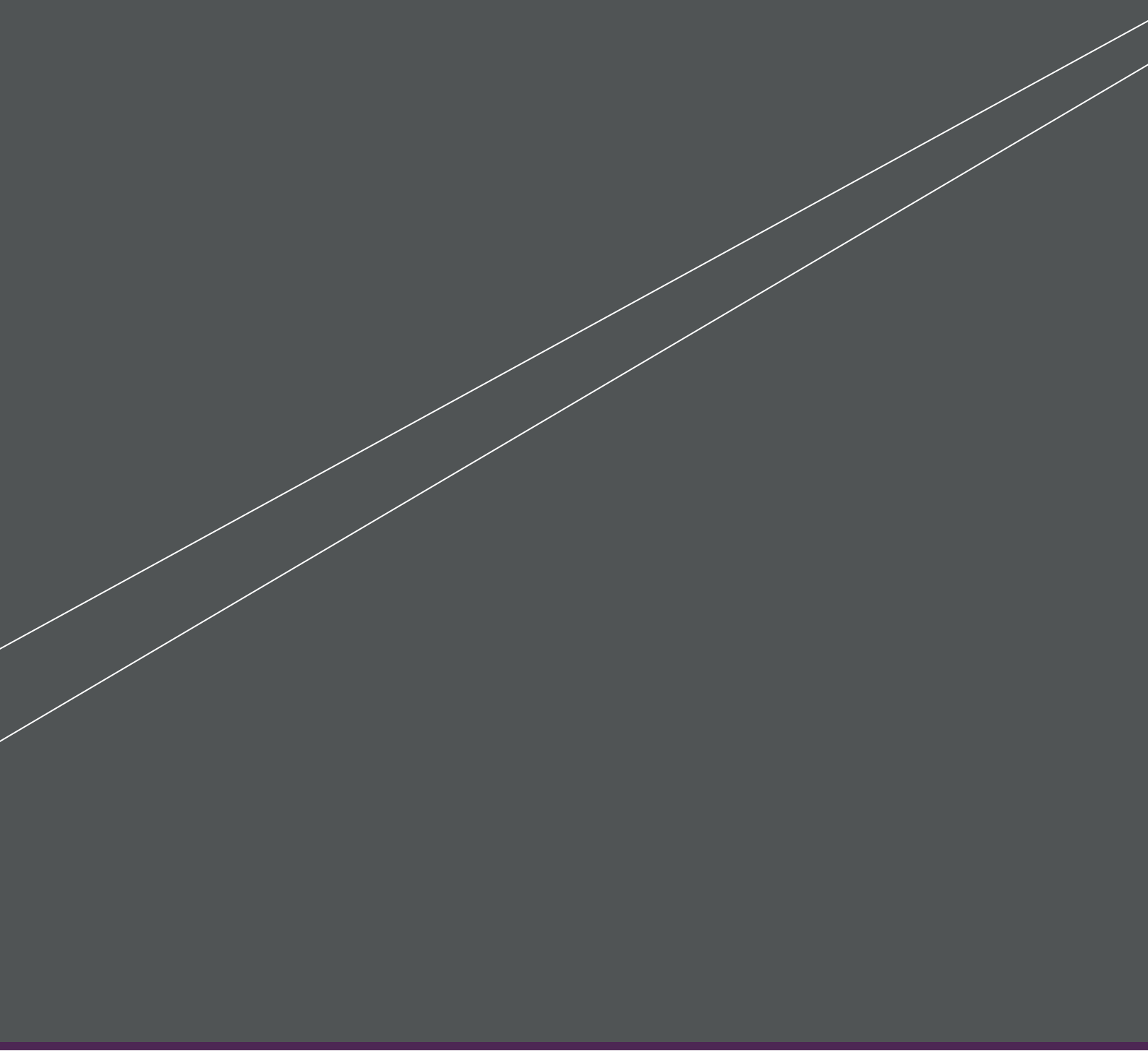


RAUK-L2-CUS-407

Accessible Travel Policy



Accessible Travel Policy

1. Scope

Rail Adventure UK (RAUK), in line with other industry partners, publish a document called a 'Accessible Travel Policy' (ATP). This document incorporates our ATP (which is available to our customers) which explains how we are working with the rail industry to make all the services that we provide more accessible and inclusive.

