

**Jacqui Russell**  
Head of Consumer Policy  
Email: [ATP@orr.gov.uk](mailto:ATP@orr.gov.uk)



Andrew MacDonald  
Director  
c2c Railway Limited  
By email

16 July 2025

Dear Andrew

**Approval of c2c Railway 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 c2c's change in licence holder, with operations under the new licence due to commence on 27 July 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 c2c Railway 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 ATP prior to commencement of operations.

c2c should continue to identify opportunities to make improvements to its ATP, including during the annual review process which is next due to take place in early 2026.

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 have since held 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 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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**Jacqui Russell**