



Making Rail Accessible: Helping Older and Disabled Passengers

ACCESSIBLE TRAVEL POLICY **MAY 2024**

Contents

1. Introduction	3
More Information	4
2. Assistance: what is available and how to obtain it	5
2.1. Assistance available	5
2.2. How to book Passenger Assistance	6
2.3. 'Turn up and go' assistance	6
2.4. Alternative Accessible Travel	7
3. What to expect – our commitment to you	7
3.1. Before you travel	7
3.2. Our on board facilities	7
3.3. Stations we call at	7
3.4. Your route	7
3.5. Choosing your ticket	8
3.6. Where to buy a ticket	9
3.7. Discounts	9
3.8. Room Supplements	10
3.9. Wheelchair and Scooter	10
3.10. At the station	11
3.11. On the train	12
Charging Information	17
3.12. If things do not go as planned	20
4. Where to get more information and how to get in touch	22
Guest Service Centre	22
Complaints	23
Passenger Assistance	23

1. Introduction

At Caledonian Sleeper, we understand and recognise that our older and disabled guests may face a range of challenges when travelling by rail. This leaflet sets the assistance available to those who may require it and other useful information for planning your journey.



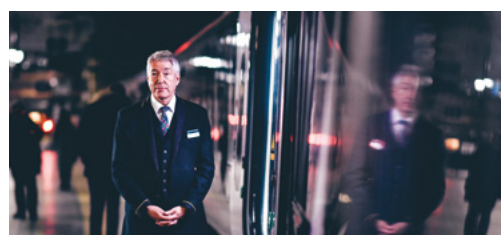
Our guests

Rail customers are generally referred to as passengers. However, as we also deliver a hospitality service, we consider our customers to be our guests, so we use this term in this leaflet.



On board Hosts

Our onboard Hosts will greet and support you on our trains. They will operate the onboard ramps and assist you with luggage if needed.



Guest Service Centre

Our team of Guest Ambassadors work in the Guest Service Centre. Their job is to help you plan your journey, book tickets or rooms and give you any information about accessibility features so you can make informed choices. The contact details for the Guest Service Centre are on **page 22**.



Lounges

We operate our own Guest Lounges in London Euston, Dundee, Fort William, Inverness, Leuchars and Perth. Our Guest Lounges all have accessible shower and toilet facilities, while Caledonian Sleeper hosts will be on hand to serve drinks and snacks to you ahead of and after your journey. We share lounges with other operators at Edinburgh Waverley, Glasgow Central and Aberdeen. For more information about our lounges, including opening times, please visit our web site here - **www.sleeper.scot/guest-lounges/**



More Information

We are more than just a train service; we want you to enjoy the full sleeper experience. We therefore recommend you plan and book your journey with us in this order:

1. Plan your journey

- Review our timetable and the stations we stop at
- Check that the station you want to use is accessible
- Consider whether our overnight accommodation suits your needs

2. Buy your tickets

- Caledonian Sleeper tickets can be purchased up to 12 months in advance on our website **www.sleeper.scot**, by telephoning our Guest Service Centre on 0330 060 0500, or at any UK railway station ticket office.'

3. Assistance and accessibility requirements

- Accessible rooms or wheelchair space in the seated coach can be booked online or over the phone at our guest service centre.
- Book assistance for your journey can be via the Passenger Assistance APP **www.passengerassistance.com**, or guest can contact us via live chat and we can do a call back to arrange assistance.



1
Plan
your journey



2
Buy
your tickets



3
Assistance and
accessibility
requirements

2. Assistance: what is available and how to obtain it

You can book assistance to use our services, but you don't have to. The benefit of booking over the phone with us is having the opportunity to talk through your accessibility requirements and make sure everything is in place before you travel.

2.1. Assistance available

We can assist you with:

- Planning your journey and reviewing your accommodation requirements
- Getting on and off the train
- Assistance at the same time as your tickets
- Booking any room supplements if you already hold National Rail tickets
- Booking a wheelchair space in our seated accommodation
- Making a seat reservation in our seated accommodation
- Understanding what services and facilities are available on the train and at the station
- Carrying your luggage on and off the train
- Boarding with scooters or other mobility aids

Our staff are trained in helping guests with both visible and non-visible disabilities.

