



CALEDONIAN  
SLEEPER

# Making rail accessible helping older and disabled passengers

1st March 2017 to 1st March 2018



[sleeper.scot](http://sleeper.scot)

The information in this document was correct at the time of printing. Any changes to facilities and services on stations since the publication of this document can be found on our website (**[sleeper.scot](https://www.sleeper.scot)**) and National Rail Enquiries website.

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## 1 **We are proud to run the Caledonian Sleeper**

At the heart of our service is outstanding hospitality that reflects the best of Scotland. Led by our Guest Experience Director, we aim to make our services more accessible, as improving access for disabled passengers will benefit others, including older passengers, pregnant women, and parents with small children.

Our Disabled People's Protection Policy sets out how we currently meet the needs of passengers who are disabled or mobility impaired. It also includes our plans for further improving accessibility and on board services that will benefit all passengers who choose to travel with us.

## 2 Policy summary

Under the Equality Act 2010 we are committed to maintaining and improving current standards of accessibility to our services for our older and disabled passengers as well as all other passengers. We report regularly on our progress against our KPIs (key performance indicators, or standards we measure our performance against). For more details on our KPIs, please see the other part of our Disabled People's Protection Policy, called the Guide to our Policies and Practices, which is available on our website, **[sleeper.scot](http://sleeper.scot)**. If you would like the policy in an alternative format, such as Braille or audio, please contact our Guest Service Centre (see section 8 for contact details).

Our policy is to work with and involve groups who represent disabled people, and other stakeholders such as Mobility Access Committee Scotland (MACS).

### **Accessible Travel Group**

We will create an Accessible Travel Group. This will be made up of Mobility Access Committee Scotland, our accessibility advisers and other relevant stakeholders. This group will meet every six months to review the service we offer to our older and disabled passengers and suggest improvements. It will be chaired by the Guest Experience Director. Where appropriate, we will use suggestions to improve our service.

### **Investment in new trains**

The Caledonian Sleeper will benefit from an investment of over £100 million in new train coaches from Transport Scotland. We have carried out a design review in 2016, open to all stakeholders, and have used feedback to improve accessibility of our trains.

Please speak to our Guest Service Centre or look at our website **sleeper.scot** for more information.

## 2.1 **Review and update**

We will review our Disabled People's Protection Policy and use all relevant feedback we receive to improve our service to older and disabled passengers.

## 2.2 **Working with others**

Our Accessible Travel Group meetings are the main way we discuss accessibility issues. We also invite feedback through our website **sleeper.scot**, by post, by phone and to our staff, to make sure we monitor and improve accessibility. We work with the Rail Delivery Group, other train-operating companies, Transport Scotland, the Department for Transport, and Network Rail to improve the Passenger Assist System, to:

- make it easier to book assistance before travelling and reduce the notice you have to give;
- make it easier to make repeat bookings for assisted travel service;
- send cancellation emails to manned stations to tell staff if you have booked an assisted travel service but changed your travel plans; and
- if you have booked help at an unmanned travel station, liaise with the relevant station operator to tell you the assistance arrangements, which in some cases may be a taxi to the nearest accessible station.

## 2.3 Assistance for passengers

We are fully committed to Passenger Assist, the nationwide system for booking travel assistance. Passenger Assist allows you to book help when travelling anywhere on the National Rail network, and all British train operators use it. This system can email you confirmation of your journey, as long as you book in advance and provide an email address when you book.

### How to book Passenger Assist Services

1. Book on our website at **sleeper.scot** using the 'Contact us' form.
2. Call our Guest Service Centre on this standard rate number – **0330 060 0500** (textphone **01463 231 951**).
3. Next Generation Text Service service on **18001 0330 060 0500** (for people who are hard of hearing).
4. You can also book at any railway station in Great Britain which has a ticket office.

We recommend that you book travel assistance when you book your journey, and at the latest by 3pm on the day you travel. This ensures that we are able to make necessary arrangements to help you on and off the train. If you have not booked assistance, we will try to provide assistance, but we cannot guarantee that it will be available if you have not booked.

We strongly encourage you to give us your mobile number and email address when booking so that we can contact you, should it be necessary to make a change to arrangements.

