

**Jacqui Russell**  
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Andrew MacDonald  
Director  
GA Trains Limited  
By email

2 October 2025

Dear Andrew

**Approval of GA Trains 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 Greater Anglia's change in licence holder, with operations under the new licence due to commence on 12 October 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 Greater Anglia'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.

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 and on your website, may need to be amended once we have reached a decision on any changes. We expect such a decision to be published soon, and we will keep



operators updated on our timetable and the steps that they will be required to take following this decision.

Yours sincerely

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**Jacqui Russell**