



CALEDONIAN
SLEEPER

Accessible Travel Plan



sleeper.scot

Why do you have an Accessible Travel Plan?

This is intended to be a simple, easy to understand document to help all of our guests - particularly older and disabled guests - to travel on the Caledonian Sleeper. Please also see our Guest Charter for details of our guest offer and our Disabled People's Protection Policy for further details.

Our Guest Charter is available in PDF and Word format from our website **sleeper.scot**, stations we serve on board the Caledonian Sleeper and from our **Guest Services Centre on 0330 060 0500**. Braille, audio and large print versions are available upon request from our Guest Services Centre.

Our **Disabled People's Protection Policy** is available in PDF and Word format from **sleeper.scot** and by calling our **Guest Services Centre on 0330 060 0500**. **Braille, audio and large print versions** are available upon request.

Our Accessible Travel Plan is available to download from **sleeper.scot** or available by calling our Guest Services Centre on 0330 060 0500.

1 Pre Travel (Research, Booking, Travel to the Station)

How do I book tickets?

Our dedicated Guest Services Centre, based in Inverness, is staffed by our ambassadors who will be happy to help with your enquiries about travelling on the Caledonian Sleeper and the facilities and accessibility of the stations we serve. They can also help you with booking both tickets and Passenger Assistance. For more details on Passenger Assistance please look at our Disabled People's Protection Policy or **disabledpersons-railcard.co.uk**

1. Book via **sleeper.scot** using the **Contact Us** form
2. Call our **Guest Services Centre** on this standard rate number – **Tel: 0330 060 0500** or **Textphone 01463 231 951**
3. Text Relay Service: **18001 0330 060 0500**
4. You can also book at any railway station with a ticket office across Great Britain

What discounts can I get?

There are a number of railcards that can be used on the Caledonian Sleeper. A Disabled Person's Railcard (DPRC) offers 34% discounts to you and your companions on a range of rail tickets across Britain. For more information please see: **disabledpersons-railcard.co.uk**. There is also the Senior Railcard for those over 60 which offers discounts of 34% on National Rail and Caledonian Sleeper tickets.

Please note that concessionary discounts for guests who are blind or travelling in a

wheelchair are only available on National Rail tickets, not dedicated Caledonian Sleeper tickets. Concessionary discounts can only be booked via our Guest Services Centre or at staffed stations. For a full explanation of our fares, please see sleeper.scot

Where can I get more information on discounts?

Detailed information (including a range of discounts available to older and disabled guests) can be obtained from 'Rail Travel Made Easy' guide published by the Association of Train Operating Companies (ATOC) available from disability-onboard.co.uk. Alternatively please contact our Guest Services Centre on **0330 060 0500**.

When do I need to book to get assistance?

We recommend you book travel assistance when you book your journey and at the latest by 3pm on the day of travel. This ensures that, where possible, we are able to make necessary arrangements to help you get on and off the train and provide any particular support you will find helpful on board.

When you book travel assistance, we strongly encourage you provide us with your mobile number and email address so we can contact you if disruption occurs and keep you informed of alternative arrangements to make your journey as enjoyable as possible.

Can I travel with my assistance dog?

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 the latest 3pm, so our on board staff can know to expect you and your assistance dog and reserve a cabin in advance. We will review this policy based on usage in the first year of franchise and agree any changes with Transport Scotland and Office of Rail Regulation.

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.

I am travelling in a wheelchair, are there any restrictions?

Wheelchairs can be taken on board. Unfortunately due to on board restrictions, we are only able to accept wheelchairs provided they are not wider than 70cm, no longer than 120cm and the combined weight of guest and wheelchair is not more than 300kg.

Due to current rolling stock restrictions, we are not able to take mobility scooters on board. We will review this throughout the franchise and update our policy if possible. We will also take this into consideration when designing our new trains.

What help can I expect with luggage?

If you are travelling with luggage, we are happy to help you. However, please bear in mind that our on board staff members also carry out a range of other duties so we are only aware of your needs when you have pre-booked the service via the Guest Services Centre. If you aren't able to book assistance when booking your ticket, we will offer assistance whenever we can. Unfortunately we cannot guarantee assistance if it is not pre-booked.

How much luggage can I take?

Please consider the weight, size and quantity of luggage as the service will be limited by the individual staff member's ability to lift your luggage. Please keep luggage where possible to single item of hand luggage that must be capable of being held in your lap if required, plus up to two items of luggage each not exceeding 30 x 70 x 90 cm in size, in line with National Rail Conditions of Carriage. Please see here for more information on buggies, scooters etc:

nationalrail.co.uk/times_fares/46427.aspx

2 At Stations

What facilities are available 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 disabled people were rarely considered.

We provide up-to-date information about the accessibility of stations and our trains within 24 hours of being notified of any changes. This regularly updated information will be available from the National Rail Enquires website and via **sleeper.scot**. Some of the small stations we serve are unstaffed – this information can be found on our website or by calling our Guest Services Centre.

What do I do if I want to speak to someone at an unstaffed station?

Most of the stations that we serve have help points which are clearly signposted on the station platform. Please use the help points to speak to the relevant station operator if you require assistance. Most of these help points are fitted with an induction loop.

