop, Non-Compliant counter | Yes |
| Barry | 2 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | No wheelchair access. Barry Island/Bridgend-bound platform accessed only via 54-step footbridge. |
| Barry Docks | 2 | Unstaffed | Yes | | No. Access route to both platforms steeper than 1:12. Nearest fully accessible station is Barry Island. |
| Barry Island | 1 | Unstaffed | Yes | Yes | Yes |
| Betws-y-Coed | 1 | Unstaffed | None | | No. Only wheelchair to platform from Conwy Park Side. |
| Birchgrove | 1 | Unstaffed | None | | Yes |
| Blaenau Ffestiniog | 1 | Unstaffed | None | | Yes |
| Bodorgan | 2 | Unstaffed | None | | Partial. Platform 1 threshold is very uneven with broken surfaces. The gate opens outwards. Wheelchair users may need assistance using the entrance. Very bumpy, uneven surface in the entrance. Access to Platform 2 is via a barrow crossing. |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|--------------------|----------------------------|----------------------------------|------------------------------|---|--|
| Bangor (Gwynedd) | Yes | Yes, during staffing hours | Both Visual and Audio | Waiting Room on Platform 1, Shelter on Platform 2 | Yes |
| Bargoed | Yes | No | Visual | Waiting Room on Platform 1, Shelter on Platform 2 | Yes |
| Barmouth | Yes | No | Both Visual and Audio | None (station canopies) | Yes |
| Barry | Yes | Yes, during Booking Office hours | Visual | Waiting Room on Platform 1, Shelter on Platform 2 | Barry Island |
| Barry Docks | Yes | No | Visual | Canopy and Windbreak on Platforms 1/2 | Barry Island |
| Barry Island | Yes | No | Visual | Shelter by Station Building | Yes |
| Betws-y-Coed | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Llandudno Junction |
| Birchgrove | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Blaenau Ffestiniog | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Bodorgan | Yes | No | Visual | Shelter on Platform 2 | Bangor or Holyhead |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|--------------|---------------------|---|------------------------------------|-----------------------------------|---|
| Borth | 1 | Unstaffed | None | | Yes |
| Bridgend | 4 | Staffed 0600 - 2200 Mon - Sun | Yes | Induction Loop | Yes |
| Brithdir | 1 | Unstaffed | None | | Yes |
| Briton Ferry | 2 | Unstaffed | None | | Yes |
| Broome | 1 | Unstaffed | None | | Yes |
| Buckley | 2 | Unstaffed | None | | No. Platform access via roughly surfaced path and ramp steeper than 1:12. Platforms are too low for ramp to be used to access trains. |
| Bucknell | 1 | Unstaffed | None | | Yes |
| Builth Road | 1 | Unstaffed | None | | Yes but platform is too low for ramp to be used to access trains. |
| Bynea | 2 | Unstaffed | None | | No. Platform is too low for ramp to be used to access trains. Shrewsbury-bound platform accessed by 3 steps. Swansea-bound platform accessed by 1 step. |
| Cadoxton | 2 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | Partial - Barry Island/Bridgend-bound platform accessed only via subway with 27-steps and ramp steeper than 1:12 |
| Caergwrle | 2 | Unstaffed | None | | Yes |
| Caerphilly | 2 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | No. Stepped access to Wrexham-bound platform. Steep ramp to Platform 2. Foot crossing with ramp between platforms. |
| Caersws | 1 | Unstaffed | Yes | | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|--------------|----------------------------|--|------------------------------|---|---|
| Borth | Yes | No | Both Visual and Audio | None (Station canopies) | Yes |
| Bridgend | Yes | Yes, during staffing hours | Both Visual and Audio | 2 Waiting Rooms (one open during buffet hours only) | Craven Arms |
| Brithdir | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Briton Ferry | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Broome | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Buckley | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Bucknell | No | No | Visual | Shelter on Platform 1 | Knighton |
| Builth Road | No | No | Visual | Shelter on Platform 1 | Llandrindod |
| Bynea | No | No | Visual | Shelters on Platforms 1 & 2 | Pantyyffynnon |
| Cadoxton | Yes | No | Visual | 1 Waiting Room, Shelters on Platforms 1 & 2 | Eastbrook |
| Caergwrle | Yes | No | Visual | Shelters on Platforms 1 & 2 | Wrexham General or Cefn-y-Bedd |
| Caerphilly | Yes | Public toilets in the council car park | Visual | 1 Waiting Room, 1 Shelter | Energlyn & Churchill Park |
| Caersws | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|---|---------------------|--|------------------------------------|--|---|
| Caldicot | 2 | Unstaffed | None | | No. Both platform ramps are steeper than 1:12. |
| Cardiff Bay | 1 | Unstaffed | Yes | | Yes |
| Cardiff Central | 7 | Staffed 0400 - 0100 Mon - Fri 0400 - 0030 Sat 0700 - 0030 Sun | Yes | Induction Loop, Low Level Counter | Yes. Platforms have level access via lifts |
| Cardiff Queen Street 0800 - 2300 Sun | 3 | Staffed 0530 - 2359 Mon to Sat Compliant counter | Yes | Induction Loop, New | Yes |
| Carmarthen | 2 | Staffed 24 hours Mon - Sun | Yes | Induction Loop, One Compliant counter | Yes - Platform 2 accessible via the passenger crossing between platforms 1 and 2, at the bottom of the ramps |
| Cathays | 2 | Unstaffed (ticketing assistance at station when the ticket gates are in operation) | Yes | Induction Loop, One Compliant counter | Partial - Whilst both platforms are step-free, there is no facility for wheelchairs or mobility impaired persons to cross the line as there is only a steep footbridge. Customers with impaired mobility who have travelled from the Valleys and wish to access the University or the Civic Centre are advised to travel to Queen Street station and change into a North-bound service, as advised. Unfortunately, there is no way for mobility-impaired customers travelling to access trains at this station. |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|----------------------|----------------------------|-------------------------------------|------------------------------|---|--|
| Caldicot | No | No | Visual | Shelters on Platforms 1 & 2 | Newport |
| Cardiff Bay | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Cardiff Central | Yes | Platforms 1 to 6 but not platform 0 | Both Visual and Audio | Waiting Rooms on Platforms 1/2, 3/4 and 6/7; Platform 8 will have a shelter | Yes |
| Cardiff Queen Street | Yes | Yes, Platforms 1/2 | Both Visual and Audio | Platforms 1/2 and 5 are shelters, Platform 3 and 4 are Waiting Rooms | Yes |
| Carmarthen | Yes | Yes, during staffing hours | Both Visual and Audio | 1 Waiting Room, 1 Shelter | Yes |
| Cathays | Yes | No | Visual | Shelters on Platforms 1 & 2 | See the Cardiff change information in the previous page |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|-----------------|---------------------|---|------------------------------------|--------------------------------------|--|
| Cefn-y-Bedd | 2 | Unstaffed | None | | Yes. However, Barrow crossing only between platforms and non-compliant ramps |
| Chepstow | 2 | Agent | None | Induction Loop, No Compliant counter | Partial - The Newport-bound platform only not accessible as there is a stepped footbridge |
| Chester | 7 | 03:00-01:00 Mon - Sun | Yes | Induction Loop, Split level counter | Yes |
| Chirk | 2 | Unstaffed | None | | Yes |
| Church Stretton | 2 | Unstaffed | Yes | | Yes - However, long detour required by road between platforms for changing trains |
| Cilmeri | 1 | Unstaffed | None | | Yes, however platform is accessed through self-closing gate. |
| Clarbeston Road | 2 | Unstaffed | None | | No, Carmarthen-bound platform accessible via a ramp with a gradient steeper than 1:12 |
| Clunderwen | 2 | Unstaffed | None | | Yes |
| Cogan | 2 | Unstaffed | Yes | | Partial - the Cardiff-bound platform is only accessed via 44-step footbridge or by a steep ramp, with steps, from New Road |
| Colwyn Bay | 2 | Staffed 0630 - 2114 Mon to Sat; 1030 - 1830 Sun | Yes | Induction Loop, No Compliant counter | Yes, but there is no dropped kerb from the car park to the footpath. |
| Conwy | 2 | Unstaffed | None | | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|-----------------|---|---|------------------------------|---|--|
| Cefn-y-Bedd | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Chepstow | Yes | No (toilet in adjacent café but not a station toilet) | Visual | 1 Shelter | Lydney or Gloucester |
| Chester | Yes | Yes, all platforms | Both Visual and Audio | 1 Waiting Room on Station Concourse, 1 Waiting Room on Platform 4/7, Canopies | Yes |
| Chirk | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Gobowen |
| Church Stretton | Yes - However, long detour required by road between for changing trains | No | Visual | Shelters on Platforms 1 & 2 | Shrewsbury |
| Cilmeri | Yes | No | Visual | Shelter on Platform 1 | Garth |
| Clarboston Road | Yes | No | Visual | Shelters on Platforms 1 & 2 | Johnston |
| Clunderwen | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Cogan | Yes | No | Visual | Shelters on Platforms 1 & 2 | Eastbrook |
| Colwyn Bay | Yes | Yes, during staffing hours | Both Visual and Audio | Waiting Room on Platform 1, canopies on platforms | Yes |
| Conwy | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|---------------|---------------------|---|------------------------------------|---|--|
| Coryton | 1 | Unstaffed | Yes | | Yes - Platform accessed via a short ramp steeper than 1:12 (up to platform) |
| Craven Arms | 2 | Unstaffed | Yes | | Yes - However, long detour required by road between platforms for changing trains |
| Criccieth | 1 | Unstaffed | None | | Yes |
| Crosskeys | 2 | Unstaffed | Yes | | Yes - However, the station is served by road on a very steep hill |
| Cwmbach | 1 | Unstaffed | None | | Yes |
| Cwmbran | 2 | Booking Office (No assistance) | Yes | Induction Loop, Variable Height Counter | Yes |
| Cynghordy | 1 | Unstaffed | No | | Yes |
| Danescourt | 2 | Unstaffed | Yes | | Yes |
| Deganwy | 2 | Unstaffed | None | | Yes - Access from parking spaces next to the entrance from the car park to the Llandudno Junction platform, by the footbridge (these spaces are properly surfaced but not marked for disabled customers). Wheelchair access to the Llandudno platform is via the level crossing and platform ramp, with handrails. |
| Dinas Powys | 2 | Unstaffed | Yes | | Yes, but no external lighting to platform entrances. Handrails required in subway. |
| Dinas Rhondda | 1 | Unstaffed | None | | Yes |
| Dingle Road | 1 | Unstaffed | Yes | | Yes, but no handrail to steep entrance ramp. |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|---------------|----------------------------|----------------------------------|------------------------------|-----------------------------|--|
| Coryton | Yes | No | Visual | Shelter on Platform 1 | Whitchurch |
| Craven Arms | Yes | No | Visual | Shelters on Platforms 1 & 2 | Shrewsbury |
| Criccieth | Yes | No | Both Visual and Audio | None (station canopies) | Yes |
| Crosskeys | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Cwmbach | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Cwmbran | Yes | Yes, during Booking Office hours | Both Visual and Audio | 1 Waiting Room, 1 Shelter | Yes |