## 2.4 **Passenger Assist**

Passenger Assist is summarised as:

- assistance with buying tickets and booking seats and cabins;
- meeting you when you arrive at the station;
- helping you to get into the station from the taxi rank, where staff other than booking office staff are available;
- help you to move around the station, get on or off the train;
- guidance for blind or partially sighted passengers;
- installing a ramp to help you get on and off trains, and providing assistance to use it;
- helping you with your luggage, subject to National Rail Conditions of Travel cross reference
- providing a taxi to take you from an inaccessible station, to an accessible one, free of charge;
- make onward travel reservations on services run by other train companies, if this is available;
- arrange assistance to and from connecting train services; and check the accessibility of our trains and the stations we serve.

If the type of assistance that you need is not on this list, please call us to discuss your needs and we will do our best to arrange the assistance that you need to use our services.

When you use Passenger Assist, we can provide you with information, such as which stations are accessible and which stations may have temporary restrictions preventing you from using them. If this is the case we can arrange transport, usually a taxi, for you so that you can join or leave our service at the nearest accessible station. Please see section 3.1 for more details.



All of the stations we serve are operated by other companies. Up-to-date information on the facilities and accessibility of each station can be found on the National Rail Enquiries website at **[nationalrail.co.uk/stations\\_destinations/default.aspx](https://nationalrail.co.uk/stations_destinations/default.aspx)**. You can also find this on the station operator's own website.

Network Rail runs Edinburgh Waverley, Glasgow Central High Level and London Euston stations. Assistance at these stations is provided by Network Rail, although you can book it through our Guest Service Centre.

ScotRail runs the other 41 stations that we serve in Scotland. Assistance at the station is provided by ScotRail station staff but you can book it through our Guest Service Centre.

Virgin Trains is responsible for managing Carlisle, Preston and Crewe stations. Assistance at the station is provided by Virgin staff but you can book it through our Guest Service Centre.

London Midland is responsible for managing Watford Junction. Assistance at the station is provided by London Midland station staff but you can book it through our Guest Service Centre.

If you are disabled and would need particular help in an emergency, please tell either our Guest Service Centre before your journey or our on board staff at the time you board the train.

If you will need help at stations we strongly advise you to plan your journey in advance, and to book through the Passenger Assist system, available from our Guest Service Centre.

When assistance has been booked in advance, we are committed to assisting you off the train as soon as possible on arrival at your destination, and within a maximum of 5 minutes wherever reasonably practicable. Your on board host will ensure that your booked assistance is carried out as planned, and be on hand to assist you should there be anything you require.

If you wish to travel to or from an unstaffed station we can still provide assistance to help you make your journey. We want to do everything that we reasonably can to help you make your journey, so please contact us to discuss your individual circumstances and the help we can provide to support you.

If your assistance needs require it, alternative transport can be provided, such as a taxi, at no extra cost to you, to take you to the most convenient staffed station, where a member of staff will be available to assist you. We will discuss with you how best to meet your needs and to make as much of your journey by rail as possible.

## **3 Alternative assistance transport**

### **3.1 Accessible stations**

If you wish to use a station that is inaccessible to you (for example, because of stairs) we will book a taxi, at no extra charge, to take you between the inaccessible station and the nearest or most convenient one that is accessible to you. Please speak to our Guest Service Centre to discuss your individual requirements and whether you need an accessible taxi.

### **3.2 Disruption**

If our services are disrupted, we will take all reasonable steps to provide alternative accessible transport to take you (and anyone travelling with you) to the nearest or most convenient accessible station, in line with the destination on your rail ticket. If there is no alternative accessible transport available, we will provide accommodation if required and onward travel the following morning to ensure you reach the destination on your rail ticket. There is no additional charge for this service.

### **3.3 Planned disruption**

If there is planned engineering work, our Guest Service Centre will contact you in the way you said you would prefer when you booked Assisted Travel. They will tell you about any planned disruption and any alternative arrangements. There will be no charge to travel via alternative arrangements.

### **3.4 Unplanned disruption**

If you have a ticket to travel on our services and the service is disrupted, we will take all reasonable steps to provide alternative accessible accommodation and transport, at no extra charge, to take you (and anyone travelling with you) to the destination on your ticket.

