



# Getting around London

Your Large Print guide  
to accessibility

September 2015



# Key to symbols

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Access without escalators or steps



Access via lift(s)



Access via ramp (please be aware that some ramps are steep)



Taxi rank



Toilets in stations,  
suitable for wheelchair users



Toilets in stations



Interchange with London Underground



Interchange with London Overground



Interchange with DLR



Bus station at this location



Interchange with National Rail trains



Interchange with Riverboat services



Interchange with Emirates Air Line

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# Introduction



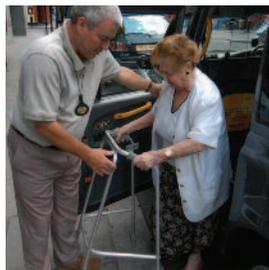
London is fast becoming one of the most accessible cities in the world, and we hope that this guide helps you to make the most of the transport options available to you, including assisted public transport.

The guide explains how to use each mode of public transport, one by one.

We have provided you with the necessary information you will need to plan and make your journey, depending on your specific requirements, including the range of products available for different access needs.



For the Docklands Light Railway, we have also provided alphabetical lists of all stations, complete with concise information on accessibility, changing between other means of transport and station facilities.



For Thames riverboat services, we have provided a list of all operational piers on the River Thames in London that are served by riverboats, complete with information on accessibility, changing between other means of transport, and pier facilities.

The guide also includes information on the Freedom Pass, a scheme that allows free travel around London for people over 60 and eligible disabled people.



Also included are full explanations of Journey Planner and the Interactive Journey Map. These two facilities on the Transport for London website, allow you to plan journeys and check information with your own access requirements in mind.



We have included links to the following maps for ease of reference:

- [Freedom Pass network](#)
- [Tramlink map](#)
- [River maps](#)
- [Tube map, including Docklands Light Railway, London Overground and Emirates Air Line](#)



You can also request the most up-to-date edition of all maps produced by TfL via our 24 hour travel information helpline: **0343 222 1234\***.



To get an idea of what it's like travelling in London and what facilities are available to help you, [watch our 'how to' films](#).



\* Service and network charges may apply. See [TfL call charges](#) for details.

## Safety and Security

Transport for London (TfL) is committed to working with the police to make London's transport system even safer. Our aim is to make the system safe and secure for all travellers and the most recent results show the risk of becoming a victim of crime while travelling on London's transport system is at its lowest level since records began.

We care about passengers and every journey they make, and we are working to make you safer in a number of ways:

- Over 2,500 TfL funded officers from the Metropolitan Police Service (MPS), British Transport Police (BTP) and City of London Police to patrol the bus, Tube, Tram, Docklands Light Railway (DLR) and London Overground networks
- Specialist transport police units to focus on issues such as illegal cabs, criminal damage, theft, robbery, cycle safety and security and staff assaults
- Hundreds of Revenue Protection Inspectors to patrol the Tube and bus networks to reduce fare evasion and tackle anti-social behavior
- Thousands of front line staff to provide customer service and reassurance to passengers 24/7
- CCTV cameras to cover all of London's buses, as well as bus, Tube, DLR, London Overground stations and London River Services (LRS) piers. All buses are fitted with CCTV cameras and over 13,000 CCTV cameras are in place across London Underground stations, covering ticket hall areas, walkways, platforms and trains with more being fitted as part of our investment and refurbishment programmes.
- There is an alcohol ban on TfL services to make travelling a more pleasant experience

- Passenger alarms on Tubes and trains and Help points at many Tube, bus, London Overground stations and LRS piers which you can use to communicate with staff or the Police, and most have induction loops for customers who use hearing aids. On the Tube, every carriage is fitted with passenger emergency alarms
- Joint transport and police control centres operating 24 hours a day, seven days a week, connecting transport staff to the police in case of an emergency

There are local transport policing teams working across the entire transport network to reduce crime and anti-social behaviour, and help people feel safer and more secure when travelling in London.

