

Jacqui Russell
Head of Consumer Policy
Email: ATP@orr.gov.uk



Chris Peaker
Mobilisation Director
GTS Rail Operations Limited
By email

15 May 2025

Dear Chris

**Approval of GTS Rail Operations Limited's Accessible Travel Policy
(Condition 5 of the Station Licence and GB Statement of National
Regulatory Provisions: Passenger)**

Thank you for submitting your Accessible Travel Policy (ATP) for approval ahead of Elizabeth line's change in licence holder, with operations under the new licence due to commence on 25 May 2025.

The ATP has been reviewed against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators". We have also consulted Transport Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC).

I can confirm that GTS Rail Operations Limited's ATP meets the requirements of Condition 5 of its Station Licence and GB Statement of National Regulatory Provisions: Passenger (SNRP).

We are publishing this approval letter because, under our ATP Guidance, licence holders must obtain approval for their Accessible Travel Policy prior to commencement of operations.

Please note that, as indicated in our [letter of 2 May 2025](#), we have had cause to reconsider the position in relation to redress when assistance is not delivered as booked, and we will soon be launching a consultation to review our requirements in this area. It is therefore possible that the relevant text in the ATP Guidance, and in your ATP, may need to be amended once that consultation process has concluded and we have reached a decision on any changes. We expect such a decision to be



reached in autumn this year, but we will keep operators updated on our timetable and on expected steps to take following this decision.

Yours sincerely

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