



# Station Accessibility Guide

ACCESSIBLE TRAVEL POLICY **APRIL 2020**

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## Station Accessibility

**This guide provides accessibility information for all stations that Caledonian Sleeper trains may call at. Each station is given a step-free access category which is explained in the key below:**

### Step-Free Access Categories

Each information has been assigned a step-free category based on how accessible the station is for users who require step-free access. These categories range from A-C, with A denoting step-free and accessible stations and C denoting stations with no step-free access.

**A Category A**  
Category A stations has step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps (in accordance with new-build standards re gradient/length).

**B Category B**  
Category B stations do not meet category A but has step-free access to either all platforms or at least one platform. In some cases, the station may be usable for some disabled and older people, but in others major barriers may exist which are likely to restrict the ability of some disabled or older people to use the station. This may include long or steep ramps, access between platforms that may be via the street, and there may not be stepfree access to or between all station areas.

**C Category C**  
Category C stations do not have step-free access to any platform.

## Aberdeen – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Aberdeen station has visual and audio announcements
<b>Standard Toilets</b>	Yes. Open during ticket office opening hours (below)	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	4	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	16 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Friday: 6.15am to 9.30pm Saturday: 6.15am to 7pm Sunday: 6.15am to 9.30pm		
<b>Station Staff (other than ticket office staff)</b>	Monday to Saturday: 4.45am to 12.30am midnight Sunday: 8.45am to 1.30am		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to all platforms		

## Arbroath – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B1	<b>Visual and audio announcements</b>	Arbroath station has visual and audio announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar Key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	3 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 7am to 7.30pm Sunday: 9.10am to 4.30pm		
<b>Station Staff (other than ticket office staff)</b>	Monday to Sunday: 6.15am to 11pm		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to all platforms		

## Ardlui – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	C	<b>Visual and audio announcements</b>	Ardlui station has visual screens only and no audio announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	3 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Unstaffed		
<b>Station Staff (other than ticket office staff)</b>	Unstaffed		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Stairs to the island platform but step-free access elsewhere		

## Arrochar and Tarbet – Abellio ScotRail

<b>Step-free access</b>	No	<b>Induction loop</b>	Yes
<b>Step-free category</b>	C	<b>Visual and audio announcements</b>	Arrochar and Tarbet station has no audio and visual announcements
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Arrochar and Tarbet station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Unstaffed		
<b>Station Staff (other than ticket office staff)</b>	Unstaffed		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	No step-free access to island platform		

## Aviemore – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B2	<b>Visual and audio announcements</b>	Aviemore station has visual and audio announcements
<b>Standard Toilets</b>	Standard toilets. Open during ticket office opening hours (below)	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	No
<b>Number of ticket machines</b>	There are no ticket machines at Aviemore station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Friday: 7.30am to 9.25pm Saturday: 7.35am to 2.30pm Sunday: 9.40am to 5.20pm		
<b>Station Staff (other than ticket office staff)</b>	Unknown		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Level to platform 1 (to Inverness). Connecting footbridge with stairs to platform 2 (to Perth) or step-free route via level crossing using the Strathspey Railway entrance at south end of platform		



## Blair Atholl – Abellio ScotRail

<b>Step-free access</b>	Limited stepfree access	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B3	<b>Visual and audio announcements</b>	Blair Atholl station has visual and audio announcements
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Blair Atholl station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		Level to platform 1. Connecting footbridge with stairs to platform 2 or step-free route via level crossing and separate ramped entrance to platform 2 at south end of platform. Step-free route between platforms via street exceeds 400m	

## Bridge of Orchy – Abellio ScotRail

<b>Step-free access</b>	No	<b>Induction loop</b>	Yes
<b>Step-free category</b>	C	<b>Visual and audio announcements</b>	Bridge of Orchy station has visual screens only and no audio announcements
<b>Standard Toilets</b>	No	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Bridge of Orchy station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		No step-free access. Stairs to island platform	

## Carlisle – Avanti West Coast

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Carlisle station has both visual and audio announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>		<b>Catering</b>	Yes
<b>Accessible ticket machines</b>		<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>		<b>Disabled parking</b>	14 Spaces
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	
<b>Ticket office opening hours</b>	Monday to Saturday: 5am to 8pm Sunday: 9am to 8pm		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>	Information kiosk within the booking hall		
<b>Accessibility information</b>	Step-free access to all platforms via the subway using the lifts provided.		