| Cynghordy | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Danescourt | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Deganwy | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Dinas Powys | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Dinas Rhondda | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Dingle Road | Yes | No | Visual | Shelter on Platform 1 | Yes |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|-------------------|---------------------|---|------------------------------------|----------------|--|
| Dolau | 1 | Unstaffed | None | | No wheelchair access. Platform accessed via ramp steeper than 1:12 and roughly surfaced |
| Dolgarrog | 1 | Unstaffed | None | | No access for wheelchairs from the station entrance as there is a gravel slope between the gate and the platform ramp. No wheelchair access to platform from the main road as the lane has a poor surface and is cobbled in places. |
| Dolwyddelan | 1 | Unstaffed | None | | Yes |
| Dovey Junction | 2 | Unstaffed | None | | No wheelchair access. Very long unsurfaced access path, prone to FREQUENT flooding, and also includes crossing the rail track. |
| Dyffryn Ardudwy | 1 | Unstaffed | None | | No. Car park has rough surface and is in poor condition; footpath crosses track to the platform (also, there are traffic gates for the lane either side of the line). |
| Eastbrook | 2 | Unstaffed | Yes | | No. No step free access between platforms, access is via foot bridge with steps. Step free access is via entrances on either side of platforms. |
| Ebbw Vale Parkway | 1 | Unstaffed | Yes | | Yes |
| Energlyn | 2 | Unstaffed | Yes | | Yes |
| Fairbourne | 1 | Unstaffed | None | | No wheelchair access. Platform access ramp steeper than 1:12. |
| Fairwater | 2 | Unstaffed | Yes | | Yes |
| Fernhill | 1 | Unstaffed | None | | Yes |
| Ferryside | 2 | Unstaffed | None | | Partial - Carmarthen-bound platform accessed via level crossing and a ramp steeper than 1:12 and non-compliant gate; entrances from the car park to the Swansea bound platform and the footbridge slopes upwards and the car park is rough ground. |
| Ffairfach | 1 | Unstaffed | None | | No wheelchair access. Platform accessed via narrow gate, with top bolt, and a short ramp steeper than 1:12. |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|-------------------|----------------------------|------------------|------------------------------|-----------------------------|---|
| Dolau | Yes | No | Visual | Shelter on Platform 1 | Pen-Y-Bont |
| Dolgarrog | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Llanrwst or Glan Conwy |
| Dolwyddelan | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Dovey Junction | Yes | No | Both Visual and Audio | Shelter on Platform 1/2 | Borth (change at Dovey Junction for Pwllheli) |
| Dyffryn Ardudwy | No | No | Visual | Shelter on Platform 1 | Barmouth or Talybont |
| Eastbrook | No | No | Visual | Shelters on Platforms 1 & 2 | Cardiff Central |
| Ebbw Vale Parkway | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Energlyn | No | No | Visual | Shelter on Platform 1/2 | Caerphilly |
| Fairbourne | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Barmouth |
| Fairwater | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Fernhill | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Ferryside | Yes | No | Visual | Shelters on Platforms 1 & 2 | Kidwelly or Carmarthen |
| Ffairfach | No | No | Visual | Shelter on Platform 1 | Ammanford |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|----------------------|---------------------|---|------------------------------------|-------------------------------------|--|
| Fishguard & Goodwick | 1 | Unstaffed | None | | Yes |
| Fishguard Harbour | 1 | Unstaffed | None | | Yes, however, platform is accessed by steep ramp at end of platform directly off access road and level crossing. |
| Flint | 2 | Booking Office (No assistance) | Yes | Induction Loop, split level counter | Yes |
| Frodsham | 2 | Unstaffed | Yes | | Yes |
| Garth (Mid Glam) | 1 | Unstaffed | None | | Yes, but handrail required for customers with impaired mobility. |
| Garth (Powys) | 1 | Unstaffed | None | | Yes |
| Gilfach Fargoed | 2 | Unstaffed | None | | No wheelchair access. Both platforms accessed by long ramps steeper than 1:12. Ramps have uneven surfaces. Track crossed by road bridge. |
| Glan Conwy | 1 | Unstaffed | None | | Yes |
| Gobowen | 2 | Agent | None | Induction Loop | Yes |
| Gowerton | 2 | Unstaffed | Yes | | Yes - however, the uneven surfaces of the approach to the station entrance may cause difficulty to some customers |
| Grangetown | 2 | Unstaffed | Yes | | No wheelchair access. Access to both platforms (island platform) only via 42 steps from road below |
| Gwersyllt | 2 | Unstaffed | None | | No direct wheelchair access from road as platform only accessed by steps from road. Wrexham-bound platform can only be accessed, by wheelchair, using steep ramps at platform ends and barrow crossing |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|----------------------|----------------------------|---|------------------------------|----------------------------------|--|
| Fishguard & Goodwick | Yes | No | Visual | Shelter on Platform 1 | Fishguard & Goodwick |
| Fishguard Harbour | Yes | Situated in the nearby Stena facilities | Visual | None | Yes |
| Flint | Yes | Yes, during Booking Office hours | Both Visual and Audio | Waiting Rooms on Platforms 1 & 2 | Yes |
| Frodsham | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Garth (Mid Glam) | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Garth (Powys) | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Gilfach Fargoed | Yes | No | Visual | Shelters on Platforms 1 & 2 | Bargoed |
| Glan Conwy | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Gobowen | Yes | In Travel Agency/ Booking Office | Both Visual and Audio | None (Station canopies) | Yes |
| Gowerton | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Grangetown | Yes | No | Visual | Shelter on Platforms 1/2 | Cardiff Central or Dingle Road |
| Gwersylit | Yes | No | Visual | Shelters on Platforms 1 & 2 | Wrexham General |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|------------------|---------------------|---|------------------------------------|------------------------------------|---|
| Harlech | 2 | Unstaffed | None | | No wheelchair access. Small car parking area has a rough surface. Barmouth-bound platform access ramp steeper than 1:12. Pwllheli-bound platform accessed via stepped footbridge or via a foot crossing which has rough boards and no protection |
| Haverfordwest | 2 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | No. No access to Platform 2. Most trains arrive and depart from Platform 1. The main entrance to the ticket office has a raised step. There are two other entrances to Platform 1 providing step free and compliant access from which you can access the ticket office. |
| Hawarden | 2 | Unstaffed | None | | Partial - Access to Wrexham-bound platform only, but dropped kerb is not flush with the carpark surface |
| Hawarden Bridge | 2 | Unstaffed | None | | Yes. Station entrance from platform 1 (the Bidston platform). There is a foot crossing to the Shotton-bound platform from the Bidston platform |
| Heath High Level | 2 | Unstaffed | Yes | | No wheelchair access. Rhymney-bound platform has long ramp access steeper than 1:12. Cardiff-bound platform only accessed via 41 steps. Customers are advised to take a train from Heath Low Level station and change at Cardiff Queen Street. |
| Heath Low Level | 1 | Unstaffed | Yes | | Yes - continuous handrail required |
| Helsby | 4 | Unstaffed | Yes | | Partial - Three platforms (2,3 & 4) have step access only |
| Hengoed | 2 | Unstaffed | None | | No wheelchair access. Cardiff-bound platform accessed via compliant gradient BUT there is a raised kerb at bottom of the ramp. Rhymney-bound platform has long ramp access steeper than 1:12 |
| Hereford | 4 | Staffed 0600 - 2200 Mon to Sat 0900 - 2200 Sun | Yes | Induction Loops, Compliant counter | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|------------------|----------------------------|----------------------------------|------------------------------|--|---|
| Harlech | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Talsarnau |
| Haverfordwest | Yes | Yes, during Booking Office hours | Both Visual and Audio | Canopies | Johnston or Whitland |
| Hawarden | Yes | No | Visual | Shelters on Platforms 1 & 2 | Buckley |
| Hawarden Bridge | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Heath High Level | Yes | No | Visual | Shelters on Platforms 1 & 2 | Heath Low Level |
| Heath Low Level | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Helsby | Yes | No | Both Visual and Audio | Shelters on Platforms 1, 2 & 4 | Chester or Frodsham |
| Hengoed | Yes | No | Visual | Shelters on Platforms 1 & 2 | Caerphilly |
| Hereford | Yes | Yes, during staffing hours | Both Visual and Audio | Waiting Rooms on Platforms 1/2 and 3/4 | Yes |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|---------------------|---------------------|--|------------------------------------|--------------------------------------|--|
| Heswall | 2 | Unstaffed | None | | Yes. However, the ramps to platforms are steeper than 1:12 |
| Holyhead | 3 | Staffed 24 hours Mon - Fri; 0001 - 2145 Sat; 0700 - 2400 Sun | Yes (card only) | Induction Loop, Compliant counter | Yes |
| Hope (Flintshire) | 2 | Unstaffed | None | | No. Rail crossing for customer not controlled by coloured lights. |
| Hopton Heath | 1 | Unstaffed | None | | No wheelchair access. Platform accessed via narrow gate and 24 steep steps. |
| Johnston | 1 | Unstaffed | None | | Yes |
| Kidwelly | 2 | Unstaffed | None | | Yes |
| Kilgetty | 1 | Unstaffed | None | | No wheelchair access as the path leading to platform is uneven. |
| Knighton | 2 | Unstaffed | None | | Yes - level entrance to platform 1 from car park and ramp to platform 2 from Kinsley Road |
| Knucklas | 1 | Unstaffed | None | | No wheelchair access. Path leading to platform is uneven and is steep, but is outside the Lease Area |
| Lamphey | 1 | Unstaffed | None | | Yes |
| Leominster | 2 | Booking Office | Yes (card only) | Induction Loop, Compliant counter | Yes |
| Lisvane & Thornhill | 2 | Unstaffed | Yes (card only) | | Partial - Rhymney-bound platform accessible only via long ramp steeper than 1:12; Cardiff-bound platform accessible by short ramp from car park, might be steeper than 1:12 and users have to mount kerb |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|---------------------|-------------------------------|---|------------------------------|---|--|
| Heswall | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Holyhead | Yes | Situated in the nearby Stena waiting facilities | Both Visual and Audio | Situated in the nearby Stena waiting facilities | Yes |
| Hope (Flintshire) | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Wrexham General or Caergwrle |
| Hopton Heath | No wheelchair access to train | No | Both Visual and Audio | Shelter on Platform 1 | Craven Arms |
| Johnston | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Kidwelly | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Kilgetty | No | No | Both Visual and Audio | Shelter on Platform 1 | Narbeth |
| Knighton | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Knucklas | No use for wheelchair | No | Both Visual and Audio | Shelter on Platform 1 | Knighton |
| Lamphey | No wheelchair access to train | No | Both Visual and Audio | Shelter on Platform 1 | Pembroke |
| Leominster | Yes | No | Both Visual and Audio | Shelter on island platform, canopy on town side | Yes |