It has been produced in accordance with the Office of Road and Rail (ORR) guidance '**How to Write your Accessible Travel Policy: A Guide for Train and Station Operators**'. We will regularly review this policy document, no less than annually, based on customer and key stakeholders' feedback and share changes with the ORR.

The National Rail network and the services provided are delivered by several different organisations. Principally, majority of the stations and the train services are provided Train Operating Companies and the rail infrastructure and Major Stations, such as, the central London Stations and Birmingham New Street, are managed by Network Rail. Each have their own ATP and is produced according to ORR Guidance. You can get copies directly from them.

1.2 Purpose

Accessibility and inclusion are about making things available to all. At RailAdventure UK (RAUK) we understand the important social role played by public transport.

Public transport has a key role to play in improving accessibility for all individuals, minimising social exclusion and enhancing social cohesion. The public transport system we provide must be as inclusive as possible for all people, especially those with reduced mobility, the disabled, the elderly, families with young children, and the young children themselves, lower income residents, those without cars, and those living in deprived areas.

We do this not only because it is the right thing to do, but we believe that understanding your customers and responding to their needs is fundamental to the success of our business

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2. RailAdventure as a Company

- 2.1 RAUK is a small, but growing, organisation that is set to operate, open access railways, can act as a shadow train operator, provides and operates engineering/mileage accumulation train services.
- 2.2 In relation to passenger services, RAUK – and this policy – will apply to three types of operations:
- **Open Access and Relief Passenger Services:** RAUK operates regular, timetabled passenger rail services which are available to the public, as with any national rail service. They form part of the national passenger railway system.
 - **Charter Passenger Operations:** These passenger services are ad hoc passenger services, offered from time to time. Whilst they are operated by RAUK, we may not always manage the passenger service
 - RAUK Works closely with tour promoters who sell tickets for chartered trains arranged with RAUK.
 - Provided or the promotion and sale of tickets. These services are all advance purchase services, advertised on our website www.railadventure.uk

Station Operations: RAUK works with third parties to arrange access to stations on their behalf. This policy explains what our passengers can expect when using stations managed by the station operator, on behalf of RAUK.

- 2.3 We feel it's our role to promote the choices our customers have when planning their rail journey, from public transport to cycling or walking. Where we can, we will provide our customers with the information - and the facilities – they need to informed decisions about what travel plan best suits them.
- 2.4 RAUK also contributes towards the development of various Regional Transport Strategies around the UK. Consequently, our staff have a good insight as to what an accessible and sustainable transport systems needs to look and feel like.

3. What RAUK Manage

We work in partnership with several railway operators and third parties to provide open access and charter passenger railway services, operate engineering trains, train future railway employees as well as operating railway stations and freight/passenger services.

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4. Policy Summary

4.1 Our Commitment to you

We are committed to contributing towards an inclusive and accessible public transport system, which gives disabled people, or those that require extra assistance, the same opportunities to travel as other members of society.

4.2 Our ambition is to play an integral part in developing an integrated transport system that's accessible for all users. We are committed to working with our Stakeholders such as the Local Transport Command Authorities, Department for Transport (DfT), the ORR, Network Rail, Transport Focus, London Travel Watch, Disabled Persons Transport Advisory Committee, and other industry partners to deliver further improvements to facilities and accessibility for the travelling public. We will work with our respective Stakeholders to review and prioritise any shortages identified in accessibility and direct investment to address the most immediate areas.

5. Policy Details

5.1 We will publicise and support the National Rail Passenger Assist service and the supporting station facilities information held on the National Rail Enquiries website: -

www.nationalrail.co.uk/stations_destinations

This enables customers needing assistance to make travel arrangements in advance and allows us to provide appropriate and practical support where required.

5.2 We will work in partnership with the relevant train operating companies and Network Rail to ensure that if you require assistance, you can make bookings for journeys across the national rail network.

5.3 All National Rail stations will accept the Disabled Persons Railcard which enables disabled customers to obtain discounts on a range of fares for themselves and, if accompanied, for one adult companion.

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- 5.4** When making physical improvements to our facilities we will endeavour to meet, and guide, our transport providers towards delivering the specified accessibility standards.

Where it isn't practicable to comply fully with the relevant Code of Practice ('Design Standards for Accessible Railway Stations') and other practical solutions have been exhausted, will we consult and seek dispensation from the necessary Governing bodies and users' groups.

- 5.5** We are also committed to ensuring those transport providers and contractors who directly manage the upgrade and modification of our facilities and services have disability equality training given to them.