## Carnoustie – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B1	<b>Visual and audio announcements</b>	Carnoustie station has visual and audio announcements
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	No
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	2 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		Ramps to both platforms. Connecting footbridge with stairs between platforms or level crossing available	

## Carrbridge – Abellio ScotRail

<b>Step-free access</b>	Step-free to platform 2 only	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B3	<b>Visual and audio announcements</b>	Carrbridge station has visual and audio announcements
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		Step-free access to platform 2. No step-free access to platform 1 because the route to platform 1 is via a footbridge with steps	

## Carstairs – Abellio ScotRail

<b>Step-free access</b>	No	<b>Induction loop</b>	Yes
<b>Step-free category</b>	C	<b>Visual and audio announcements</b>	Carstairs station has visual and audio announcements
<b>Standard Toilets</b>	Standard toilets that are not wheelchair accessible. Open during ticket office opening	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	No	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 7.20am to 2.24pm Sunday: Closed		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	No step-free access down to island platform due to stairs		

## Corroul – Abellio ScotRail

<b>Step-free access</b>	No	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B	<b>Visual and audio announcements</b>	Corroul station has visual screens only and no audio announcements
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	No	<b>Catering</b>	
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		Step-free access although there is a rough path to the island platform	

## Crewe – Avanti West Coast

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Crewe station has both audio and visual announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>		<b>Catering</b>	Yes
<b>Accessible ticket machines</b>		<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>		<b>Disabled parking</b>	18 Spaces
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	
<b>Ticket office opening hours</b>	Monday to Friday: 5.30am to 8pm Saturday: 4am to 2am Sunday: 6am to 2am		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>	Ticket Office on Concourse There is also a Calm Corner on Platform 5		
<b>Accessibility information</b>	Step-free access to all platforms. Lifts provided.		



## Crianlarich – Abellio ScotRail

<b>Step-free access</b>	No	<b>Induction loop</b>	Yes
<b>Step-free category</b>	C	<b>Visual and audio announcements</b>	Crianlarich station has visual screens only and no audio announcements
<b>Standard Toilets</b>	Standard toilets available from 7.30am to 6pm	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Crianlarich station	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	1 space
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		Stairs up to single platform. No step free access	

## Dalmuir – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Dalmuir station has visual and audio announcements
<b>Standard Toilets</b>	Standard toilets. Open during ticket office opening hours (below).	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	4 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 5.45am to 12am midnight Sunday: 8.10am to 12am midnight		
<b>Station Staff (other than ticket office staff)</b>	Unstaffed		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to all platforms		

## Dalwhinnie – Abellio ScotRail

<b>Step-free access</b>	Step-free access to platform 1 only	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B3	<b>Visual and audio announcements</b>	Dalwhinnie station has visual and audio announcements
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Dalwhinnie station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		Level to platform 1. Not level to platform 2. Connecting footbridge with stairs to platform 2	

## Dumbarton Central – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B2	<b>Visual and audio announcements</b>	Dumbarton Central station has visual and audio announcements
<b>Standard Toilets</b>	Standard toilets. Open during ticket office opening hours (below).	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	This station has an accessible ticket machine	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 6am to 12am midnight Sunday: 8.10am to 10.10pm		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Steep ramps up to platforms No unassisted wheelchair access		

## Dunblane – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Dunblane station has visual and audio announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	No
<b>Accessible ticket machines</b>	This station has an accessible ticket machine	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	2 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Friday: 6.40am to 1.32pm Saturday: 7.40am to 2.32pm Sunday: Closed		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to both platforms		

## Dundee – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Dundee station has visual and audio announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	This station has an accessible ticket machine	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 6.25am to 7.30pm Sunday: 8.30am to 7.30pm		
<b>Station Staff (other than ticket office staff)</b>	Monday to Sunday 5.30am to 0.30am the next day		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to both platforms		

## Dunkeld & Birnam – Abellio ScotRail

<b>Step-free access</b>	Step free access to platform 1 only	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B3	<b>Visual and audio announcements</b>	Dunkeld & Birnam station has visual and audio announcements
<b>Standard Toilets</b>	No	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	
<b>Number of ticket machines</b>	No	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		Step-free to platform 1 (southbound). No stepfree access to platform 2 due to footbridge with steps. Station has low platforms. Many wheelchair users and people with reduced mobility will not be able to board or get off the train at this station	