| Lisvane & Thornhill | Yes | No | Visual | Shelters on Platforms 1 & 2 | Caerphilly |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|-----------------|---------------------|---|------------------------------------|-----------------------------------|---|
| Llanaber | 1 | Unstaffed | None | | No wheelchair access. Steep, narrow access track leading to a roughsurfaced path steeper than 1:12. Platform is narrow and roughly surfaced |
| Llanbedr | 1 | Unstaffed | None | | Yes. Platform access ramp steeper than 1:12 but short |
| Llanbister Road | 1 | Unstaffed | None | | No wheelchair access. Platform accessed via 18 shallow steps, paved with tactile tiles, with handrail |
| Llanbradach | 2 | Unstaffed | None | | No wheelchair access. Cardiff-bound platform accessed via short ramp steeper than 1:12 and a gate at the platform access point. Rhymney-bound platform accessed via long ramp steeper than 1:12, with rough surface at entrance and gate at platform access point. |
| Llandaf | 2 | Booking Office (No assistance) | Yes (card only) | Induction Loop, Compliant counter | Partial - Cardiff-bound platform only accessed via 50-step footbridge |
| Llandanwg | 1 | Unstaffed | None | | No wheelchair access. Narrow gate and long access path from road overbridge steeper than 1:12 |
| Llandecwyn | 1 | Unstaffed | None | | Yes |
| Llandeilo | 2 | Unstaffed | None | | No wheelchair access. Llandrindod - bound platform accessed from car park at the level of the old platform and a steep ramp to the platform. (The alternative access is a long cobbled ramp from the road leading to a flight of steps). The Swansea-bound platform only accessed via track crossing and ramp steeper than 1:12 |
| Llandovery | 2 | Unstaffed | None | | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|-----------------|-------------------------------|------------------|------------------------------|-----------------------------|--|
| Llanaber | No wheelchair access to train | No | Both Visual and Audio | Shelter on Platform 1 | Barmouth |
| Llanbedr | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Barmouth or Talybont |
| Llanbister Road | No wheelchair access to train | No | Both Visual and Audio | Shelter on Platform 1 | Dolau |
| Llanbradach | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Energlyn & Churchill Park |
| Llandaf | Yes | No | Visual | 1 Shelter, 1 Canopy | Cardiff Queen Street or Taffs Well |
| Llandanwg | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Barmouth or Talybont |
| Llandecwyn | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Llandeilo | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Llangadog |
| Llandovery | No wheelchair access to train | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Llangadog Platforms to be raised by December 2013 |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|--------------------|---------------------|--|------------------------------------|-----------------------------------|--|
| Llandrindod | 2 | Agent | None | Induction Loop, Compliant counter | Yes |
| Llandudno | 3 | Booking Office (No assistance) | Yes (card only) | Induction Loop, Compliant counter | Yes |
| Llandudno Junction | 4 | Staffed 0500 - 2300 Mon to Sat; 0900 - 2300 Sun | Yes | Induction Loop, Compliant counter | Yes |
| Llandybie | 1 | Unstaffed | None | | Yes. Platform accessed short ramp steeper than 1:12 from the car park, which is part of a longer, steep path from the road |
| Llanelli | 2 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | Partial - Carmarthen-bound platform accessed via ramp from car park steeper than 1:12; also customers with wheelchairs using the Swansea platform have to leave the station building and use the road and level crossing to reach the car park |
| Llanfairfechan | 2 | Unstaffed | None | | Yes |
| Llanfairpwll | 2 | Unstaffed | None | | No - Access to Chester platform from road is a roughly surfaced path; entrance to the Anglesey platform has kerb from the car park (car park not in Lease Area) and the gate handle is too high for a wheelchair user |
| Llangadog | 1 | Unstaffed | None | | Yes |
| Llangammarch | 1 | Unstaffed | None | | No wheelchair access. Platform accessed via short ramp steeper than 1:12 and latched gate at entrance |
| Llangennech | 2 | Unstaffed | None | | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|--------------------|-------------------------------|---|------------------------------|---|--|
| Llandrindodd | Yes | Yes, during Booking Office hours | Visual | Waiting Room on Platforms 1/2 | Yes |
| Llandudno | Yes | Yes, during Booking Office hours; also have a Changing Place facility (DDA) | Both Visual and Audio | Waiting Area in Station Building | Yes |
| Llandudno Junction | Yes | Yes, during staffing hours | Both Visual and Audio | Waiting in Station Concourse, canopies on platforms | Yes |
| Llandybie | Yes | No | Visual | Shelter on Platform 1 | Ammanford |
| Llanelli | Yes | Yes, during Booking Office hours | Both Visual and Audio | 1 Waiting Room in Station buildings, canopies on both platforms | Yes |
| Llanfairfechan | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Llanfairpwll | No wheelchair access to train | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Bangor |
| Llangadog | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Llangammarch | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Llandrindrodd |
| Llangennech | No wheelchair | No | Both Visual and Audio | 1 Shelter | Pantyffynnon |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|----------------|---------------------|---|------------------------------------|----------------|--|
| Llangynllo | 1 | Unstaffed | None | | No wheelchair access. Platform accessed through farmyard (no access agreement) via cattle grid crossing and short ramp steeper than 1:12. |
| Llanharan | 2 | Unstaffed | TVM, card only | | Yes |
| Llanhilleth | 1 | Unstaffed | Yes | | Yes |
| Llanishen | 2 | Unstaffed | Yes | | Partial wheelchair access. The Cardiff-bound platform is accessed only via long ramp steeper than 1:12 and customers have to cross a busy road twice from car park; the pavement leading directly to the ramp is very narrow and dangerous, being sited on a busy road. Valleys-bound platform accessed by shorter steep ramps from the car park but it has been assessed that wheelchair users can get to the platform unaided. |
| Llanrwst | 2 | Unstaffed | None | | Yes. However, the ramp (with moderate gradient) from the road is very long and has no landings or handrails. The ramps also has rainwater gullies, which form a trip hazard and a barrier, every 20 metres. There are also rainwater gullies at the back of the platform which are also a severe trip hazard and a barrier to wheelchairs. |
| Llansamlet | 2 | Unstaffed | None | | Yes |
| Llantwit Major | 2 | Unstaffed | Yes, card only | | Yes |
| Llanwrda | 1 | Unstaffed | None | | No wheelchair access. Platform accessed via compliant ramp. Surface of the area leading to the entrance is uneven and its condition could be a tripping hazard. |
| Llanwrtyd | 2 | Unstaffed | None | | Partial - Swansea-bound platform only accessible via footpath and platform access ramps steeper than 1:12; kerb from disabled parking space to station |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|----------------|-------------------------------|------------------|------------------------------|-----------------------------|--|
| Llangynllo | No wheelchair access to train | No | Both Visual and Audio | Shelter on Platform 1 | Knighton |
| Llanharan | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Llanhilleth | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Llanishen | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Heath Low Level |
| Llanrwst | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Llansamlet | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Llantwit Major | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Llanwrda | No wheelchair access to train | No | Both Visual and Audio | Shelter on Platform 1 | Llangadog |
| Llanwrtyd | Yes | No | Visual | 1 Waiting Room + 1 Shelter | Llandrindrodd |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|-----------------------|---------------------|---|------------------------------------|---|---|
| Llwyngwriil | 1 | Unstaffed | None | | Yes |
| Llwynypia | 1 | Unstaffed | None | | No wheelchair access from car park to the platform. Platform accessed via ramp from road bridge but steeper than 1:12 |
| Ludlow | 2 | Agent | None | Induction Loop, Compliant counter | Partial - Cardiff-bound platform 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 Cardiff platform, and which also connects with the town. This path is not part of the station. |
| Lydney | 2 | Unstaffed | Yes, card only | | Yes |
| Machynlleth | 2 | Booking Office (No assistance) | None | Induction Loop. Also Customer Information Induction Loop in waiting area. Compliant counter | Shrewsbury-bound platform accessed either by path steeper than 1:12 or by stepped footbridge. Station buildings and Aberystwyth-bound platform difficult to access from the main road as the gradient of the access road is very steep and the road is long. |
| Maesteg | 1 | Unstaffed | Yes, card only | | Yes, from the main supermarket car park. The station Car Park has a kerb and ramp to the platform |
| Maesteg (Ewenny Road) | 1 | Unstaffed | None | | Yes; however, access to platform via long ramp steeper than 1:12 |
| Manorbier | 1 | Unstaffed | None | | Yes |
| Merthyr Tydfil | 1 | Booking Office (No assistance) | None | Induction Loop, Compliant counter | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|-----------------------|----------------------------|----------------------------|------------------------------|--|--|
| Llwyngwriil | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Llwynypia | Yes | No | Visual | Shelter on Platform 1 | Ton Pentre or Dinas Rhonnda |
| Ludlow | Yes | Yes | Both Visual and Audio | Shelters on Platforms 1 & 2 | Craven Arms |
| Lydney | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Machynlleth | Yes | Yes, during staffing hours | Both Visual and Audio | Waiting Rooms on Platforms 1 & 2 | Caersws |
| Maesteg | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Maesteg (Ewenny Road) | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Maesteg |
| Manorbier | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Merthyr Tydfil | Yes | No | Visual | Shelter on Platform 1, Waiting room in Ticket Office hours | Yes |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|--------------------|---------------------|---|------------------------------------|--------------------------------------|--|
| Merthyr Vale | 2 | Unstaffed | None | | Partial - no wheelchair access to Merthyr-bound platform as access to platform via long ramp steeper than 1:12 |
| Milford Haven | 1 | Agent | None | Induction Loop, No Compliant counter | Yes |
| Minffordd | 1 | Unstaffed | None | | No wheelchair access. Access path steeper than 1:12 in places |
| Morfa Mawddach | 1 | Unstaffed | None | | No wheelchair access. Access path steeper than 1:12 in places and gate is non-compliant |
| Mountain Ash | 2 | Unstaffed | None | | Yes - however, the ramps to the platforms are steep and have no landings but the handrails should assist |
| Nantwich | 2 | Unstaffed | Yes, card only | | Yes - wheelchair access is provided to both platforms. However, the ramp to platform 1 is steep and cycles are often chained to the non-continuous handrail. |