The TfL funded MPS Roads and Transport Policing Command is dedicated to policing the road and surface transport network, ensuring our passengers have safe, secure, and reliable journeys. Within this Command, there are dedicated Safer Transport Teams in every London borough, providing high visibility policing across our road and surface transport services.

The BTP are responsible for policing the rail network, including the Tube, DLR, tram and London Overground. The BTP have Neighbourhood Policing Teams across the network, to deal with local concerns and provide a visible and familiar presence.

Find out more about your local [\*\*transport policing\*\*](#) teams.



## Buses

Buses are a highly accessible way to travel around London.

All of London's 700 bus routes are served by low-floor, wheelchair accessible vehicles (excluding Heritage Routemaster buses covering parts of route 15). The ramps on all buses must be in full working order at all times. Any bus with a defective ramp is taken out of service at the earliest opportunity.

Wheelchair and mobility scooter users travel free on buses, as well as Freedom Pass holders (see pages 37 to 43 for full details). Children and young people under the age of 18 in full-time education are also allowed to free travel on buses.

London's buses are fitted with iBus, the on-board visual and audible "next stop" announcements. The system helps passengers know exactly where their bus is and what the next stop and final destination will be.

Journeys by bus and/or other forms of transport can be planned on-line using [Journey Planner](#) on the TfL website (see pages 33 to 36 for full information).

Journey Planner enables you to plan journeys that do not involve the use of stairs and escalators.

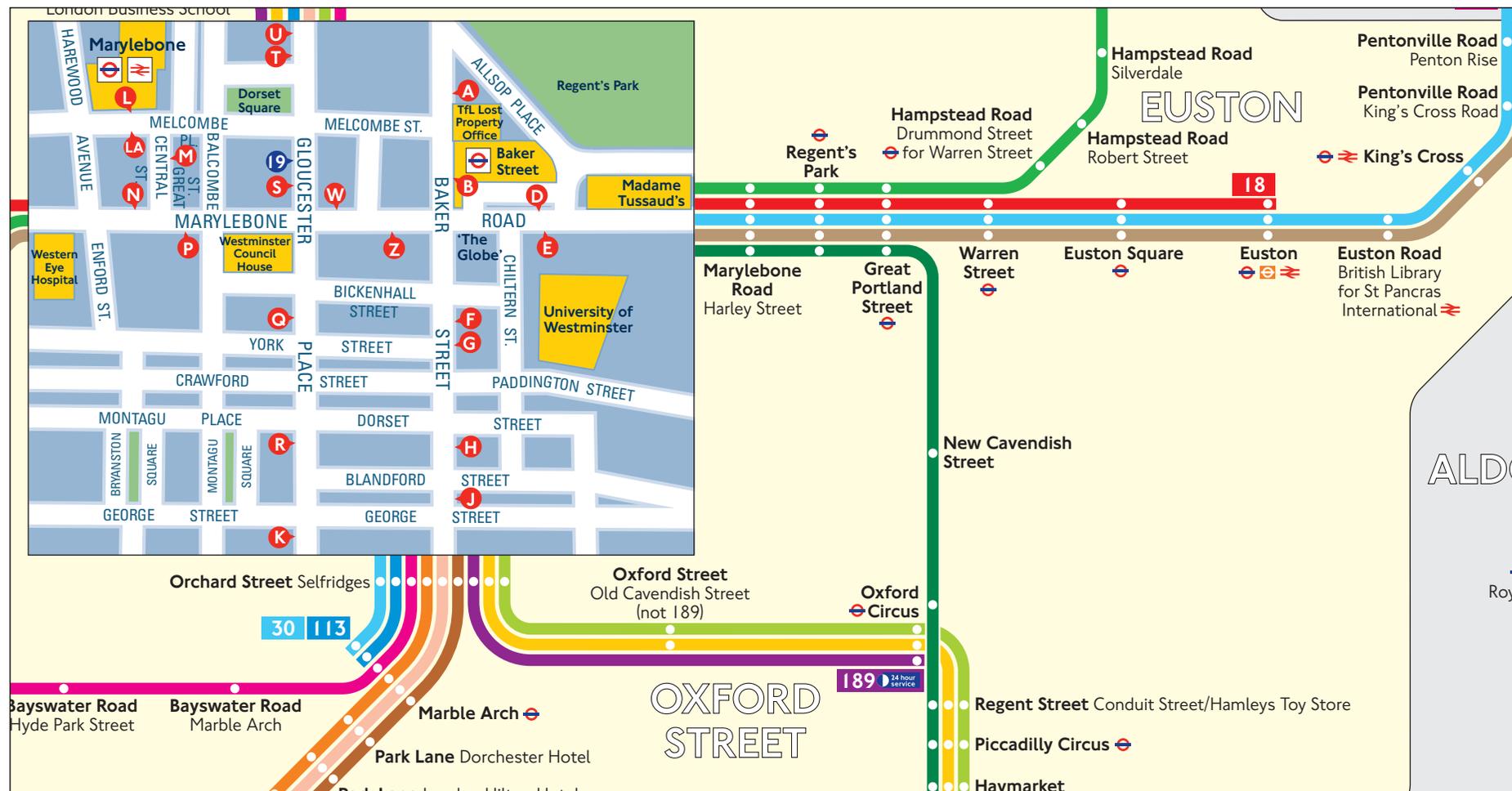
If you do not have access to the internet, up-to-date information about bus routes, timetables and fares is available by calling the 24 hour travel information helpline **0343 222 1234\***.