## Edinburgh Waverley – Network Rail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B2	<b>Visual and audio announcements</b>	Edinburgh Waverley station has visual and audio announcements
<b>Standard Toilets</b>	Radar key toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	Yes	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	This station has an accessible ticket machine	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>			
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>		Mobility assistance lounge (small groups) and opposite platform 2 (large groups).	
<b>Accessibility information</b>		Accessible to both platforms	



## Falkirk Grahamston – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B2	<b>Visual and audio announcements</b>	Station has both visual and audio announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	No
<b>Accessible ticket machines</b>	This station has an accessible ticket machine	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	13 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Friday: 6.20am to 10pm Saturday: 6.30am to 10pm Sunday: 9.30am to 10pm		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Level to platform 1. Steep ramp to platform 2, wheelchair users will require assistance. Connecting footbridge with stairs. Alternative access via public roads		

## Fort William – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Fort William station has visual and audio announcements
<b>Standard Toilets</b>	Standard toilets. Open during ticket office opening hours (below)	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Fort William station	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	2 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Friday: 7am to 8pm Saturday: 7am to 5.45pm Sunday: (Summer) 9.30am to 8.30pm Sunday: (Winter) 4.30pm to 8pm		
<b>Station Staff (other than ticket office staff)</b>	Monday to Saturday 7am to 10.30pm Sunday 9am to 10.30pm		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to all platforms		

## Garelochhead – Abellio ScotRail

<b>Step-free access</b>	No	<b>Induction loop</b>	Yes
<b>Step-free category</b>	C	<b>Visual and audio announcements</b>	Garelochhead station has visual screens only and no audio announcements
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	No
<b>Number of ticket machines</b>	There are no ticket machines at Garelochhead station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		No step-free access to island platform	

## Glasgow Central – Network Rail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Glasgow Central station has both visual and audio announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>		<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 5.30am to 9.30pm Saturday: 5.30am to 9.30pm Sunday: 9.15am to 9.30pm		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	<p>Customers requiring local trains in Lanarkshire, between Dalmuir and Motherwell / Larkhall, will need Platforms 16 and 17 at the underground Low Level part of the station. However, journeys on most routes from Glasgow Central will be from High Level Platforms 1-15.</p> <p>High Level Platforms 1-15 are all on the same level and require no step free access. To access Low Level Platforms 16 &amp; 17 there are escalators. Disabled passengers should use the lift behind the ticket barriers on platforms 11-15. Disabled passengers can also leave by lifts to Hope Street and can leave all other exits by foot except Union Street. For step free access to Union Street disabled passengers should exit by Gordon Street.</p>		

## Glasgow Queen Street (Low level) – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Garelochhead station has visual screens only and no audio announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Glasgow Queen Street Low level but there are some available in the high level section	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Ticket facilities are located in the same station but at the high level section above		
<b>Station Staff (other than ticket office staff)</b>	Monday – Sat: 5am to 12am midnight Sunday: 7.30am to 12am midnight		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to both platforms		

## Gleneagles – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Gleneagles station has visual and audio announcements
<b>Standard Toilets</b>	Standard toilets available. Opening times unknown	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Gleneagles station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	2 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Unstaffed		
<b>Station Staff (other than ticket office staff)</b>	Unstaffed		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to both platforms		

## Helensburgh Upper – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B2	<b>Visual and audio announcements</b>	Helensburgh Upper has no visual or audio announcements
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Helensburgh Upper station	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		Steep ramp up to single platform. This might pose problems for unassisted wheelchair users	

## Inverkeithing – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Inverkeithing station has both audio and visual announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	2	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	6 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 6.30am to 7.30pm Sunday 10.10am to 5.30pm		
<b>Station Staff (other than ticket office staff)</b>	Monday to Saturday: 6am to 11.45pm Sunday: 8.15pm to 11.30pm		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to both platforms		



## Inverness – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Inverness station has both audio and visual announcements
<b>Standard Toilets</b>	Standard toilets available from 6.30am to 7.30pm	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	2	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	3 spaces
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Friday: 6.30am to 8.30pm Saturday: 6.30am to 6.30pm Sunday: 9.15am to 8.20pm		
<b>Station Staff (other than ticket office staff)</b>	Monday to Saturday: 4.45am to 12.15 midnight Sunday 9am to 12.15 midnight		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to all platforms. There is a RNIB REACT guidance system in operation which is an audible direction system for visually impaired individuals. A fob is required to activate the system		