| Narberth | 1 | Unstaffed | None | | Yes - however, the station approach is very long, and not in our lease, and recommendations are that persons with mobility difficulties should be provided with benches every 50 metres. |
| Neath | 2 | Staffed 0600 - 2200 Mon to Sun | Yes | Induction Loop, Compliant counter | Neath Station now has a 24 hour access for the down side platform and passengers can now enter the rear of the platform without using the barrow crossing. |
| Neston | 2 | Unstaffed | None | | Yes |
| Newbridge | 1 | Unstaffed | Yes | | Yes |
| Newport (S. Wales) | 4 | Staffed 24 hrs Mon-Sat, 08:00-00:00 | Yes | Induction Loop, Compliant counter | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|--------------------|-------------------------------|----------------------------|------------------------------|---|---|
| Merthyr Vale | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Abercynon or, if going to Merthyr Tydfil, on return travel to Abercynon and change into Merthyr-bound train |
| Milford Haven | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Minffordd | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Penrhyndeudraeth |
| Morfa Mawddach | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Barmouth |
| Mountain Ash | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Nantwich | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Crewe |
| Narberth | No wheelchair access to train | No | Both Visual and Audio | Shelter on Platform 1 | Whitland |
| Neath | Yes | Yes, during staffing hours | Both Visual and Audio | 2 Waiting Room and Canopies | Yes |
| Neston | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Newbridge | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Newport (S. Wales) | Yes | Yes, during staffing hours | Both Visual and Audio | Waiting Rooms on Platforms 1 & 2/3, Shelter on Platform 4 | Yes |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|----------------------|---------------------|---|------------------------------------|---|---|
| Newtown (Powys) | 2 | Agent | None | Induction Loop, No Compliant counter | Partial - The camber of the entrances to the Aberystwyth platform, from the access road, are steeper than 1:12 and are considered to be excessive and dangerous to customers in wheelchairs or with other mobility difficulties |
| Ninian Park | 2 | Unstaffed | Yes, card only | | No wheelchair access. City Line-bound platform is accessed via long ramp steeper than 1:12; Cardiff-bound platform is accessed via two-stage ramp that is steeper than 1:12 on the first section |
| North Llanrwst | 2 | Unstaffed | None | | Partial - Barrow crossing is only means of access to the Blaenau platform; the approach to the platform entrance from the car park is steep and at an angle - could cause wheelchairs to tip over |
| Pantyyffynnon | 1 | Unstaffed | None | | Yes |
| Pembrey & Burry Port | 2 | Agent | None | Induction Loop, Compliant counter | Yes |
| Pembroke | 1 | Unstaffed | None | | Yes - Wheelchair access from station car park to platform. There is also an alternative council car park on Station Road (no dedicated disabled spaces) with full access path to the station platform. |
| Pembroke Dock | 1 | Unstaffed | Yes, card only | | Yes |
| Penally | 1 | Unstaffed | None | | Yes |
| Penarth | 1 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | Yes |
| Pencoed | 2 | Unstaffed | Yes, card only | | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|----------------------|----------------------------|---|------------------------------|---|--|
| Newtown (Powys) | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Shrewsbury or Welshpool |
| Ninian Park | Yes | No | Both Visual and Audio | Shelter on Platform 1/2 | Cardiff Central |
| North Llanrwst | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Llanrwst |
| Pantyyffynnon | Yes | No | Both Visual and Audio | Canopy only | Yes |
| Pembrey & Burry Port | Yes | Local Authority toilets and adjacent to the car park on land leased from NR by council - includes further car parking, including a disabled parking bay | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Pembroke | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Pembroke Dock | Yes | No | Visual | Canopy only | Yes |
| Penally | Yes | Local Authority toilets adjacent to the car park | Visual | Shelter on Platform 1 | Yes |
| Penarth | Yes | No | Visual | Waiting Room in Station Building, Shelter on Platform 1 | Yes |
| Pencoed | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|------------------|---------------------|---|------------------------------------|-----------------------------------|--|
| Pengam | 2 | Agent | None | Induction Loop, Compliant counter | No wheelchair access. Cardiff-bound platform accessed via short ramp steeper than 1:12. Rhymney-bound platform accessed via roughly-surfaced long ramp, steeper than 1:12 |
| Penhelig | 1 | Unstaffed | None | | No wheelchair access. Platform access via two flights of steps (27 steps in total) |
| Penmaenmawr | 2 | Unstaffed | None | | No wheelchair access. Platform access via steep ramps and barrow crossing |
| Penrhiwceiber | 1 | Unstaffed | None | | Yes |
| Penrhyndeudraeth | 1 | Unstaffed | None | | Yes |
| Pensarn | 1 | Unstaffed | None | | No wheelchair access. Platform access ramp steeper than 1:12 with narrow gated entrance |
| Pentre-bach | 1 | Unstaffed | None | | Yes. In addition to the original station ramp, which is steeper than 1:12 and does not have a continuous handrail, the local council has installed a compliant ramp adjacent to the platform to provide access for wheelchairs and passengers with mobility difficulties from the road, further along from the present station entrance/ramp, running behind the platform and emerging at the platform by the information screen |
| Pen-y-Bont | 1 | Unstaffed | None | | Yes |
| Penychain | 1 | Unstaffed | None | | Yes |
| Penyffordd | 2 | Unstaffed | None | | No wheelchair access. Impeded by Non-Compliant gate at entrance to the station. Mud, leaves and water accumulate on the crossing. |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|------------------|----------------------------|------------------|------------------------------|-----------------------------|---|
| Pengam | Yes | No | Visual | Shelters on Platforms 1 & 2 | Bargoed |
| Penhelig | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Aberdovey |
| Penmaenmawr | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Conwy or Llanfairfechan |
| Penrhiwceiber | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Penrhyndeudraeth | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Pensarn | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Barmouth or Talybont |
| Pentre-bach | Yes | No | Visual | Shelter on Platform 1 | Merthyr Tydfil |
| Pen-y-Bont | No | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Penychain | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Penyffordd | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Buckley |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|---------------------|---------------------|---|------------------------------------|--------------------------------------|--|
| Pontarddulais | 1 | Unstaffed | None | | Yes, but platform surface is rough, uneven and not Compliant and the area of the shelter base and entrance is at a higher level; low-level bollards between car park and station platform could damage cars. |
| Pontlottyn | 1 | Unstaffed | None | | Yes, but no marked out space is designated as a disabled bay; the kerb outside the entrance is too high |
| Pontyclun | 2 | Unstaffed | Yes | | Yes |
| Pont-y-Pant | 1 | Unstaffed | None | | No wheelchair access. Impeded by Non-Compliant gate; also, loose stone surface of car park |
| Pontypool & New Inn | 2 | Unstaffed | None | | No wheelchair access. Access to both platforms by flight of 24 steps from subway |
| Pontypridd | 2 | Booking Office (No assistance) | Yes | Induction Loop, Split level counter | Partial - Valley-bound platform accessed via path steeper than 1:12. A third platform will be reconstructed to provide three platforms and there will be lifts to the platforms. |
| Port Talbot Parkway | 2 | Staffed 0600 - 2200 Mon to Sun | Yes | Induction Loop, No Compliant counter | Partial - Wheelchair access to platforms during staffed hours only as this is via locked gate between the rails at the level crossing. Customers have to request assistance from the Booking Office, which is remote from the platforms. |
| Porth | 2 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | Yes |
| Porthmadog | 2 | Unstaffed | None | | Yes. Separate access to each platform. |
| Prees | 2 | Unstaffed | None | | Yes |
| Prestatyn | 2 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|---------------------|----------------------------|--|------------------------------|--|--|
| Pontarddulais | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Pantyffynnon |
| Pontlottyn | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Pontyclun | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Pont-y-Pant | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Dolwyddelan |
| Pontypool & New Inn | Yes | No | Both Visual and Audio | Shelter on Platform 1/2 | Hereford or Newport |
| Pontypridd | Yes | Yes, during Booking Office hours | Visual | Waiting Room on Platform 1, Shelter on Platform 2 | Porth |
| Port Talbot Parkway | Yes | Yes, during staffing hours | Both Visual and Audio | Waiting Room on Platform 1/2 | Bridgend or Neath unless previously arranged through APRS. Also, can catch trains from Baglan and Briton Ferry |
| Porth | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Porthmadog | Yes | No | Both Visual and Audio | None (station canopies) | Yes |
| Prees | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Prestatyn | Yes | Local Authority toilets adjacent to the car park | Both Visual and Audio | Waiting Area in Booking Hall, canopies on Platform 1/2 | Yes |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|-------------------------------------|---------------------|--|------------------------------------|-----------------------------------|--|
| Pwllheli | 1 | Unstaffed | None | | Yes |
| Pyle | 2 | Unstaffed | None | | Yes - however, the entrance to platform 1 has uneven ground leading to it; car park and footpath surfaces are uneven and show signs of surface damage |
| Quakers Yard | 1 | Unstaffed | None | | No wheelchair access. Platform accessed via long path steeper than 1:12, with a bad camber, and non-compliant gate |
| Radyr | 3 | Booking Office (No assistance) | Yes, card only | Induction Loop, Compliant counter | No wheelchair access. All platforms accessed via 54 step footbridge |
| Rhiwbina | 1 | Unstaffed | Yes, card only | | No - From the paved access path (not in lease), the platform accessed via short ramp steeper than 1:12. Other access path (also not in lease) is narrow and has a poor surface finish and not suitable for wheelchairs. The footbridge forms part of a footpath between Pen-y-Dre and Heol-y-Nant and the path leading to the bridge from Heol-y-Nant is uneven and not suitable for a wheelchair or for persons with reduced mobility |
| Rhose Cardiff International Airport | 2 | Unstaffed | Yes, card only | | Yes |
| Rhosneigr | 2 | Unstaffed | None | | No wheelchair access. Access paths to platforms are not Compliant as they are steep and poorly surfaced. The gates to the platforms open outwards, causing difficulty for a wheelchair user. There are no accessible routes between the platforms. |