We can provide help with planning your journey, getting on and off the train and whilst you are on board. We do not have our own teams at any stations, so we are unable to assist you around the station or connecting to onward transport. However, some stations provide this assistance when their stations have staff on duty. We can check this for you if you contact us or you can look it up on National Rail's interactive access map: <http://accessmap.nationalrail.co.uk/>

Please note, our onboard hosts are unable to assist with personal care or manual handling, except in an emergency. (unless in emergency).

2. Assistance: what is available and how to obtain it

2.2. How to book Passenger Assistance



Phone (Freephone): 0800 904 7267



By Next Generation Text: 18001 0800 904 7267
(for people who are Deaf, hard of hearing or speech impaired)



Our website or LIVE CHAT: www.sleeper.scot/contact-us/
(Under Passenger Assistance)

To ensure your assistance booking is logged and guaranteed, please book your assistance by 10pm the day before the train is due to leave its originating station.

If you plan to stay in an accessible room, you need to book this in addition to your assistance.

If you are travelling by train to connect to our sleeper service or travelling on another service in the morning after arrival, we can book assistance for you with the other train services.

We can also organise alternative accessible travel for you (**see page 7**).



2.3. 'Turn up and go' assistance

You can turn up at an accessible station and be helped on and off the train without booking assistance in advance. However, we recommend you contact us in advance if:

- You require a wheelchair/scooter space or an accessible room because these have limited availability.
- You have accessibility requirements to overnight accommodation which are crucial to your safety, comfort and health. This could be, for example, providing a power supply for medical equipment.

If you do turn up at an accessible intermediate station (that is, not the first or last station on any given route we operate), it is likely that the train will call at a time when the station is not staffed. Please wait on the platform and our onboard hosts will help. If there are any problems, please use an Information Point or Help Point to get in touch. If needed, we can arrange alternative accessible transport for you (**see page 7**) but this may take some time to arrange if it has not been booked in advance.

2. Assistance: what is available and how to obtain it



2.4 Alternative Accessible Travel

If you need to travel to or from a station that is inaccessible to you for any reason, we will book alternative accessible transport to take you between the inaccessible station and the nearest or most convenient one that you can use. There is no extra charge for this service.

The alternative transport will usually be a taxi that is suitable for your needs. If you need this service, please get in touch as soon as possible so we can plan this for you. If we need to use rail replacement services when there is disruption, these will be accessible.

3. What to expect – our commitment to you



3.1. Before you travel

Our Guest Service Centre colleagues can help you with any aspect of planning your journey with us. You might wish to plan your journey in the following order, with our help.



3.2. Our on board facilities

We want you to be comfortable, safe and relaxed on your journey and understand that this may involve making plans that would not apply if you were travelling on daytime train services. Please review the information at **page 13** and contact our Guest Service Centre to discuss your accommodation needs before you travel.



3.3. Stations we call at

As part of our journey planning service, our Guest Service Centre can check the facilities of any station you want to use. This includes staffing availability and parking facilities. You can look this up yourself if you prefer, on the relevant station page of National Rail Enquiries website:

www.nationalrail.co.uk/stations_destinations



3.4. Your route

You can plan your journey via our website or by contacting our Guest Service Centre. They will also be able to advise you of any planned disruption or the procedures in place for if there is unplanned disruption on the night of travel.

3. What to expect – our commitment to you



3.5. Choosing your ticket

Everyone needs a valid ticket to travel on our services. We accept two types of tickets on board the Caledonian Sleeper:

1. Caledonian Sleeper tickets.

These tickets offer the best value for money. They are only valid for travel on the Caledonian Sleeper and include a reservation for seated or room accommodation and can be booked on our website or by telephoning our Guest Service Centre on 0330 060 0500.

2. National Rail tickets are valid on all operators **ALONG WITH** a reservation on the Caledonian Sleeper.

The ticket type includes:

- Anytime
- Off peak
- Super off peak
- All Line Rover
- BritRail passes
- Inter-Rail Passes
- Eurail passes
- FIP Coupons for GB Passenger Railway





These tickets must be valid between stations served by Caledonian Sleeper for part of or all your complete rail journey. Please note, you also need to make a reservation to travel on the Caledonian Sleeper service through our Guest Service Centre. Unless you book a room supplement, a ticket and reservation allow you to travel in seated accommodation only.

If you plan to book a room for your journey, we recommend you book this directly with the Guest Service Centre as they are subject to availability. It is also cheaper to buy a Caledonian Sleeper ticket than to buy National Rail tickets and room supplements separately.