## Kingussie – Abellio ScotRail

<b>Step-free access</b>	Platform 1 only	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B3	<b>Visual and audio announcements</b>	Kingussie station has both audio and visual announcements
<b>Standard Toilets</b>	Standard toilets. Open during ticket office opening hours (below).	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Kingussie station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	1 space
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 8.26am to 3.30pm Ticket office closed on Sunday		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Level to platform 1 and connecting footbridge with stairs to platform 2 (low platform)		

## Kirkcaldy – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Kirkcaldy station has both audio and visual announcements
<b>Standard Toilets</b>	Standard toilets. Open during ticket office opening hours (below)	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	2	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	15 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 6.30am to 7pm Sunday: 8am to 7.15pm		
<b>Station Staff (other than ticket office staff)</b>	Monday to Friday: 6.30am to 9pm Saturday: 10am to 1.30pm No station staff on Sunday (other than ticket office staff)		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to both platforms. Ramps up to both platforms – level access to ticket office and connecting underpass with lifts to both platforms. There is a RNIB REACT guidance system in operation which is an audible direction system for visually impaired individuals. A fob is required to activate the system		

## Leuchars (for St Andrews) – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B	<b>Visual and audio announcements</b>	Leuchars station has both audio and visual announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	This station has an accessible ticket machine	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	4 spaces
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 6.20am to 9.45pm Sunday: 10.10am to 10.15pm		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to island platform but with a ramp		

## London Euston – Network Rail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B1	<b>Visual and audio announcements</b>	London Euston station has both audio and visual announcements
<b>Standard Toilets</b>	Standard toilets. Open during ticket office opening hours (below).	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	Yes	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Friday: 6am to 12am midnight Saturday: 6am to 11pm Sunday: 7am to 12am midnight		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>	External- help point at taxi rank staffed 7am to 11pm Internal – dedicated assistance reception on main concourse 7am to 11pm		
<b>Accessibility information</b>			

## Montrose – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Montrose station has both audio and visual announcements
<b>Standard Toilets</b>	Standardtoilets. Open during ticket office opening hours (below)	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	6 spaces
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 6.20am to 7.30pm Sunday: 9.10am to 4.30pm		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Fully accessible. Lifts and footbridge		

## Motherwell – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B1	<b>Visual and audio announcements</b>	Motherwell station has both audio and visual announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key Toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	This station has an accessible ticket machine	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	3 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 6.15am to -12am midnight Sunday: 8.10am to 11.30pm		
<b>Station Staff (other than ticket office staff)</b>	Monday to Saturday: 5.45am to 12.15am midnight Sunday: 7.30am to 11.45pm		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to all platforms		

## Newtonmore – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Newtonmore station has both audio and visual announcements
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Newtonmore station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	1 space
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Unstaffed		
<b>Station Staff (other than ticket office staff)</b>	Unstaffed		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Accessible to single platform		



## Perth – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Perth station has both audio and visual announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key Toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	3	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	7 spaces
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Friday: 6.45am to 7.30pm Saturday: 7.45am to 7.15pm Sunday: 8.15am to 7.15pm		
<b>Station Staff (other than ticket office staff)</b>	Monday to Saturday: 5am to 12am midnight Sunday: 7.30am to 11.40pm		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Step free to all platforms. Level to ticket office. Lifts available		

## Pitlochry – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B2	<b>Visual and audio announcements</b>	Pitlochry station has both audio and visual announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key Toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Pitlochry station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	2 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 8.05am to 6.30pm Sunday 10.40am to 6.20pm		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	level to platform 1. Ramp to platform 2 at the end of the northbound platform and connecting footbridge with stairs between platforms. Step-free route between platforms via street exceeds 400m		

## Preston – Avanti West Coast

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B	<b>Visual and audio announcements</b>	Preston station has both audio and visual announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key Toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>		<b>Catering</b>	Yes
<b>Accessible ticket machines</b>		<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>		<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	18 spaces
<b>Ticket office opening hours</b>	Monday to Friday: 5.45am to 10pm Saturday: 4.45am to 9pm Sunday: 8am to 10pm		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>	Information kiosk within waiting room on platform 3		
<b>Accessibility information</b>	Step-free access to all platforms via the subway (with steep ramps) or using the lifts provided		

## Rannoch – Abellio ScotRail

<b>Step-free access</b>	No	<b>Induction loop</b>	Yes
<b>Step-free category</b>	C	<b>Visual and audio announcements</b>	Rannoch station has no audio or visual announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key Toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Rannoch station	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		No step-free access to island platform	