| Rhyl | 2 | Staffed 0630 - 2114 Mon to Sat; 1030 - 1830 Sun | Yes | Induction Loop, Compliant counter | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|--------------------------------------|----------------------------|------------------|------------------------------|---|---|
| Pwllheli | Yes | No | Both Visual and Audio | Canopied area at entrance to station and platform | Yes |
| Pyle | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Quakers Yard | Yes | No | Visual | Shelter on Platform 1 | Abercynon |
| Radyr | Yes | No | Visual | Shelters on Platforms 1 & 2/3 | Taffs Well, Danescourt |
| Rhiwbina | Yes | No | Both Visual and Audio | Shelter on Platform 1 | No, Birchgrove or Whitchurch |
| Rhoose Cardiff International Airport | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Rhosneigr | No | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Holyhead |
| Rhyl | Yes | Yes | Both Visual and Audio | Shelter on Platform 2, Canopies on Platforms | Yes |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|------------------------|---------------------|--|------------------------------------|-----------------------------------|--|
| Rhymney | 1 | Unstaffed | None | | Yes |
| Risca & Pontymister | 2 | Unstaffed | Yes | | Yes |
| Rogerstone | 1 | Unstaffed | Yes | | Yes |
| Roman Bridge | 1 | Unstaffed | None | | Yes, but the front of station (and drop off/parking area) is loose stones and the gate to the platform is heavy and non-compliant |
| Ruabon | 2 | Unstaffed | Yes | | Partial - North-bound platform only accessible via footbridge with 52 steps |
| Runcorn East | 2 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | Yes |
| Sarn | 1 | Unstaffed | None | | No wheelchair access. Ramp steeper than 1:12 |
| Saundersfoot | 1 | Unstaffed | None | | Yes, but ramp from car park is steeper than 1:12; approach road (not in lease) not suitable for use by wheelchair users or persons with reduced mobility - the surface of the "Car Parking" area and area in front of bollards is uneven and potholed |
| Severn Tunnel Junction | 4 | Agent | None No Compliant counter | Induction Loop, | No. Platform 4 is fully accessible from the station car park. Platforms 1, 2 and 3 is only accessible via a step footbridge. |
| Shotton | 4 | Booking Office (at High Level, (No assistance) | Yes | Induction Loop, Compliant counter | No. Shotton station is split into two levels. Shotton and Shotton High Level Shotton has no wheelchair access to Chester-bound platform. Customers advised to travel to Flint and change trains. Shotton High Level has no wheelchair access between platforms. Steep paths to platforms via main road and under bridge. |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|------------------------|----------------------------|------------------|------------------------------|--|---|
| Rhymney | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Risca & Pontymister | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Rogerstone | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Roman Bridge | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Dolwyddelan |
| Ruabon | Yes | No | Visual | Shelters on Platforms 1 & 2 | Chirk or Wrexham General |
| Runcorn East | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Sarn | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Tondu |
| Saundersfoot | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Severn Tunnel Junction | Yes | No | Visual | Shelters on Platforms 1, 2/3 & 4 | Newport |
| Shotton | Yes | No | Visual | Shelters on Platforms 1 & 2 (Flint) Shelters on Platforms 3 & 4 (Hawarden Bridge) | Flint or Hawarden Bridge |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|------------|---------------------|--|------------------------------------|---|--|
| Shrewsbury | 5 | Staffed 0500 - 0100 Mon to Sat; 0700 - 0045 Sun | Yes | Induction Loop, Compliant counter | Yes |
| Skewen | 2 | Unstaffed | None | | Yes |
| Sugar Loaf | 1 | Unstaffed | None | | No wheelchair access. Platform accessed via narrow gate, with high handles, and flight of 24 steps |
| Swansea | 4 | Staffed 24 hours Mon - Fri 0300 - 2400 Sat 0700 - 2400 Sun | Yes | Induction Loop, Low level counter | Yes |
| Taffs Well | 2 | Booking Office (No assistance) | Yes, card only | Induction Loop, No Compliant counter | Yes; however, long trek by road from the north-bound platform to the car park |
| Talsarnau | 1 | Unstaffed | None | | Yes |
| Talybont | 1 | Unstaffed | None | | Yes, but path from car parking/drop off area has an uneven surface and the car parking area is rough and at a lower level than the path |
| Tal-y-Cafn | 2 | Unstaffed | None | | No wheelchair access. Access to station impeded by poor surface of drop-off point and by non-compliant gate. Handrail required for ramp |
| Tenby | 2 | Unstaffed | Yes, card only | | Partial - Carmarthen-bound platform accessed via footbridge with 51 steps or via barrow crossing |
| Tir-phil | 2 | Unstaffed | None | | New Accessible Down Platform has been installed. However, the Up platform is currently not accessible and there is no wheelchair or pushchair access. This Platform is accessed via narrow pavement, 6 steps and ramp steeper than 1:12 with a wide gutter at the bottom. Only one continuous handrail on steps. |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|------------|-------------------------------|----------------------------|------------------------------|--------------------------------------|---|
| Shrewsbury | Yes | Yes, during staffing hours | Both Visual and Audio | Waiting Rooms on Platforms 3 and 4/7 | Yes |
| Skewen | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Yes |
| Sugar Loaf | Yes | No | Visual | Shelter on Platform 1 | Garth |
| Swansea | Yes | Yes, during office hours | Both Visual and Audio | Station Concourse and waiting rooms | Yes |
| Taffs Well | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Talsarnau | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Talybont | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Tal-y-Cafn | No wheelchair access to train | No | Both Visual and Audio | None | Glan Conwy |
| Tenby | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Penally |
| Tir-phil | Yes | No | Both Visual and Audio | Shelters on Platform 1 & 2 | Pontlottyn or Brithdir until the original Up side platform has been made fully accessible |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|-------------------|---------------------|---|------------------------------------|-----------------------------------|---|
| Ton Pentre | 1 | Unstaffed | None | | Yes, but no lighting at entrance or on path. Step prevents wheelchairs using the shelter |
| Tondu | 1 | Unstaffed | None | | Yes (no access from the footbridge) |
| Tonfanau | 1 | Unstaffed | None | | No. Access to platform is across a gated foot crossing over the rails which is unprotected. |
| Tonypandy | 1 | Unstaffed | None | | Yes, but the platform is accessed via long ramps (on third party land) which are steeper than 1:12 in places |
| Trefforest | 2 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | Partial - Cardiff-bound platform accessed via ramp steeper than 1:12; long detour from car park and north platform to the Cardiff platform and town |
| Trefforest Estate | 2 | Unstaffed | Planned 2014 | | Yes |
| Trehafod | 2 | Unstaffed | None | | No wheelchair access - platforms served by subway and steps and by a very steep ramp (not in lease) to the Cardiff platform |
| Treherbert | 1 | Unstaffed | None | | No wheelchair access. Platform is accessed via short ramp steeper than 1:12 |
| Treorchy | 1 | Unstaffed | None | | Yes, but will be from the station car park and not by using the ramp from the bridge |
| Troed-y-rhiw | 1 | Unstaffed | None | | No wheelchair access. Platform is accessed via long ramp steeper than 1:12 |
| Ty Croes | 2 | Unstaffed | None | | Yes |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|-------------------|-------------------------------|------------------|------------------------------|---|--|
| Ton Pentre | Yes | No | Visual | Shelter on Platform 1 | Yes |
| Tondu | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Tonfanau | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Barmouth or Aberdovey |
| Tonypandy | Yes | No | Visual | Shelter on Platform 1 | Dinas Rhonnda |
| Trefforest | Yes | No | Both Visual and Audio | 1 Waiting Room, 1 Shelter | Porth |
| Trefforest Estate | Yes | No | Both Visual and Audio | Shelter on Platform 1/2 | Taffs Well |
| Trehafod | Yes | No | Visual | Shelters on Platforms 1 & 2 | Porth |
| Treherbert | Yes | No | Visual | Waiting Room at entrance to station (during daytime only) with canopy/arch outside at other times | Ynyswen or Treorchy |
| Treorchy | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Troed-y-rhiw | Yes | No | Visual | Shelter on Platform 1 | Merthyr Tydfil |
| Ty Croes | No wheelchair access to train | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Holyhead |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|----------------------|---------------------|---|------------------------------------|----------------|--|
| Ty Glas | 1 | Unstaffed | Yes, card only | | Yes - however, the kerb at the Industrial Estate entrance is only dropped at one end, making it unsuitable for use by wheelchairs. The path from the Field Way entrance crosses the line by a Foot Crossing, which is not protected. |
| Tygwyn | 1 | Unstaffed | None | | No wheelchair access. The nearest "drop-off point" is on the opposite side of the level crossing, with minimum space around car to unload, and wheelchair then has to cross a busy road and the level crossing to reach the station entrance. The platform access ramp steeper than 1:12 and gated |
| Tywyn | 2 | Unstaffed | None | | Partial - Pwllheli-bound platform access steeper than 1:12 but has handrails; crossing between platforms |
| Upton | 2 | Unstaffed | None | | No wheelchair access. No Compliant access from road; one platform has steep ramped access, the other has a long shallow stepped access |
| Valley | 2 | Unstaffed | None | | Yes |
| Waun-gron Park | 2 | Unstaffed | Yes, card only | | Yes - whilst both platforms accessed by ramps steeper than 1:12, they have handrails |
| Welshpool | 2 | Unstaffed | Yes, card only | | Yes |
| Wem | 2 | Unstaffed | Yes, card only | | Partial - Shrewsbury-bound platform access ramp steeper than 1:12 |
| Whitchurch (Cardiff) | 1 | Unstaffed | Yes, card only | | Yes |
| Whitchurch (Shrops) | 2 | Unstaffed | Yes | | Partial - Shrewsbury-bound platform accessed by footbridge with 44 steps |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|----------------------|----------------------------|------------------|------------------------------|-----------------------------|--|
| Ty Glas | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Tygwyn | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Barmouth or Talybont |
| Tywyn | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Barmouth or Harlech |
| Upton | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Heswall |
| Valley | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Waun-gron Park | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Fairwater |
| Welshpool | Yes | No | Both Visual and Audio | Shelter on Platform 1/2 | Yes |
| Wem | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Shrewsbury |
| Whitchurch (Cardiff) | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Whitchurch (Shrops) | Yes | No | Visual | Shelters on Platforms 1 & 2 | Crewe or Shrewsbury |