\* Service and network charges may apply. See [TfL call charges](#) for details.

## Bus spider maps

If you have access to the internet, you can view [bus 'spider' maps](#) on the Transport for London website.

These diagrammatic maps illustrate the full range of bus routes that serve areas throughout London.



## Using buses

All buses are low-floor vehicles (excluding Heritage Routemaster buses covering parts of route 15), which means that the doorways are closer to pavement level when the bus stops and the doors open. This enables all customers, including people using wheelchairs, people with buggies, people with assistance dogs, and people with other mobility impairments, to get on and off buses easily\*.

Every bus also has a retractable ramp, which connects the floor of the bus directly with the pavement, making access possible for wheelchair users. Sometimes the ramp may have problems extending and in these cases the driver can move the bus to a different part of the pavement as this may help. Please don't be afraid to ask.



\* The wheelchair space on buses can take a wheelchair up to 70cm in width and 120cm in length.

Some smaller mobility scooters can also be accommodated but larger models cannot be carried.

Further information can be obtained by calling **020 3054 4361**.

## Passengers using wheelchairs or small mobility scooters

On all buses, there is room for one person using a wheelchair or mobility scooter. Wheelchairs can be accommodated up to a size of 70cm wide by 120cm long and mobility scooters up to 60cm wide, 100cm long and a turning radius of 120cm. The ramp on all buses shows a maximum weight limit (generally 300kg), so wheelchairs and mobility scooters plus rider can be carried up to this weight. To use a small scooter on London's buses you will first have to have your scooter approved as suitable through our Mobility Aid Recognition Scheme, details on page 11 of this guide.

On most buses you'll be boarding at the centre doors, where the ramp is located, so you might find it easier to position yourself a little way along the pavement, before the stop, to allow the driver to see you sooner. Some single-deck buses only have a single door at the front but the driver can still extend a ramp for you to board or alight through this door.

When boarding the bus, the front doors will stay closed so passengers getting on don't obstruct you as you board. The centre doors will open so passengers can get off. For safety reasons, the centre doors will then be closed and the wheelchair ramp extended. Once the centre doors are opened it's safe for you to board the bus. It's best to board forward as it is both safer and easier to position yourself once on board.

