

Train Accessibility Guide

ACCESSIBLE TRAVEL POLICY **APRIL 2020**

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Making Rail Accessible: Helping Older and Disabled Passengers

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Train Accessibility Guide



Type of Train

We operate British Rail Mark 5 (CAF) on all routes.



Staffing

All of our trains are served by a team of onboard hosts who can provide assistance to guests.



Ramps to board the train

We have ramps onboard on every train.



Wheelchair and Scooters

We can convey scooters and wheelchairs up to 70 x 120 cm and 300kg (combined weight of scooter and passenger).

Each of our services has one or two seated coaches which each provide a wheelchair space. Guests travelling to and from Fort William need to change seated coaches at Edinburgh Waverley station by getting off the train and boarding again in another part of the train. Our onboard hosts can assist you with ramps, luggage and guidance.

Train Accessibility Guide



Seated Coach

All guests need a ticket and seat reservation to travel on our services. If you have a preference on where you sit based on your access needs, please advise us when you make your booking. Our Club Car has accessible seating options, including a table suitable for wheelchair access.



Accessible Toilets

Each seated coach provides access to an accessible toilet. For guests staying in an accessible room, there is an accessible toilet adjacent to the room. Standard toilet facilities or en-suite facilities are available for guests staying in other (non-accessible) rooms.



Audio announcements

As we run sleeper services, we only make audio announcements in emergencies and for final destinations. Please advise our onboard hosts if you need assistance with announcements or stopping times.



Visual announcements

Each coach provides a screen which displays passenger information such as next stop, points of interest, current location, destination and times. Please advise our onboard hosts if you need assistance with information or stopping times.

Rooms

Every room on board our new trains captures the spirit of the Caledonian Sleeper, with handcrafted Glencraft mattress for the ultimate sleep. Here are some key features of our different room options.



Caledonian Double

- Double bed
- Breakfast included
- En-suite toilet shower
- In-room washbasin
- Station lounge access
- Priority Club Car access
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users



Club Room

- Twin bunk or single bed options
- Breakfast included
- En-suite toilet shower
- In-room washbasin
- Station lounge access
- Priority Club Car access
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users





Classic Room

- Twin bunk beds
- Breakfast available to purchase
- In-room washbasin
- Interconnecting door option
- Wifi
- Mobile Charging Points*
- Room service
- Keycard entry system
- Temperature control and dimmable lights
- Not suitable for wheelchair users



Accessible Room



- Double bed or bunk bed options
- In-room lowered washbasin and table
- Two emergency alarms
- Multiple Mobile Charging Points*
- Access to Club Car: There is only a limited number of accessible rooms which provide wheelchair access to the Club Car. This will be discussed and agreed with you before making your booking
- Accessible Toilet: There is an accessible toilet adjacent to each accessible room. Please note that these are not en-suite access or have shower facilities. They are accessible to anyone that needs to use them during the journey
- Access to the Station Guest Lounge, with accessible showers at selected stations.
- Wifi
- Room service
- Keycard entry system
- Temperature control and dimmable lights



* Charging information on next page.




Charging Information

-  Please be aware that the Mobile Charging Points on board are designed for items like mobile phones, tablets and laptops.
-  We are unable to offer a power supply for charging wheelchairs or medical equipment such as ventilators, however subject to availability we would be able to offer this in our dedicated station lounges.

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

 Twitter: @CalSleeper

 Facebook: @caledoniansleeper





www.sleeper.scot