| Station | Number of Platforms | Staffing and Availability of Assistance | Accessible Ticket Vending Machines | Booking Office | Wheelchair Access to Platform, including any difficulties with accessible set-down and pick-up point |
|-----------------|---------------------|--|------------------------------------|--------------------------------------|---|
| Whitland | 2 | Unstaffed | None | | Yes - however, Carmarthen-bound platform is accessible via ramp with gradient steeper than 1:12. Side entrance to Platform 1 is hampered by kerbs and has an adverse camber. |
| Wildmill | 1 | Unstaffed | None | | Yes |
| Wrenbury | 2 | Unstaffed | None | | No wheelchair access - both platforms accessed through narrow gates; Shrewsbury-bound platform ramp steeper than 1:12 |
| Wrexham Central | 1 | Unstaffed | Yes | | Yes |
| Wrexham General | 4 | 06:15-19:15 Mon to Fri, 06:45-19:45 Sat, 11:30-19:00 Sun | Yes | Induction Loop, Compliant counter | Yes - Lifts to foot bridge to all platforms |
| Ynyswen | 1 | Unstaffed | None | | Yes |
| Yorton | 2 | Unstaffed | None | | Partial - Crewe-bound platform accessed by two flights (10+14) of steps |
| Ystrad Mynach | 2 | Booking Office (No assistance) | Yes | Induction Loop, Compliant counter | New accessible footbridge planned to be installed in 2014, to provide step-free access to all platforms |
| Ystrad Rhondda | 2 | Unstaffed | None | | Treherbert-bound platform accessed via ramped footbridge steeper than 1:12 and with restricted width at entrance. This platform also accessible via stepped footbridge. The Cardiff-bound platform is accessed by a ramp from the new council footbridge from the car park area |