Our own staff who deal directly and indirectly with you will be fully trained in how to correctly assist customers and be experienced in disability equality training.

- 5.6** At each of our stations we'll provide details on how to obtain a copy of our Accessible Travel Policy documents and those of the other operators using our station. Printed copies of this document will be available at our stations and other train operator's stations.

A copy of our policy documents can also be obtained, free of charge and in different formats, on request from our Customer Service Team or found on our website www.railadventure.uk

6. Disabled Persons Railcard

- 6.1** RAUK fully supports and accepts, at our managed stations, the Disabled Persons Railcard which enables disabled customers to obtain discounts on a range of National rail fares.

7. Using this Document

- 7.1** RAUK will use this document, and the information about station and train facilities within it, so that our staff can assist you.

- 7.2** In order to keep it up to date we will review the document at least annually when we modify the facilities and services provided. Any proposed changes with shared and reviewed by the Office of Road and Rail (ORR).

The ORR's role in this area is to approve, and monitor compliance with, train operators' and station operators' policies on accessibility.

8. Should we get things wrong

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- 8.1** If you book assistance and it is not provided, the train operator should fully investigate the reason why. Your complaints are dealt with on their individual merit and compensation can vary depending on the nature and extent of the assistance failure.

Any compensation will be in addition to your entitlement to Delay Repay (see the relevant train company's Passenger's Charter for further details). Claims will be evaluated on an individual basis and may include: -

- A written apology
- A Gesture of goodwill
- Monetary Compensation
- A full or partial ticket refund.

After your journey, we welcome your feedback on what worked well and what improvements can be made to our service. We can accept your feedback in different formats (such as telephone, letter or email) and promise to use the information you provide to learn and improve our service to disabled customers.

9. Assistance for Customers – Planning your Journey

- 9.1** The website of the Charter Train Promoter will contain all the details you will need to plan or enquire about a journey with us.

For services directly operated by RAUK, where RAUK act as the ticketing agent, our website will provide the details you will need.

- 9.2** We recognise that some customers may need that little extra support at stations or to board a train service. It might be difficult to simply turn up and travel as some stations may not be as inclusive and accessible to all our customers.

- 9.3** We recognise that some customers may need that little extra support at stations or to board a train service. It might be difficult to simply turn up and travel as some stations may not be as inclusive and accessible to all our customers.

- 9.4** This document is designed to help and inform you in advance of planning your journey. It will detail the information you'll need about the services provided by us along with the train operators that operate rail services and stations within the local transport area.

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- 9.5** To address this, National Rail operates a reservation system for booking assistance, called Passenger Assist. Any passenger using our Open Access services can book assistance through the Passenger Assist facility by phoning the train operator they are travelling with.

The contact number(s) for Passenger Assist can be found in the back of this booklet and on the Stations Made Easy <https://www.nationalrail.co.uk/stations-made-easy>.

- 9.6** We will ensure that the National database (referred to as the Knowledgebase) used to keep everyone informed about our station facilities will be updated by Team.

We will strive to update this within 24 hours where any changes, temporary or permanent, affect the accessibility of the station; for example, in the event changing places facilities are not available or lifts are out of use.

The accessibility details of our managed station(s) and other train operators' stations (including Network Rail managed stations) can also be on the Nation Rail website.

The Mobility Assistance desks at Network Rail managed stations can also provide you with face-to-face accessibility information.

Similarly, you can also ask staff at station ticket offices and our interchanges during opening hours for guidance on how to book assistance.

10. Booking Assistance

- 10.1** We want you to have a pleasant and successful journey experience. So, booking assistance offers the best opportunity to meet your needs.

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On our website www.railadventure.uk you can book:

- assistance with boarding and alighting from trains, or for changing trains.
- help with your luggage.
- help with moving around our station(s).
- help between the station drop-off point (e.g. station taxi rank) and station.
- requesting a portable ramp for boarding or alighting train services.
- requesting a wheelchair to assist with transferring between the platform and the train or moving around the station (where available).
- At our stations, make travel reservations on services operated by train operators where reservations are available.

Request any other assistance that might be needed during your journey.

To book special assistance please contact us at least 24 hours in advance of your journey.

If you do not make the special arrangements in advance, we will make every reasonable effort to help you, but if we are unable to, you may not be able to travel and your ticket will not be refunded.