If a train cannot continue after starting its journey, our on board staff will arrange assistance for you for the rest of your journey or for accommodation, if necessary. Our staff will keep you fully informed of the changes that have to be made to allow you to complete your journey.

### 3.5 **Guest information**

We provide up-to-date information about the accessibility of stations that we serve, and our trains, within 24 hours of being told of any changes. This information will be available from the National Rail Enquires website and on **[sleeper.scot](https://www.sleeper.scot)**

We will also update our information in hard copy and alternative formats (large print, Braille and audio) at least once a year through our regular review of our Disabled People's Protection Policy and passenger document.

## 4 Tickets and Fares

We accept two types of tickets on board the Caledonian Sleeper:

- National Rail Anytime and Off Peak tickets, and BritRail passes, valid between stations served by Caledonian Sleeper for part or all of your complete rail journey. With these tickets you need to purchase an additional supplement or reservation to travel on the Caledonian Sleeper
- Caledonian Sleeper tickets - You can also buy a dedicated Caledonian Sleeper ticket which is only valid for travel on the Caledonian Sleeper and includes a reservation for your chosen type of accommodation. These tickets offer great value for money if your journey is entirely on our services.

Figure 1 shows how you can buy tickets and make reservations. For a full list of fares, please see our website, **sleeper.scot**. Please note you can book Passenger Assist using our website, Guest Service Centre or by visiting any UK rail station with a booking office.

Figure 1: **How to buy tickets**

Method	Access	Getting your ticket
Website	<b>sleeper.scot</b>	Post Self print Self-service ticket machine
Guest Service Centre	Tel: 0330 060 0500 Textphone: 01463 231 951	Post Self print Self-service ticket machine
Any UK rail station with a ticket office	Any station with a ticket office. For a full list, please see the National Rail Enquiries website, <b>nationalrail.co.uk</b> .	From ticket office

You will be able to pick up tickets and reservations for travel at any station with a self-service ticket machine. However, you will not be able to buy Caledonian Sleeper tickets or reservations from a self-service ticket machine.

If it is difficult for you to buy a ticket in advance because your disability or mobility problem means you cannot use the ticket machine to pick up your ticket, you can choose to receive tickets by post. If it is not possible to book in advance and receive tickets in the post, you will be able to buy tickets on board the Caledonian Sleeper without penalty and still receive reductions on your fare, if you are entitled to them.

#### 4.1 Disabled Persons Railcard

We accept the Disabled Persons Railcard (DPRC), which offers discounts to you and your travelling companions on a range of rail tickets, across Britain. For more information please go to [disabledpersons-railcard.co.uk](https://disabledpersons-railcard.co.uk)

Figure 2 shows the discounts available using the Disabled Persons Railcard on Caledonian Sleeper tickets. For a full explanation of our fares, please see our Guest Charter or our website, [sleeper.scot](https://sleeper.scot).

Figure 2: **Disabled Persons Railcard – discounts on fares**

Fare types	First Class Sleeper Berth	Standard Class Sleeper Berth (Twin or Solo)	Standard Sleeper Seat
Caledonian Sleeper advance fare (travel by sleeper only)	34%	34%	34%
National Rail Anytime fare	34%	34%	34%
National Rail off-peak fare	34%	34%	34%

You can find more information (including information about discounts for older and disabled passengers) available at the website **[disability-onboard.co.uk](http://disability-onboard.co.uk)**.

## 5 At stations

We serve 48 stations, all of which are managed by other operators. Access to stations varies considerably as most stations were built in the 19th century when the needs of people with disabilities were rarely considered. We are working closely with the relevant station operators (ScotRail, Virgin West Coast, London Midland and Network Rail) to try to improve access for you at these stations.

A list of stations and the train operating company that operates them is shown in Appendix 1. Station operators are responsible for the maintenance, operation and upkeep of the station.

### 5.1 Station entrances

If for any reason the operators of the stations we use have to alter their facilities, and you have booked using Passenger Assist, we will let you know beforehand about any temporary or permanent changes by putting the information on our website. We will also keep you informed by phone or email depending on your contact preferences. Station operators have a commitment not to be able to reduce access without the prior approval of the Department for Transport in England or Transport Scotland in Scotland.

Please note the ticket gates are the responsibility of the station operator who operates each station.