We are planning to have our own digital information points, known as totems which will be in place at all stations by April 2018. For more detail please see our Guest Charter.

3 Boarding

Are there ramps available on board?

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 staff, or station staff, deploy the ramps and provide assistance to you to board the train.

Our on board staff can help you on or off the train at stations which are either unstaffed or at stations where there are no station staff available at the time. For assistance to enter the unstaffed stations please call our Guest Services Centre and you will be advised of the necessary arrangements.

What on board assistance is available?

Disabled guests requiring assistance should advise either our Guest Services Centre in advance of their journey, or our on board staff at the time of boarding, if they require any particular assistance during the journey or in the event of an emergency.

4 Security and Comfort

What help do staff provide?

Our stewards are trained to assist disabled guests. If it is the first time you've travelled on the Caledonian Sleeper, our on board staff will familiarise you with our facilities. Please bear in mind that our on board staff are not trained carers, so they will not be able to assist you with feeding, administering medicine or toilet visits. On board assistance includes cabin service for those unable to access the Lounge Car. Each cabin has a button to call for assistance.

What happens if things go wrong?

We will do our best to keep you informed if there's a delay or disruption to our services. When you book Assisted Travel, our Guest Services Centre will take note of your preferred method of communication.

If there's a problem with the journey when you are on board, we will give appropriate consideration to guests needing assistance, which is why you should inform us of any requirements when booking and again to on board staff when you board.

If a train terminates en-route short of its destination, our on board staff will make the necessary arrangements for your assistance or onward accommodation with appropriate onward travel. Our on board staff will keep you fully informed of the changes that have to be made to allow you to complete your journey.

When you book assistance, 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 destination on your rail ticket. Should alternative accessible transport not be possible we will provide accommodation if required.

5 Boarding and Security

What does on board look like?

Detailed information, including pictures of the train interior, can be found on sleeper.scot from 1st April 2015 and will be added to future versions of this travel plan.

We offer the choice of travelling in seated accommodation or accommodation in cabins. For more details please see our Guest Charter.

What on board assistance is available?

Disabled guests requiring assistance should advise either our Guest Services Centre in advance of their journey, or our on board staff at the time of boarding, if they require any particular assistance during the journey or in the event of an emergency.

6 Washing

What washing and toilet facilities are available?

Every train car has a standard toilet. On every Caledonian Sleeper, the accessible cabin is next to a wheelchair accessible toilet.

If you want to book seated or cabin accommodation close to a toilet, please make this known at the time of booking and we will do our best to accommodate your requirements. However, please note we cannot guarantee this. There are no en suite toilets.

Every cabin has a washbasin with running water and a toiletry kit.

Are there baby changing facilities available?

Unfortunately, there are no specific baby changing facilities available in the existing trains.

7 Catering

What food and drink can I expect?

Each of our trains offer a full catering service from our Lounge Car with evening meals, breakfast, snacks, hot and cold drinks and alcohol. Our menu includes options for guests with dietary requirements (*i.e. gluten free*) or allergies. Please see our Guest Charter for more details.

We also offer assistive cutlery for guests for those who may find it helpful. All menus are available in large print and also online to let you plan in advance. If mobility issues mean you are not able to access the Lounge Car, please speak to our on board staff who will be able to deliver food to your cabin.

8 Entertainment

What entertainment is available?

Our Lounge Car has a small library, including a limited number of large print books. There are also games for our guests.

Are powerpoints available on board?

There are standard UK 3-pin power sockets in the Lounge Car for recharging laptops and mobiles, located on the tables between the sofas. Unfortunately, there are no power sockets on the Caledonian Sleeper suitable for medical machines.

9 Breakfast

Is breakfast available on board?

Hot and cold breakfast is available on board. For full details please see our Guest Charter.

10 Departing

How accessible are the showers?

Disabled access showers are available to use at London Euston, Glasgow, Edinburgh Waverley, Aberdeen and Inverness stations.

Access to showers is dependent on your ticket type. Please see our Guest Charter for more details.

What about connections to other train services?

We realise you may need extra time to make train connections and to transfer between trains. We recommend a minimum of 10 minutes to make a transfer. However, if you think you need more time to transfer please speak to our Guest Services Centre so they can provide further information or arrange for any further assistance you may require.

11 Reflection and Feedback

We have a guest excellence programme and always welcome guest feedback. If you have any feedback please let us know either by

Email: enquiry@sleeper.scot

Letter:

**Caledonian Sleeper
1 Union Street
Inverness
IV1 1PP**

Telephone: **0330 060 0500**

Textphone: **01463 231 951**

TextRelay: **18001 0330 060 0500**

Please note that calls may be recorded. Max call charge from a BT landline is 9p plus up to 9p per minute. Business rates and calls from other networks may vary.

LONDON-SCOTLAND

FASTER SLEEP

*London to Scotland
via The Land of Nod*



CALEDONIAN SLEEPER

Make the most of the day and the night - take the new Caledonian Sleeper to Scotland. Leave London in time for a night cap in the on board bar and dine from a menu created from the finest Scottish produce. Enjoy a peaceful night's sleep in your cosy cabin and wake refreshed to breakfast in bed. Why fly when time flies on the sleeper?
It's like night and day.

For the best prices and latest offers, book online at
sleeper.scot