10.2 Some stations across the national railway network are either unstaffed or are staffed for only part of the day.

If you arrive at a station which is unstaffed or inaccessible to you and you have not booked assistance, you will need to contact the station operator (or us at our stations) by using the Help Point or telephone us.

Help Points are located on the station platform and our, or the responsible train operator for that station, telephone number is displayed on the information poster at the station entrance. At stations with ticket barriers or gates, we expect these to be left in an open and unlocked position for ease of access and on-board train staff can provide assistance with ramps.

However, if you feel more comfortable boarding or alighting at a station that is staffed, please contact us as we can suggest an alternative appropriate station.

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- 10.3** We will provide assistance at managed stations, when booked in advance, onto and off the train at any station during the hours that trains services are scheduled to serve the station.
- 10.4** When assistance has not been booked in advance, we will still try to provide the assistance required whenever possible and with minimum delay. However, please be aware that if assistance has not been booked there may be a short wait for staff to be available to assist you.

We will discuss your needs and do our best to arrange assistance as quickly as possible, but this may take some time. We will provide a clear and reasonable justification to customers where assistance cannot be provided.

11 Accessible Car Parking

- 11.1** Blue Badge holders can park free of charge. Blue Badge holders may also park free of charge in any other non-restricted parking space in the car park, if designated blue badge spaces are occupied.

Badges must be correctly displayed as our car park managing agent, or local staff, normally monitor appropriate use. Illegally parked vehicles are reported to the British Transport Police.

- 11.2** We also ensure that parking for those with mobility impairments is in accessible locations, generally as close to the station as practicable possible.

12 Alternative Transport

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- 12.1** Our aim is that all our customers travel by the method of public transport they were expecting to; however, we recognise that this is sometimes not be possible due to engineering or unplanned disruption.

If booking assistance in advance, we expect this, and the alternate options, to be discussed with you when you call to book your assistance. In most circumstances you will be provided with alternative accessible transport free of charge between stations when:

- a rail station is not physically accessible to you.
- where substitute transport that is provided to replace the rail
- service is not accessible to you (e.g. due to emergency or planned engineering works).
- short notice disruption makes services inaccessible to you.

In all cases we will work with our industry partners to make sure that all our customers have suitable alternative transport, whether they have pre-booked assistance or not.

We have an expectation that our transport providers convey you to or from the nearest or most convenient accessible rail station so you can make as much of your journey as possible by the transport mode you were expecting.

- 12.2** When rail services are not running due to planned or emergency engineering works, unfortunately we cannot provide alternative transport for scooter users.

However, if you are already travelling with us and there is disruption, we will make every reasonable effort to provide an alternative means of transport.

We want to do everything that we reasonably can to help you make your journeys with confidence, so please contact us to discuss your individual circumstances and what assistance we can provide to support you.

- 12.3** Individual train operators publish information about planned engineering works on their respective websites as does Network Rail.

We will make visual and aural announcements to help passengers find the right substitute service at our managed stations.

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13 Customer Information

- 13.1** We want our customers to be informed and confident that the information we give them is accurate and consistent. This is particularly important if a journey involves changing trains as they need to know that they can make the whole journey without undue difficulty.

At staffed rail stations, we shall have up-to-date information regarding train services and late notice changes to the rail network they may impact your journey.

- 13.2** Our staff will update any late notice information within 24 hours of finding out about the changes. This includes:

- Where a rail station or interchange has a physical constraint that prevents some disabled persons from using it.
- Where significant temporary work that affects station or interchange accessibility is being carried out.

Where there are changes to a station that would make them temporarily inaccessible such as lifts and toilets being out of order.

- 13.3** Details are contained on the National Rail Enquiries website (known as Knowledgebase), this also includes 'Stations Made Easy'.

Here you will find simple, step by step information about each station and its services and temporary changes (e.g. building works).

- 13.4** Any permanent alterations to station facilities (e.g. new accessible toilets or new step-free access) will be updated on 'Stations Made Easy' (the Station Journey Planner on the National Rail website).

This will include new images of the access route or facilities and, if required, a new audit of the station will be performed.

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14 Ticket Purchasing – Charter Trains

- 14.1 To purchase tickets on charter services operated by RailAdventure UK Ltd, please visit the website of the tour promoter.

15 Ticket Purchasing – Open Access and Relief trains

- 15.1 Tickets for your journey on our Open Access services can normally be purchased in several different ways:

- in person from any staffed station ticket office
- from self-service ticket machines, where you will be able to use your Disabled Persons Railcard.
- from the various train operators' or retailers' websites.
 - www.nationalrail.co.uk
 - calling 03457 48 49 50 from any national rail ticket office or approved agent.