### 5.2 Help points

Most of the stations that we serve have help points on the station platform. If you need assistance, please use the help points to speak to the station operator.



### 5.3 Audio and visual information

At stations where there are audio and visual passenger-information systems, station operators have a duty to make sure that the information displayed is easy to see and keeps to industry standards covering train departures and other relevant messages, particularly in the event of delays or disruption. If this is not the case please let us know by speaking to on board staff or our Guest Service Centre and we will bring this to the attention of the station operator to resolve any issues.

### 5.4 Information display points

If you have arranged assistance at staffed stations, we recommend you go to the agreed meeting point to let staff know that you have arrived. There is a dedicated mobility assistance point at London Euston, Glasgow Central and Edinburgh Waverley.

For all other staffed stations, please go to the ticket office if you did not arrange an alternative meeting place when you booked the assistance. Please speak to the Guest Service Centre to agree the meeting place for unstaffed stations.

**Induction loops:** Nearly all of the stations we serve have help points fitted with induction loops. These are usually on the platform, close to entry points, or at the ticket office. If you wish to find out if there is an induction loop at the station please see National Rail Enquiries website for more information or ask our Guest Service Centre for more information.

**Telephone help point:** There are telephone help points at all 48 stations we serve and most have an induction loop. Help points are linked to the relevant station operator's communications centre. You can use the help points to check train

running times, get help during disruption and report crime and emergencies.

**Totem information points:** We are currently introducing 'totem' information points across the stations we serve. All totems will be in place on the station platform by 2018 and will operate 24 hours a day. Totem information points are for information about Caledonian Sleeper services only and you will be able to contact our Guest Service Centre direct from them. All of the totems have an induction loop and a large screen and have been tested by a group of passengers with disabilities.

### 5.5 Ticket machines

There are self-service ticket machines at many of the stations that we serve. Working with the station operator we commit to ensuring that where automatic ticket machines are provided at stations, they have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion.

As outlined in section 4, we accept two types of tickets on board the Caledonian Sleeper:

- 1) National Rail Anytime and Off Peak tickets, and BritRail passes, valid between stations served by Caledonian Sleeper for part or all of your complete rail journey. With these tickets you need to purchase an additional supplement or reservation to travel on the Caledonian Sleeper.

Please note you cannot buy a supplement or reservation for Caledonian Sleeper using a ticket machine. These can only be bought from our Guest Service Centre or our website **[sleeper.scot](http://sleeper.scot)**. You can pick up prepaid tickets for Caledonian Sleeper from a self-service ticket machine at the stations we serve. You will need the payment card you used

to buy the tickets, and your booking reference number.

- 2) Caledonian Sleeper tickets – You can also purchase a dedicated Caledonian Sleeper ticket which is only valid for travel on the Caledonian Sleeper and includes a reservation for your chosen type of accommodation. These tickets offer great value for money if your journey is entirely on our services and can be bought from our website **sleeper.scot** or our Guest Service Centre.

You cannot buy dedicated Caledonian Sleeper products from a ticket machine. If you buy tickets from the Guest Service Centre you will be able pick up pre paid dedicated 'Caledonian Sleeper' only tickets from self-service ticket machines at stations. You will need the payment card you used to buy the tickets and your booking reference number.

If you want to buy tickets for other journeys on services which are not operated by Caledonian Sleeper, the machines at the stations that we serve can issue discounted tickets to holders of a Disabled Persons Railcard (DPRC) and the holder's companion as well as the Senior Railcard and other railcards. These machines also meet the requirements of the 'Accessible Train Stations - Code of Practice' current at the time they were installed.

## 5.6 **Ticket gates**

There are automatic ticket gates at 10 Scottish stations and four English stations we serve. All of these stations have at least one automatic wide-aisle gate for passengers needing this type of access. The gates are staffed but if staff are not available to operate them, they will be locked in an open position.

Please note the ticket gates are the responsibility of each station operator who operates each station.

### 5.7 Ramps

There are ramps at all of the accessible staffed stations that we serve. We also have portable ramps on all of our Caledonian Sleeper trains. Our on board staff, or station staff, will put the ramps in place to help you on and off the train. You do not need to pre-book this service if the station you wish to use is staffed. Please let on train staff know that you will need to use a ramp at your destination station and they will deploy the ramp upon request.