| Station | Wheelchair Access to Train | Standard Toilets | Customer Information Systems | Waiting Rooms and Shelters | Nearest Fully Accessible Station (Yes means station is Fully Accessible) |
|-----------------|-------------------------------|----------------------------------|------------------------------|--|--|
| Whitland | Yes | No | Both Visual and Audio | 1 Shelter and Canopy | Carmarthen |
| Wildmill | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Wrenbury | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Crewe or Shrewsbury |
| Wrexham Central | Yes | No | Both Visual and Audio | None (station canopy) | Yes |
| Wrexham General | Yes | Yes, during Booking Office hours | Both Visual and Audio | Waiting Room on Station Concourse, Canopies on Platforms 1 -3, Shelter on Platform 4 | Yes |
| Ynyswen | Yes | No | Both Visual and Audio | Shelter on Platform 1 | Yes |
| Yorton | No wheelchair access to train | No | Visual | 1 Shelter, 1 Waiting Room | Shrewsbury |
| Ystrad Mynach | Yes | No | Visual | Shelters on Platforms 1 & 2 | Yes |
| Ystrad Rhondda | Yes | No | Both Visual and Audio | Shelters on Platforms 1 & 2 | Ton Pentre |

Notes

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AM0232

Making Rail Accessible: Guide to Policies and Practices



Valid from
1 October 2016

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1. Operator's Strategy

At Arriva Trains Wales (ATW), we aim to build the needs of all people into our planning process, from the development of trains and stations to making it easier to use our network. We are committed to the continuous improvement of services and facilities for older and disabled passengers, to ensure that no disabled passenger is treated unfavourably. Our commitment is to expand opportunities for travel, and we will invest in the future as an integral part of our strategy of continuous improvement.

We are committed to meeting the standards and guidance contained in the most recent version of the Department for Transport's (DfT's) "Accessible Train and Station Design for Disabled People: A Code of Practice" (the Code of Practice). Where, for whatever reason, we cannot meet these standards, we will consult with DfT and Office of Rail and Road (ORR) at the earliest stage of the design process and apply for a dispensation under their guidelines. As our trains enter the workshops for refurbishment they will, where physical constraints permit, be brought up to the latest regulatory standards. We will also work towards the standards in the European Technical Specification of Interoperability for Persons of Reduced Mobility (PRM/TSI), specifically those relating to new trains or the major refurbishment of existing rolling stock, and new, refurbished or enhanced facilities at stations and transport interchanges.

Our Disabled People's Protection Policy (DPPP) comprises two documents entitled "Making Rail Accessible: Helping Older and Disabled Passengers" (our Passenger Guide) and "Making Rail Accessible: Guide to Policies and Procedures" (the Policy Guide). These will be submitted to ORR annually for approval and we will consult with ORR if we consider making any alterations to this policy. No material alterations will be made unless prior ORR approval has been received.

Specific details of those projects and activities to improve the facilities and access for older and disabled passengers at stations and on our trains are detailed in our Passenger Guide, which is updated annually.

2. Management Arrangements

Provision of services for disabled passengers is an integral part of our service delivery. Our Customer Services Director is responsible for ensuring that we comply with the requirements of our DPPP and with all the relevant legislation.

Arrangements have been made to:

- Review this policy annually (or more frequently if appropriate);
- Ensure this policy for disabled passengers is integrated into our business plans;
- Ensure that designs and specifications for new/refurbishment of our stations and trains include provision for disabled customers as set out in the DfT's Code of Practice;
- Liaise with local disability groups and/or local authorities as appropriate to ensure action is taken to ensure compliance with our DPPP obligations;
- Actively support the Association of Train Operating Companies' Disability Group and ensure liaison with Network Rail on new projects at stations;
- Cascade policies and measures to comply with our guidelines from our executive group to our senior management to ensure continued compliance;
- Implement systems to assess the cost and benefits of improvement to services and facilities for disabled people through liaison between Financial and Property Managers;
- Provide effective communication by making all managers and staff aware of their responsibilities to disabled customers, through training programmes, on-line information and feedback from our Customer Relations Department;
- Provide ORR with periodic data on the volume of alternative accessible transport provided to disabled passengers;
- Ensure staff and managers are trained;
 - to understand our DPPP,

- in the use of equipment provided for disabled passengers; and
- in assistance and communication techniques in order to meet the needs of disabled passengers;
- Provide ORR with periodic data on complaints regarding accessibility issues;
- Provide ORR with an annual report on the number of staff who have received disability and equality awareness training within the last year and details of how that has been delivered.

Management Responsibility

Our Head of Franchise and Stakeholder Management has overall responsibility for accessibility matters. Our Customer Services Director is responsible for ensuring that the DPPP and the Code of Practice are applied to station schemes and our Engineering Director is responsible for ensuring that the DPPP, Code of Practice, and PRM/TSI are applied when trains undergo major refurbishment.

Business and Project Planning

We endeavour to integrate our DPPP in all our business and project planning. If, for whatever reason, we are not able to apply these standards, we will consult with all relevant parties and apply for a dispensation from the requirements of the latest version of the Code of Practice.

Management and Staff Responsibilities

Our policy is to ensure that all our staff are trained to be aware of the needs of disabled passengers, and our platform staff and conductors are also trained to assist anyone with mobility needs who is using the rail network. All our managers and staff are made aware of their responsibilities to disabled passengers at induction and initial training. Customer-facing staff receive additional specific initial training, regular refresher training courses and briefings. Training is provided for staff to identify and assist passengers with additional needs and we will continuously improve the way services and facilities are delivered to all passengers.

Safety is at the heart of everything we do; our staff will ensure that all our passengers are provided with the appropriate support and assistance needed at every point of their journey, from planning their journey to arriving at their destination.

How we ensure that our services and facilities are provided according to our DPPP and the Code of Practice

We have, and maintain, a working matrix (database) of all stations detailing where facilities do (or do not) comply with the Code of Practice, where each station requires works to be undertaken to make them accessible and whether or not it is physically feasible to undertake this work. This matrix is regularly reviewed and is used to pinpoint areas which would benefit from specific accessibility schemes. Information from this matrix is included in our Passenger Guide, which is designed to make disabled passengers aware of the accessible facilities at a station, any inaccessible facilities and (if a station is inaccessible) the nearest relevant accessible station to the intended starting or destination station.

We also encourage disabled passengers to use Passenger Assist when booking their tickets, in order that they may be assured of a reserved seat or wheelchair space on the train of their choice (or the nearest alternative if the wheelchair space is already booked on their first choice), with assistance on or off the train and from or to the station entrance. If you are unable to access the nearest station to your home or destination and there is no alternative means of getting to or from that nearest accessible station by regular accessible transport, we will arrange for suitable accessible transport to be provided to the nearest accessible station without extra charge.

Where advertised facilities are not available at a station due to long-term failure or refurbishment, we will endeavour to provide temporary facilities during that period.

We have systems in place to assess the overall customer benefit of investment in projects, schemes and customer

facility improvements. Disability and access issues will play an important part in the consideration of any scheme. Where external funding is involved, all stakeholders will also take account of these issues.

Interchange with other modes

We will ensure that, when our contracts with licensed taxi and private-hire car operators are due for renewal, the availability of accessible vehicles will be taken into account. In the interim, where a contracted private-hire car operator is unable to provide an accessible vehicle for a customer who has booked by Passenger Assist, we will endeavour to obtain a suitable vehicle from elsewhere. We are not in a position to specify the accessibility level of taxis which ply for hire from taxi ranks at our stations.

Where appropriate, we will arrange accessible taxis without further charge if a train service is replaced by buses which are not accessible to you. Station staff and Conductors will be responsible for ensuring that this information is communicated clearly and effectively to you. At staffed stations, disabled passengers will be assisted to an appropriate taxi, whether they have booked assistance in advance or not. If you have not booked assistance, you will need to make yourself known to a member of the station staff so that we can arrange this. Therefore, we strongly recommend that you book in advance where there has been prior warning of service disruption.