- 15.2 All customers are expected to have a valid ticket or other authority to travel before starting their journey.
 However, if you are unable to buy a ticket at the station before your journey, you will be able to purchase a ticket either on-board the train or upon arrival at your destination station.
 Some train operators operate a Penalty Fares policy and /or won't allow the appropriate discount eligibility once on-board or travelled so please check with the train operator you're intending to travel with.

16 Disabled Persons Railcard – Open Access and Relief Services Only

- 16.1 The Disabled Persons Railcard is **NOT** accepted on Charter Services, which are private operations and not part of the public national railway network.

- 16.2 The Disabled Persons Railcard is accepted at all managed stations and those linked to the national rail network. The Disabled Persons Railcard offers discounts on a range of tickets to disabled customers whether they are travelling alone or accompanied.

Your Railcard will allow you, and an adult companion travelling with you, to obtain a 1/3 discount off most Standard and First-Class fares throughout Great Britain.

The Disabled Persons Railcard leaflet published by the Rail Delivery Group gives details of this railcard and can be obtained from any staffed station or from the Rail Delivery Group website on <https://www.raildeliverygroup.com/our-services/about-my-journey.html>

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16.3 Concessionary fares available without a Disabled Persons Railcard on Open Access and relief Services only.

Customers who:

- need to stay in their own wheelchair during their journey; or
- are registered blind or visually impaired and travelling with a companion
- are entitled to the following full fare ticket discounts throughout Great Britain even if they do not hold a Disabled Persons Railcard:
 - 34% discount on First Class/Standard Anytime Day Singles
 - 50% discount on First Class/Standard Anytime Day Returns
 - 34% discount for First Class/Standard Anytime Singles or Returns

An adult travelling with you is also entitled to the discounted fare. If you have a visual impairment, please take a document from a recognised body such as Social Services or Local Authority confirming your impairment when buying your ticket and when travelling.

Please note that visually impaired customers cannot claim this discount if travelling alone.

17 Train Services – On Board Facilities

17.1 Most trains operating on the national rail network area have priority seating for older and disabled people which are clearly marked.

All services have customer trained staff on board who monitor the appropriate use of priority seating and, where possible, will provide you with assistance to find them.

Although wheelchair spaces and seats cannot be reserved in advance, the onboard staff we will make every reasonable effort to ensure that you can obtain a seat and that wheelchair users are able to use wheelchair spaces.

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- 17.2** Some heritage charter services use coaches that were built many years ago. They will offer minimal – and sometimes no – facilities for passengers with restricted mobility or require a wheelchair. They may also be more difficult to climb up on to and walk through.

Normally there are NO wheelchair accessible toilet facilities provided on board.

Any passenger with mobility restrictions who wishes to travel on our Charter Services MUST make advance arrangements – where they are possible.

If you attempt to travel without making special arrangements, we will almost certainly be unable to help you because of the physical constraints of the coaches. Ticket refunds are not made in these circumstances.

- 17.3** All train services operating on the national network either have portable ramps on-board or at the rail station. If you need assistance with a ramp outside normal station staffing hours, you will need to book that assistance in advance.

18 WHEELCHAIRS AND MOBILITY SCOOTERS

- 18.1** Different train companies have different policies for the carriage of powered wheelchairs and scooters on trains, so further information should be sought from the Passenger Assist team or the individual train operators when booking assistance or before you travel.

Train operators who can convey scooters set certain parameters, these are:

- up to a maximum width of 700mm and length of 1200mm and a combined weight of passenger and wheelchair of not more than 300kg.

Scooters which are foldable or dismantled to meet these dimensions, and which the passenger or their companion can lift on and off the train, will be carried as luggage.

Charter Heritage trains cannot carry any mobility scooters and often have limited capacity to carry wheelchairs.

- 18.2** When trains are not running due to planned or emergency engineering works, train operators cannot provide alternative transport for scooter users.

However, if you are already travelling with a train operator and there is disruption, the train operators will make every reasonable effort to provide an alternative means of transport.

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- 18.3** When trains are not running due to planned or emergency engineering works, train operators cannot provide alternative transport for scooter users.

However, if you are already travelling with a train operator and there is disruption, the train operators will make every reasonable effort to provide an alternative means of transport.