Our on board staff can help you on or off the train at stations which are unstaffed or at stations where there are no staff available at the time to help you. For help going into unstaffed stations, please call our Guest Service Centre.

### 5.8 Luggage

If you are travelling with luggage, we are happy to help you. However, please bear in mind that our on board staff also have other duties so we are only aware you will need help if you have booked the service through our Guest Service Centre. If you aren't able to book, we will offer help whenever we can but unfortunately we cannot guarantee it.

There is no charge for our staff helping with your luggage. Please consider the weight, size and quantity of your luggage as there is limited space available on board. If possible, please only have one item of hand luggage (that you must be able to hold on your lap if necessary), plus up to two items of luggage each no bigger than 30cm x 70cm x 90cm (in line with National Rail Conditions of Travel).

### 5.9 Left luggage

A list of left luggage facilities at the stations we serve is shown in Figure 3. All left luggage facilities are staffed and have step free access. Please see the luggage operator at the station for prices and further details.

Figure 3: **Left luggage**

Facility	Stations
Luggage lockers	Glasgow Queen Street, Aberdeen, Inverness, Fort William
Left luggage facilities (staffed)	Glasgow Central, Edinburgh Waverley, London Euston

### 5.10 Showers

Accessible showers are available at London Euston, Glasgow, Edinburgh Waverley, Aberdeen, Fort William and Inverness. Access to showers is dependent on ticket type, please see our Guest Charter for more details.

## 6 Train information

For the first three years of our franchise, we will run the existing trains on all of our routes. You can find more information, including pictures of the inside of the train, on our website **sleeper.scot**. For each journey, passengers who are travelling in cabins will receive a tour from our on board staff to make sure they are familiar with all of the facilities in the cabins. Passengers in the seated coach receive a brief overview of facilities when they board the train. Please see Figure 4 for the accessibility of Caledonian Sleeper trains.

Figure 4: **Accessibility - Caledonian Sleeper**

Accessible cabin	Yes ( two per full-length 16-coach train)
Wheelchair access	Yes (accessible cabins only)
Accessible toilet	Yes (one per coach with accessible cabin)
Standard toilet	Yes (two per coach without accessible cabin)
Boarding ramp available	Yes
Priority seating	No
Audio information	No
Visual information	No
Staff available on board	Yes

We will introduce new Caledonian Sleeper trains by April 2018. These will have significantly improved access compared with current trains. We have consulted with user groups as part of our design review process, and look forward to delivering a significantly improved environment for our guests.

## 6.1 Audio and visual information

Because the Caledonian Sleeper service runs during the night, we do not issue audio or visual announcements except during an emergency. Until the new trains are running in 2018, there will be no public address system on board the Caledonian Sleeper.

If you wish to receive audio or visual updates during the journey (for example to let you know that you are approaching your stop), you can request this when you board from our on board staff and they will speak to you at the appropriate time.

If there is an emergency, and you have told our staff on board about your disability, they will make sure that you have enough time to prepare to leave the train. We have detailed evacuation procedures and all of our on board staff receive regular training in evacuation procedures and ensure that help is provided to passengers with disabilities.

## 6.2 Wheelchairs and scooters

You can take wheelchairs on board. Unfortunately, due to physical restrictions, we can only accept wheelchairs that are no wider than 70cm and no longer than 120cm, and the combined weight of passenger and wheelchair must be less than 300kg. Please ensure that your wheelchair meets these requirements before travel.

Due to current restrictions, we regret that we are unable to take mobility scooters on board.

### 6.3 Assistance dogs

Assistance dogs travel free on our services. We prefer all assistance dogs to travel in a cabin, (either occupied on a solo basis or with someone known to the assistance dog owner), for the comfort of other passengers that may suffer from allergies. If you book to travel in a standard sleeper seat with an assistance dog we will, subject to availability, upgrade you, free of charge, to a cabin. When you are booking your ticket, please let us know if you are travelling with an assistance dog by 3pm on the day of travel at the latest, so our on board staff can know to expect you and your assistance dog and reserve a cabin in advance.

If you do not want to book in advance and are travelling with an assistance dog, you will be able to travel subject to our normal rules of availability.