3. What to expect – our commitment to you

3.6. Where to buy a ticket

You can buy a ticket in several ways:

	Phone (Freephone):	0800 904 7267
	By Next Generation Text: (for people who are Deaf, hard of hearing or speech impaired)	18001 0800 904 7267
	Our website:	www.sleeper.scot
	At a station with a ticket office: For a list see	www.nationalrail.co.uk

When you book tickets with us, we will send you an e-ticket by email. You can either show this to staff on your phone or print them out before you travel. If you are unable to do this, we can post your ticket to you on request.

If you are a disabled guest and unable to purchase a ticket at the station before your journey, you can buy this from us on board without penalty. Please remember, accessible facilities and wheelchair spaces are limited and therefore subject to availability.

3.7. Discounts

Railcards offer discounts on rail travel. These cards include:

- Disabled Persons Railcard – 1/3 off rail fares for you and a friend
- Senior Railcard – 1/3 off rail fares for anyone aged 60 and over
- Two Together - 1/3 off rail fares when you and a friend travel together

You are entitled to at least 1/3 off your ticket without having a disabled persons railcard if you are:

- A wheelchair user staying in your wheelchair during the journey (the discount also applies to one person travelling with you); or

3. What to expect – our commitment to you



3.8. Room Supplements

We have a range of rooms to suit different budgets for solo or shared use. Please see section **page 13** for more information about our rooms and accessibility levels.

If you already have a valid ticket to travel and just need a room supplement, you can buy these via our Guest Service Centre **page 20** or on our website by selecting the 'room supplement only' option when entering the journey details. However, if you have not yet got a ticket, the simplest and cheapest option is to buy a Caledonian Sleeper ticket directly from us which will be inclusive of the travel and accommodation elements for your journey.'



3.9. Wheelchair and Scooters

Like most trains across the UK, we can carry wheelchairs, scooters and rollators which are no larger than 70cm x 120xm and a combined weight of guest and wheelchair/scooter of 300kg. Guests are asked to check the size and weight before travelling.

If you wish to travel in the wheelchair space in seated accommodation, please contact us as soon as possible so we can reserve the space for you. We will also reserve the nearest seat for you would prefer to travel in a seat. Whilst we cannot assist with lifting, we can guide you to the seat if that support is required.

3. What to expect – our commitment to you



3.10. At the station

We serve 48 stations, all of which are managed by other train operating companies. Levels of accessibility at these stations varies considerably. Our Guest Service Centre can find out any information you need to help you decide if these stations are suitable for you.

We have designated Information Points at most of the stations we call at which provide real-time departure information, in addition to customer information screens.

There are also Help Points at the stations. You can use these 24 hours a day for timetable information or to speak to someone who can contact us directly.

Most of the stations we call at offer Blue Badge parking. We can check this for you if you contact us or you can look it up on National Rail's interactive access map: <http://accessmap.nationalrail.co.uk/>

If you have booked assistance for a journey that starts at a station with staff on duty, please go to the meeting point to let staff know you have arrived. There are dedicated mobility assistance points at London Euston, Glasgow Central and Edinburgh Waverley. For all other staffed stations, please go to the ticket office or the meeting point agreed when you booked assistance.

If you wish to use the station lounge before your train arrives, please speak to station staff first so you can agree where and when to meet when you require assistance. At stations where our services start, guests can often board the train well before departure time and we let you know this time, known as a boarding window, in advance. If you need assistance, please arrive at the meeting point of a staffed station during the boarding window but at least 30 minutes before the departure time of your train.

For stations without staff on duty, please be on the platform in time for your train to arrive. Our onboard hosts will help you on to the train.

3. What to expect – our commitment to you



3.11. On the train



Audio and visual information

Our seated coaches have visual information screens for station stops. We do not issue audio announcements during the night so as not to disturb our guests' sleep. If you are staying in a room, you can request a wake-up call or be notified of delays. On board hosts will visit your room if the intercom is inaccessible. The same applies to guests in our seated coach. Please advise our onboard hosts if you need assistance with announcements or stopping times.



Seated Coach

You need a reservation to travel on the Caledonian Sleeper, in addition to your ticket. You will be assigned a seat as part of this process. If you have a preference on where you sit based on your accessibility requirements, please advise us when you make your booking.

There is a dedicated wheelchair space in our seated coach. Guests travelling northbound are assigned a coach based on their destination because the train divides along the route. Priority for the wheelchair space is given to guests who have reserved the space in advance. If you are travelling with friends or family, please let our Guest Service Centre know when you make your booking so we can try to seat you close together, subject to availability.