19 ON TRAIN INFORMATION AND ASSISTANCE

- 19.1** Most trains operating on the National Rail network have visual information screens and/or automated public announcements advising customers of the calling points of the service prior to departure and en-route.

All train services operated by RAUK have a Guard and or a Train Manger provided who will be able to make on-board announcements.

20 ACCESSIBILITY OF ROLLING STOCK

- 20.1** Since 1999 trains have been designed and built with features and facilities to make rail travel for disabled customers easier. This includes facilities such as seat- back hand holds, priority seating, accessible toilet cubicles, button-controlled doors and wheelchair spaces with call-for-help points.

The Rail Vehicle Accessibility Regulations (RVAR) and Technical Specification for Interoperability for Persons with Reduced Mobility (PRM-TSI) set out the accessibility standards to which rail vehicles must comply when they are built.

You should be aware that not all train services operating have trains that fully meet these regulations because they were built before these regulations came into place.

21 MAKING CONNECTIONS

Train Services

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The Passenger Assist team will be able to advise you about onward connections.

Where your journey requires a change of train at one of our stations, we can help you get from one train to another. Please note that we give priority to customers who have booked assistance.

Platform changes

We appreciate that the late change of platforms can be problematic and wider impacts on our customers, causing discomfort for onward journeys.

Whilst unfortunately there are times when we cannot avoid late notification of platform changes, where provided, we will give our staff advanced warning of any changes whenever possible so that they can help passengers to the new platform.

Taxis and Buses

At stations where staff are provided in addition to those in booking offices, they can assist customers to the connecting point with buses and/or taxis if the interchange is within the immediate station vicinity.

The contact details of local taxi operators are provided on the information notice boards at Staffed and Unstaffed Stations.

Where taxis are under contract to the station, the terms of the contract will include the provision of accessible vehicles.

Please visit:-

www.nationalrail.co.uk/stations_destinations

which provides information about taxis and buses from stations. Where taxi ranks or bus stops are provided at stations these are clearly signposted.

Connections with other forms of transport

Information can be requested about using other modes of accessible transport in the local area.

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22 Disruption to facilities and Services

Disruption to facilities and services can have a big impact on both the accessibility of rail services to disabled customers, and more importantly, on their confidence in traveling by rail and other modes of public transport.

In times of perturbation, we'll do everything we can to ensure that our customers can continue their journey and are not left stranded and our staff have been trained to recognise those with specific needs.

22.1 In respect of problems with access equipment, such as a platform lift breakdown, we will restore operation as soon as we can.

We will use our social media accounts to advise our customers. We will also make sure our industry partners, for example train operators, are aware of any difficulties including what we are doing to restore operation and how long this may take to those who may be affected.

Similarly, we will work with our industry partners to minimise any inconvenience to our customers that arise from late platform information and alterations

22.2 Where we provide substitute transport or ask our customers to move to another mode of transport because of disruption to services, we will give clear aural and visual information.

If any of our substitute transport or other modes is inaccessible to some disabled customers, we will make alternative arrangements at no additional cost.

22.3 If there is a problem (for example, a lift is inoperable) at one of our stations that means a customer cannot catch a train service, we will give them an alternative accessible service without charge.

That may be a taxi to the nearest station they can use on their route, if possible.

23 Train Service Disruption

23.1 From time to time, planned engineering works might mean changes or cancellations to train services.

When this happens, alternative transport, such as a rail replacement bus service, will be provided.

We will work with our industry partners to make sure that all customers have suitable alternative transport, whether they have pre-booked assistance or not.

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- 23.2** Individual train operators publish information about planned engineering works on their respective websites.

We will make visual and aural announcements to help passengers find the right substitute service at stations and interchanges.

- 23.3** We have emergency plans in conjunction with the Station operator for evacuating stations and interchanges in an emergency.

Our staff take specific responsibilities for identifying and helping disabled customers evacuate to a point of safety.

- 23.4** We encourage passengers to provide feedback on their personal experience of service levels at our stations, including during times of disruption.

24 Building works

- 24.1** From time to time, and particularly during redevelopment works, we may need to change the facilities available to customers at stations.

If this happens, we will provide reasonable replacement facilities that are as inclusive and accessible as possible.

Similarly, where building works disrupt the usual access route to and from a station, alternative routes will be provided.

25 Management arrangements

Providing services to all our customers is an integral part of how we deliver our services. We will integrate this document fully into our day-to-day activities.