## Roy Bridge – Abellio ScotRail

<b>Step-free access</b>	No	<b>Induction loop</b>	Yes
<b>Step-free category</b>	C	<b>Visual and audio announcements</b>	Roy Bridge station has visual screens only and no audio announcements.
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Roy Bridge station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		No step-free access to single platform	

## Spean Bridge – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B2	<b>Visual and audio announcements</b>	Spean Bridge has visual screens only and no audio announcements
<b>Standard Toilets</b>	No toilets available	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Spean Bridge station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		Rough ground. Level to platform 1, ramp down to platform 2	

## Stirling – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Stirling station has both audio and visual announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key Toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	3	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	10 spaces
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 6.20am to 9pm Sunday: 8.50am to 10pm		
<b>Station Staff (other than ticket office staff)</b>	Monday to Friday: 5.15am to 12am midnight Saturday: 5.30am to 12am midnight Sunday: 8.30am to 11.45pm		
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Lifts to platforms 3-8. Connecting footbridge with stairs to platform 9/10		

## Stonehaven – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	B1	<b>Visual and audio announcements</b>	Stonehaven station has both audio and visual announcements
<b>Standard Toilets</b>	Standard toilets. Open during ticket office opening hours (below)	<b>Seating</b>	Yes
<b>Accessible Toilets</b>		<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	1	<b>Catering</b>	No
<b>Accessible ticket machines</b>	This station has an accessible ticket machine	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	4 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Friday: 7.10am to 6.55pm Saturday: 6am to 3.04pm Sunday: Closed		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Ramps to both platforms and connecting underpass with stairs between platforms. Alternative route is available under rail bridge		



## Tulloch – Abellio ScotRail

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	C	<b>Visual and audio announcements</b>	Tulloch station has visual screens only and no audio announcements
<b>Standard Toilets</b>	No	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Tulloch station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	No
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>		Unstaffed	
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		Rough ground. Level to platform 1. Barrow crossing to platform 2 (not wheelchair accessible). Rough ground surfaces of both platforms unsuitable for unaided wheelchair users	

## Upper Tyndrum – Abellio ScotRail


<b>Step-free access</b>	No	<b>Induction loop</b>	Yes
<b>Step-free category</b>	C	<b>Visual and audio announcements</b>	Upper Tyndrum has visual screens only and no audio announcements
<b>Standard Toilets</b>	No	<b>Seating</b>	Yes
<b>Accessible Toilets</b>	No	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	There are no ticket machines at Upper Tyndrum station	<b>Catering</b>	No
<b>Accessible ticket machines</b>	No	<b>Wheelchair availability</b>	No
<b>Accessible ticket counters</b>	No	<b>Disabled parking</b>	10 spaces
<b>Caledonian Sleeper Information Point</b>	Yes	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>		Unstaffed	
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>		No step-free access to island platform. Rough ground	

## Watford Junction – West Midlands Railway

<b>Step-free access</b>	Yes	<b>Induction loop</b>	Yes
<b>Step-free category</b>	A	<b>Visual and audio announcements</b>	Watford Junction station has both audio and visual announcements
<b>Standard Toilets</b>		<b>Seating</b>	Yes
<b>Accessible Toilets</b>	Radar key Toilets available	<b>Shelter</b>	Yes
<b>Number of ticket machines</b>	Yes	<b>Catering</b>	Yes
<b>Accessible ticket machines</b>	Yes	<b>Wheelchair availability</b>	Yes
<b>Accessible ticket counters</b>	Yes	<b>Disabled parking</b>	10 spaces
<b>Caledonian Sleeper Information Point</b>	No	<b>Help Point</b>	There is a help point at this station
<b>Ticket office opening hours</b>	Monday to Saturday: 5.30am to 11pm Sunday: 6.30am to 10.30pm		
<b>Station Staff (other than ticket office staff)</b>			
<b>Passenger assistance meeting point</b>			
<b>Accessibility information</b>	Level access from main entrance to subway. Lifts to platforms 1-4 and 6-10. Platform 11 can be accessed step-free via platform 10 and walking route via pathway behind buffer stop		

## More Information

**Please contact us and we will be more than happy to help you plan your journey and give you the information you need to make informed choices.**

 Email: enquiry@sleeper.scot

 Phone: 0330 060 0500

 Free Phone: 0800 904 7267

Monday to Friday (8.30am to 8.30pm)

Saturday (8.30am to 3.30pm)

Sunday (2pm to 8.30pm)

Charged at standard local rate

 Letter: 1 Union Street, Inverness IV1 1PP

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