Toilets

Each seated coach provides access to an accessible toilet. If you are not a wheelchair user but need to be close to the accessible toilet, please tell us when you book your ticket.

Some rooms have an en-suite toilet in the room, whereas others offer a shared toilet facility. There is an accessible toilet adjacent to the accessible rooms.

3. What to expect – our commitment to you



Rooms

Here are some of the main features of our different room options.



Caledonian Double

- Double bed
- Breakfast included
- En-suite toilet shower
- In-room washbasin
- Station lounge access
- Priority Club Car access
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users



Club Room

- Twin bunk beds
- Breakfast included
- En-suite toilet shower
- In-room washbasin
- Station lounge access
- Priority Club Car access
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users



3. What to expect – our commitment to you



Classic Room

- Twin bunk beds
- Breakfast available to purchase
- In-room washbasin
- Interconnecting door option
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users



3. What to expect – our commitment to you



Accessible Room

There are two accessible rooms on every train and four accessible rooms on our services to and from Glasgow Central. These are more spacious and provide a turning circle for wheelchair users.



- Double bed and bunk bed options
- In-room lowered washbasin and table
- Two emergency alarms
- Wifi
- Mobile Charging Points*
- Room service
- For access to the Club Car see 'catering' see below
- An accessible toilet is adjacent to each accessible room. Please note that these are not ensuite access **and do not** have shower facilities
- Access to Station Guest Lounge (see section below for shower facilities)
- Keycard entry system
- Temperature control and dimmable lights



* Charging information on next page.



Charging Information

-  Please be aware that the Mobile Charging Points on board are designed for items like mobile phones, tablets and laptops.
-  We are unable to offer a power supply for charging wheelchairs or medical equipment such as ventilators or CPAP machines. Subject to availability, we can offer this in our dedicated station lounges.

3. What to expect – our commitment to you



Shower Facilities

Our Caledonian Double and Club Rooms have en-suite showers. There are no shower facilities provided for guests in our Classic Rooms or seated coach.

There are no accessible shower facilities on board our trains. However, guests staying in accessible rooms can use the accessible shower facilities at London Euston, Glasgow, Aberdeen, Fort William, Dundee, Leuchars, Perth, Stirling, and Inverness free of charge. Our Guest Service Centre can provide further information.



Catering and Club Car access

Our trains provide a range of catering options depending on your ticket. For guests travelling in our seated coach, we offer an at-seat service of hot and cold meals, snacks and drinks. Our Club Car has accessible seating options, including a table suitable for wheelchair access.

Our Caledonian Double and Club room guests can choose from a range of breakfast options. This is included in the price of your ticket. Classic room guests can purchase breakfast from our room service menu. We provide room service and complimentary breakfast to guests staying in our accessible rooms. This is Club Room service but is provided at no additional cost to the Classic Room rate.

On every train, one of these accessible rooms has direct wheelchair access to the Club Car. Whilst the other room has access to the Club Car, the route is not wheelchair accessible due to the width of the coaches. Please note that on our London Euston to Fort William service, there is no wheelchair access from any of the accessible rooms to the Club Car as both accessible rooms are positioned mid-way through the train.

If you are staying in our accessible rooms and unable to access the Club Car, we will provide you with room service at no extra cost to the Classic Room rate. We will discuss this with you when you contact us to make a reservation for an accessible room.

We also offer adapted cutlery with larger handles for guests who may find these easier to use. All menus are available in large print and online from www.sleeper.scot, and our staff can talk through the menu on request.



Wheelchairs and Scooters

See **page 10** for the size of wheelchair and scooter we can carry on our trains. If you are travelling with your scooter, you can stay in it during your journey but you can also transfer to a seat if you prefer.

3. What to expect – our commitment to you



Assistance Dogs

If you have an assistance dog, you are welcome to bring it on your journey. Please let an onboard host know how we can make your dog comfortable, for example by providing water. If you are travelling with us in seated accommodation, please contact our Guest Service Centre in advance to reserve a seat next to you at no additional cost to enable your dog to sit safely at your feet. On the night of travel, subject to availability and at the discretion of the Train Manager, it may be possible to upgrade to a classic room free of charge when travelling with a working assistance dog. More information relating to travelling with animals can be found on our website.



Assistance during the journey

Our onboard staff will do everything they can to ensure you are comfortable and safe during your journey. Please note that they cannot help with personal care or physical assistance inside your cabin, unless you fall, or require emergency help.