26 Staff Training

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26.1 Our staff awareness and training contribute a big part towards us achieving this document's aims.

We will:

- a. Ensure all staff (including those provided by tour promoters) have been provided with disability awareness training to make sure they know their responsibilities to customers. That includes senior and key managers.
- b. Our frontline staff at stations and interchanges may, at any time, need to help customers. Staff will have appropriate training on how to use equipment like ramps, wheelchairs and induction loops.
- c. We will train our staff who may, at any time, deal directly with passengers to help them identify and communicate with people with different disabilities.

We'll train any staff that answer telephones to communicate clearly with people that may have difficulty speaking, hearing or understanding

26.2 We will encourage third parties, such as our tour promoters to provide training programmes for their own staff.

27 MAKING STAFF AWARE OF THEIR RESPONSIBILITIES

27.1 To implement our ATP, we need to train all our staff correctly. We give all our 'frontline' on-board staff intensive customer service training.

We'll also work with our partners; for example, tour promoters, to support their staff and on the principles outlined in our policy documents and this ATP as part of a wider induction programme

All our on-board staff also receive specific disability awareness training including on how to support customers with less visible, or even invisible, disabilities as highlighted in the July 2014 Regulatory Statement.

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28 MONITORING AND EVALUATION

28.1 How we deliver services and facilities to our customers is continuously monitored and evaluated to make sure we meet both the standards outlined and our commitment to constant improvement.

We will embed these principles and approach when making important decisions for our transport network.

We will also record statistics on the percentage of assistance bookings that we meet on time, and we use these figures to track and improve on our performance.

We also encourage our customers to provide feedback on their personal experience of our facilities and service levels.

It is important to us to recognise both good service and to provide an effective means of communicating and resolving any problems as quickly as possible.

This can be done through numerous channels including our own website and our social media accounts.

28.2 EMERGENCY PROCEDURES

28.1 We have an emergency plan at for passenger services; this plan sets out the procedures for evacuating a train and a station in an emergency.

Our on-board team and station staff have assigned responsibilities to evacuate all our customers in the event of an emergency. These include staff members with specific responsibilities for helping disabled customers to leave the train and station safely.

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28.2 COMMUNICATIONS STRATEGY

28.1

Some of the important information that train operators can easily communicate to regular rail users might be less likely to reach disabled people.

This is why we work closely with our industry partners to make sure that we make customer information available in alternative formats to meet our customers' needs.

We also work with our industry partners to provide customers the best possible information such as that found on the 'Stations Made Easy' website which includes:

- 1) Schematic maps of all stations on the National Network.
- 2) Photos of every possible route through and around the stations.
- 3) Photos of station entrances and the range of facilities at stations. This includes car parks, station entrances, lifts, stairs, ticket counters, accessible toilet facilities and the various retail and catering offerings.

29 WEBSITES

29.1

We monitor and improve our website to make it more inclusive and accessible to everyone.

We are working with technology partners to develop and explore how we can make accessing our website easier for those with visual or hearing impairments.

We work with our tour promoters to ensure that their website are inclusive and accessible to everyone.

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30 YOUR FEEDBACK

30.1 We welcome your feedback on the facilities and service levels you find at our stations and on our trains.

Often the best way to resolve problems or issues as soon as possible is by talking to us.

You can do this by emailing us at info@railadventure.uk

or,

visit www.disabledpersons-railcard.co.uk/

31 CONTACT US

31.1 To give us general feedback on services or facilities, or to tell us about specific problems or just general feedback on ways to improve this guide, please contact:

Head of Service Delivery
35, Station Road,
Kings Norton,
Birmingham,
B38 8SN
info@railadventure.uk

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32 CONTACTING OUR PARTNERS

Rail Adventure Regularly partner with the following tour promoters to provide charter services.

UK Railtours

UK Railtours
PO Box 350
Welwyn
AL6 0WG

Telephone: 01438 715 050

E-mail: info@ukrailtours.com

<https://www.ukrailtours.com/>

The Branchline Society

Disabilities Officer

Disabilities.officer@branchline.uk

<https://www.branchline.uk/>

The 125 Group

The 125 Group
85, Great Portland Street,
London,
W1W 7LT

<https://www.125group.org.uk/>

Retro Railtours

2, Brookfields Close,
Ashton-under-lyne
Lancashire
OL16 6TL

Info@retorailtours.co.uk

<https://retorailtours.co.uk/>

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