Our policy on pets is outlined in our Guest Charter.

### 6.4 Catering

Each of our trains offers a full catering service from our lounge car, offering evening meals, breakfast, snacks, hot and cold drinks and alcohol. We also offer adapted cutlery with larger handle diameters for passengers who may find these easier to use. All menus are available in large print and online from **sleeper.scot**, allowing you to plan your journey in advance.

If you have a mobility impairment which means that you are not able to eat in the lounge car, please speak to our on board staff who will be able to deliver food to your cabin.



## 7 Making connections

### 7.1 Connections to other train services

We realise you may need extra time to make train connections and to transfer between trains. Please speak to our Guest Service Centre who can advise you about the time required when booking. Further journey planning information can be found from **Traveline Scotland** on **0871 200 22 33**.

Providing you have booked assistance our on board team will assist you from the train to the station staff, who will provide assistance to your connecting train. If you haven't booked assistance please let our on board staff know so they can arrange it upon your arrival at the connecting station.

Departure platforms are always subject to change. Please ensure that you check with station staff at the station your train is leaving from.

### 7.2 Connections with other transport providers

Please see **[sleeper.scot](https://www.sleeper.scot)** for connections with other transport providers. If you have any questions, please contact the Guest Service Centre.

## 8 Contact details

We would like to hear from you about this document and how we can make our service more accessible. Your comments are always welcome and you can contact us in the following ways.

**Caledonian Sleeper**  
**Guest Service Centre**  
**1 Union Street**  
**Inverness**  
**IV1 1PP**

Phone: **0330 060 0500**

Textphone: **01463 231 951**

Email: **enquiry@sleeper.scot**

Website: **sleeper.scot**

Calls may be recorded. The maximum call charge from a BT landline is 9p plus up to 9p per minute. Business rates and calls from other networks may vary.

### 8.1 Alternative formats

We want to make the Caledonian Sleeper as accessible as possible. Please contact our Guest Service Centre or email **enquiry@sleeper.scot** to request large print, Braille and audio versions of this document, our Disabled People's Protection Policy, or our feedback forms. We will send you the appropriate version within seven days of your request.

## Appendix A

### **Accessible station facilities**

Figure 5 overleaf shows the stations that we serve. For more information on accessibility at these stations, please see the National Rail Enquiries website at **[nationalrail.co.uk/stations\\_destinations/default.aspx](https://nationalrail.co.uk/stations_destinations/default.aspx)**. This site can provide the most up-to-date information. If you need more details, please contact the Guest Service Centre or the station operator.

Figure 5: **Stations that we serve**

Station	Operator	Phone number	Step-free Access
Watford Junction	London Midland	0344 811 0133	Yes
London Euston	Network Rail	08450 000 033	Yes
Glasgow Central			Yes
Edinburgh Waverley			Yes
Crewe	Virgin	0845 000 8000	Yes
Preston			Yes
Carlisle			Yes
Glasgow Queen Street (Low level)	ScotRail	0845 601 5929	Yes
Dalmuir			Yes
Dumbarton Central			Yes
Helensburgh Upper			Yes
Garelochhead			No
Arrochar & Tarbet			No
Ardlui			No
Crianlarich			No
Upper Tyndrum			No
Bridge of Orchy			No
Rannoch			No
Corrour			Yes
Tulloch			Yes
Roy Bridge			No
Spean Bridge			Yes
Fort William			Yes
Carstairs			No
Falkirk Grahamston			Yes
Stirling			Yes
Dunblane			Yes
Gleneagles			Yes

Station	Operator	Phone number	Step-free Access
Perth	ScotRail	0845 601 5929	Yes
Dunkeld & Birnam			Yes (Southbound)
Pitlochry			Yes
Blair Atholl			Yes
Dalwhinnie			Yes (Southbound)
Newtonmore			Yes
Kingussie			Yes
Aviemore			Yes
Carrbridge			Yes
Inverness			Yes
Inverkeithing			Yes
Kirkcaldy			Yes
Leuchars (for St Andrews)			Yes
Dundee			Yes
Carnoustie			Yes
Arbroath			Yes
Montrose			Yes
Stonehaven			Yes (Southbound)
Aberdeen			Yes
Motherwell			Yes