When assistance has been booked in advance, we are committed to helping you off the train as soon as possible on arrival at your destination, and within a maximum of five minutes of the train's final destination, wherever reasonably practicable. Your onboard host will ensure that your booked assistance is carried out as planned and will be available to help you.

3. What to expect – our commitment to you



3.12. If things do not go as planned

We aim to provide a high standard of service to all guests and to make your journey with us as comfortable as possible. However, we know that things don't always go to plan and will do everything we can to put things right. There are several ways to let us know there is a problem:

- From home: contact our Guest Service Centre (**contact details on page 22**);
- At the station: using a Caledonian Sleeper Information Point (via video call) or a Help Point (**see page 11**);
- On the train: speak to an onboard host by using the host call button in your room or at your seat.

If our services are disrupted, we will take all reasonable steps to provide alternative accessible transport to take you, and any travelling companions, to the nearest or most convenient accessible station. If that transport is not available, we will offer to arrange accommodation for you and onward travel the following morning at no additional charge.

If there is planned engineering work, our Guest Service Centre will contact you via your preferred method advised when you booked assistance. They will tell you about any planned disruption and discuss what alternative arrangements might need to be put in place at no additional charge.

At the station, disruption or delays will be displayed on the Caledonian Sleeper Information Points, customer information screens and on our Service Alterations page on our website

During the journey, if you would like to be notified of delays or disruption, please let a member of staff know.

We have evacuation procedures in the event of emergencies and all our onboard staff have regular training. Each train service has several members of staff who can assist in an emergency. Our policy is not to evacuate guests with significant mobility impairments, including wheelchair users, without the support of the emergency services unless there is threat to life. Guests will never, however, be left on the train alone.

On occasion, some of our coaches may be turned in the wrong direction for operational reasons resulting in our club car being inaccessible for guests in wheelchairs. If this happens, we will contact you in advance to make you aware and discuss alternative solutions.

If you have booked assistance and this has not been provided to you, you are entitled to compensation. This may involve a partial or full refund depending on the circumstances. We will consider each case carefully on a case-by-case basis. Please get in touch with us via the Guest Service Centre and we will find out what went wrong (**page 22**).



No Drinking Water

CAUTION
MAGNET

Flush

PLEASE DO NOT REMOVE

DO NOT REMOVE THIS SIGN

4. Where to get more information and how to get in touch

You can get further information, advice and help planning your journey free of charge from our Guest Service Centre.

**We can send you this leaflet in large print, free of charge.
Please phone 0800 904 7267.**

We can also send you:

- A copy of our Accessible Travel Policy - This explains our policies and processes, including details of our training programme and how we plan to improve services. This can also be downloaded from our website **www.sleeper.scot**.
- A copy of this leaflet or the Accessible Travel Policy in alternative accessible formats
- Station and train accessibility information - These can also be downloaded from our website, or National Rail's interactive access map: **<http://accessmap.nationalrail.co.uk/>**
- Information on our Accessibility Panel and how you can get involved with our work with disabled people to improve accessibility.

If you have any queries or issues on the day of your journey, please contact our Guest Service Centre.

Guest Service Centre

 Email: enquiry@sleeper.scot

 Phone: 0330 060 0500 Free Phone: 0800 904 7267

Monday to Friday (8.30am to 5.30pm)

Saturday (8.30am to 3.30pm) Sunday (12 noon to 8.30pm)

Charged at standard local rate



By Next Generation Text: 18001 0800 904 7267
(for people who are Deaf, hard of hearing or speech impaired)



Twitter: @CalSleeper









Facebook: @caledoniansleeper

4. Where to get more information and how to get in touch





Complaints

Any complaints should be sent to our Guest Service Centre, and they will investigate and coordinate a response to you. If you are not satisfied with the way your complaint is dealt with you can contact the Rail Ombudsman directly:

-  Phone: 0330 094 0362
-  Free Phone: 0800 904 7267
-  Text: 07427 580 060
-  Textphone: 0330 094 0363
-  Email: info@railombudsman.org
-  Post: FREEPOST – RAIL OMBUDSMAN

Passenger Assistance

There is also a national freephone Passenger Assistance booking line:

-  Phone: 0330 094 0362
-  Free Phone: 0800 904 7267
-  Text: 60083
-  Textphone: 0845 60 50 600



www.sleeper.scot