You can find advice about other local transport arrangements and onward connections through local station staff, the Station Useful Information Poster, by contacting the Customer Relations Department or via our website www.arrivatrainswales.co.uk

3. Monitoring and Evaluation

So that we can monitor and evaluate our performance in meeting the standards and commitments in our DPPP (including our commitment to continuous improvement) we will employ the following processes and data evaluation:

- Comprehensive initial training and regular refresher training.
- Feedback from Passengers and Stakeholders – a four weekly report is prepared for Arriva Trains Wales’ Executive, based on correspondence and telephone calls received, which picks up any trends and themes in areas of passengers’ concerns. All reported failed assistance is followed up when received and a specific report is provided to our Head of Stations, in order to identify if there are specific problems with particular locations.
- Customer Panels - these groups meet four times a year with our Customer Services Director and other Senior Managers. Any concerns about the service we provide are discussed and actioned accordingly.
- Our participation in project management and delivery (Access for All, National Station Improvement Programme et alia) and on-going review of our internal Accessibility Matrix (much of which has provided the details in Appendix B and C of our Passenger Guide).
- In the next twelve months dedicated Passenger Assist Meeting Points will be introduced at a number of larger stations and we will evaluate the benefits in terms of customer experience
- This document along with the passenger document will be 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. All new-build rolling stock taken on lease by us will be fully compliant with the PRM/TSI by 2020. Any new on-train visual displays and public address systems installed as part of an interior refurbishment will comply with the PRM/TSI.

Where, for whatever reason, and after every effort has been made to comply with the relevant requirement, we cannot meet the standards of the PRM/TSI, we will consult with DfT at the earliest stage of the design process, and apply for a dispensation under the guidelines.

Where stations operated by us are inaccessible (for example, due to steps or gates), we will work to identify potential areas for accessibility improvements and the associated funding implications. We will liaise with Welsh Government, Department for Transport, Network Rail and third parties to improve facilities.

Station Improvements to assist accessibility during the current year are detailed in our Passenger Guide.

Please note that, although we will update this information as often as possible, and at least once a year as part of the DPPP review process, this information is correct at the time of going to print, but may be subject to change. Any changes will be notified to National Rail and will appear on our website.

5. Working with Others

As well as attending the quarterly ATOC Disability Group and any associated meetings, we consult on disability issues with the DfT, Welsh Government, and Transport Focus.

When appropriate, we also meet with the local branches of other organisations that represent disabled passengers.

These will include:

- The Stroke Association
- Assistance Dogs UK
- ASD Wales (Autistic Spectrum Disorders), part of the Welsh Local Government Association
- Derwen College, Gobowen
- Coleg Ceredigion, Aberystwyth
- Bridgend County Borough Council, Social Services & Well being team
- Various schools for children with additional learning needs
- Age Concern
- DisabilityWales

6. Staff Training

We realise that not all disabilities are visible and that some disabled passengers may not be easily recognised; for example, they may be visually impaired, have a learning disability or be hard of hearing.

Our staff are committed to providing assistance to all customers on our trains and stations. Our policy is to ensure that our staff are trained to help anyone with mobility needs who is using the rail network and we will work to continuously improve the way services and facilities are delivered to all passengers.

Specialist training is undertaken for our Assisted Travel call centre staff to ensure that they communicate effectively. Other members of staff, including management staff, are given awareness training to increase confidence in their ability to adopt the correct approach when dealing with disabled passengers.

Disability Awareness Training is provided as part of our programme for all new members of staff who are involved directly with passengers. Staff with responsibilities that may involve dealing with disabled passengers are also fully trained in awareness of "hidden disabilities". This training gives a clear understanding of our policy on assisting people with these needs, as well as the practicalities of putting it in place. A video highlighting problems that disabled passengers may experience is shown to staff and they also take part in practical exercises to assist their understanding.

Our training programme includes instruction for staff in assisting with portable ramps, manoeuvring wheelchairs and helping passengers who have difficulty in walking or who have impaired vision or hearing. Booking Office staff also receive training on the operation of Induction Loops.

All conductors are given training covering awareness of disabilities, definitions of disability and reduced mobility,

highlighting examples of problems customers have encountered in a journey from start to finish and some practical exercises. Conductors are also trained how and when to make timely on-train announcements, in a concise and confident manner, speaking slowly and distinctly. They cover the procedure for evacuating mobility-impaired passengers from a train as part of their course studies dealing with rules and regulations on the railway.

Training is reviewed and assessed for its effectiveness and to take account best practice and legislation.

We are committed to continuously improving the travel experience for all passengers with reduced mobility through action plans involving a range of staff. These plans will also address the needs of passengers who, whilst not disabled, may nevertheless require assistance, such as older people or parents with young children.

7. Emergency Procedures

We consider the health, safety and welfare of disabled passengers a priority in all emergency arrangements involving stations and trains. Emergency and Contingency plans for stations have been prepared by our Station and Conductor Management Teams to ensure that staff are trained and briefed in their responsibilities. The plans cover potential contingencies and the evacuation and welfare of all passengers.

An Emergency is defined as being a situation where a station or a train has to be evacuated immediately, either through a major incident or on the advice of the Emergency or Security Services. The evacuation of trains is the responsibility of our train crew, who are trained in the procedures and receive regular briefing and re-assessment. If a train needs to be evacuated at a station, portable ramps will be used to assist wheelchair users onto the platform. The procedure for safe evacuation is covered within the training programme for our train crews.

Where a train is not standing at a station platform, it is normal policy not to evacuate the train unless the situation is severe enough to suggest immediate danger to life. In such a case, ambulant passengers would disembark using the emergency ladders carried on board, and/or steps built into the carriage. At the same time, wheelchair users would be carried from the train by staff with emergency services assistance if necessary.

Evacuation of a train is different from what we call "detraining", which usually occurs when a train breaks down within a specified walking distance from a station. In these cases, wheelchair users will remain on the train, accompanied by a member of staff, until the train can be safely moved to the nearest station, where they will be able to alight safely and continue their journey.

8. Communications Strategy

In conjunction with our industry partners, we will ensure that information about our services is as widely available as possible, to all potential customers. We do this through a range of printed literature and advertisements, local newspapers, local TV/radio stations (both for advertisements and in connection with providing news updates on major service disruptions), through our website and social media.

We recognise the importance of communicating relevant and meaningful information, particularly regarding service provision, to all our customers. A priority consideration is communication of information relating to unplanned service disruptions. The release and publication of information is managed by our Marketing Team.

Train service and station facility information is available in a number of formats, including:

- Pocket timetables and leaflets;
- Station posters;
- Arriva Trains Wales and National Rail websites;

- Press releases and multimedia contact;
- Product advertising.

We also recognise that important information regarding the use and availability of our services is also communicated through this document, which is managed by our Head of Franchise and Stakeholder Management.

We welcome your feedback. Our contact details and the ways you can send us your comments are in our Passenger Guide. Information from our customers is always welcome and will be used to evaluate potential options for the improvement of our services and facilities. When you call us you will have the option of speaking with someone 24 hours a day.

8.1 Telephones

You can phone us to arrange assistance, or use our website facilities. You can also use our textphone number to buy tickets, but no printer is attached to the ticket sales textphone, as the delivered tickets and reservations are the result of the transaction. When you call us you will have the option of speaking with someone 24 hours a day.

8.2 Websites

Arriva Trains Wales wants to ensure that its website is as inclusive as possible and presents no barriers to anyone using it regardless of ability. Shaw Trust in 2012 carried out an accessibility audit of our website which passed stringent accessibility testing by experienced users of adapted technology and conformed to double AA compliance to W3C Web Content Accessibility Guidelines (WCAG) 2.0 and we continue to aim to meet these standards.

The testing was carried out by people who have:

- No vision;
- Limited vision;
- Colour blindness;
- Dyslexia;
- Hearing impairments;
- Mobility impairments;
- Learning difficulties.

The 2012 accreditation applies to all elements of the website, except for our downloadable timetables and leaflets and our booking engine (www.buytickets.arrivatrainswales.co.uk) which was built before these standards existed. We are working to make these fully accessible too and will update them as soon as we are able.

8.3 Signage

We will seek to identify inadequacies in the provision of directional signage to our stations, train services and facilities across our network. Where these are identified within areas and locations which fall within the jurisdiction of Local Authorities, we will engage with the relevant Authority with a view to pursuing improvements.

We will follow the standards and guidance in the Code of Practice which deal with signage at stations.

9. Car Parking

We are committed to ongoing monitoring of the use of designated Blue Badge car-parking bays at our "Pay and Display" car parks, particularly where the provision of spaces is not compliant with the Code of Practice. The contracted managers of these car parks regularly undertake occupancy counts of both the designated bays and the general spaces. This allows us to gauge the usage of the designated bays and, where required, either to provide more designated bays or to support

conversion of existing bays for general use. If necessary, we will use this information for submission to the DfT to support any applications for dispensations against the Code of Practice.

Our Pay and Display car parks are also regularly patrolled to ensure that designated bays are occupied only by blue-badge holders. Any vehicle in a designated bay not displaying a blue badge will be charged a penalty.

General

This is an Arriva Trains Wales publication and any comments on its content should be addressed in writing, in the first instance, to:

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