

Taking the train in the UK



Easy read guide



This guide helps you travel by train in the United Kingdom (UK).



It shows how to plan your journey and get help if you need it.



Trains run between towns and cities across the UK.



They can be a great way to travel and be independent.

Planning your trip



You can plan your journey on websites or apps like:



- National Rail

www.NationalRail.co.uk



- Train Line

www.TheTrainLine.com



Or your local train company's website.



These websites or apps will tell you:

- What times the trains are



- How much the tickets cost



- How accessible each station is



- Station opening times



- If the trains are late or cancelled

Booking your ticket



You can buy tickets:



- On the train company's website or app



- At a ticket machine at the station



- At a ticket office at the station



You can get your ticket as:



- A paper ticket

You take this with you and show it on the train.



- A mobile ticket

You show this on your phone or tablet.



If you need help, ask staff at the station.



There are Disabled Persons Railcards for cheaper travel.

Find out more at DisabledPersons-Railcard.co.uk.

Passenger Assist

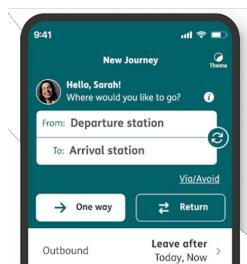


Passenger Assist lets you ask for help before you travel.



You can book on:

- The PassengerAssistance.com website



- The Passenger Assistance app



- By calling 0800 022 3720



You can ask for help with:

- Getting around the station



- Getting on or off the train



- Finding your next train



- Carrying your bags



Try to book Passenger Assist at least 2 hours before you travel.

At the station



If you have booked Passenger Assist, find staff who will help you.



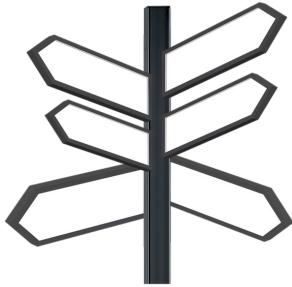
There will be signs showing the next trains.



They will tell you which platform you need to use.



If you are not sure or can not read the sign, ask staff for help.



There should be signs to help you find the platform.



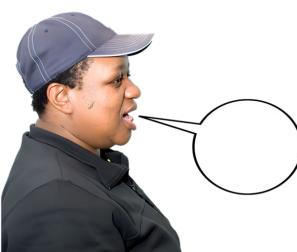
Make sure you are on the correct platform for your train.



If you are not sure, ask staff before you get on the train.



Many stations also have 'help points'.



These will let you speak to someone that can help.

On the train



Most trains have priority seats for people who need them.



There should be spaces for wheelchairs.



Some train tickets will tell you which seat to sit on.



Some trains let you sit in any free seat.



You should see and hear messages about the next stop.



Keep your ticket with you for the whole trip.



Most trains have a staff member called a 'guard'.



Tell them if you need help finding a seat or getting off the train.



Not all trains have guards, so it is best to use Passenger Assist.



You might need to press a button to open the train doors.



If you have a hidden disability, you can wear a Sunflower badge or lanyard.



This shows people you might need extra help.



You can buy a Sunflower badge or lanyard at HDSunflower.com.



www.seeability.org



facebook.com/RSB.seeability



01372 755000



enquiries@seeability.org

SeeAbility is the operating name of the Royal School for the Blind founded in 1799. Registered charity number 255913.