Once on board, position yourself in the wheelchair space, with your back against the backrest and your brake on or motor disengaged if you have one, to make sure your chair doesn't move when the bus does.

To leave the bus, press the button with the wheelchair symbol on it, next to the wheelchair space, shortly before your stop.



This button has a distinct sound and a light will appear on the driver's dashboard to let them know yours is the next stop. The bus will pull in close to the kerb. The front doors will stay closed to give you time to get off. The centre doors will open so other passengers can get off. The centre doors will close and the driver will extend the ramp. The centre doors will reopen so you can leave the bus facing forward. If you experience any problem using the bus network with your wheelchair or mobility scooter, please contact **0343 222 1234\***.

## Passengers with buggies

All London bus routes are served by low-floor, wheelchair-accessible, buses which means that they are designed to provide easy access and on-board space, specifically for wheelchair users and buggies.

If a wheelchair user wants to board the bus, however, you might be asked to either share the space, move the buggy to a different part of the bus or as a last resort, fold your buggy down. You will be given time to do this. Please follow the driver's instructions. Wheelchair users have priority over anyone else in this area because it is the only place for wheelchairs to travel safely.

Please remember that, for safety reasons and general passenger comfort, buggies cannot be left in the middle of the bus.

As a buggy user, you should be able to board any low-floor bus, unless the driver thinks that it is too crowded for you to travel safely. You will only be refused entry to board a bus if it is really necessary.

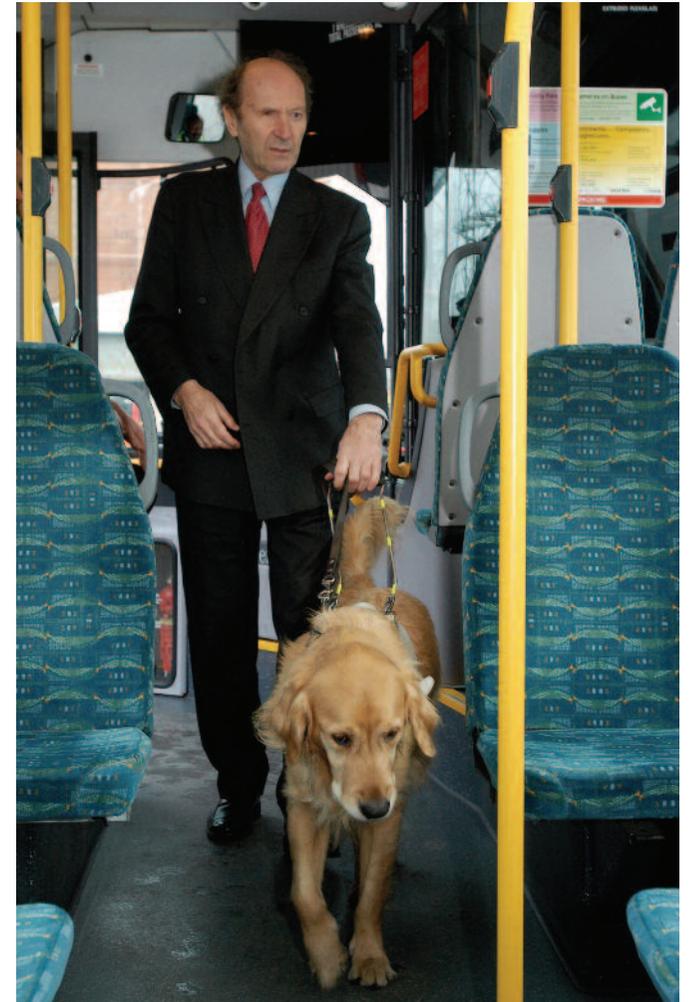
Single buggies should be wheeled through the doors at the front of the bus towards the wheelchair area. If a single buggy is too wide to fit through the doors and down the aisle, it must be folded up.

If you are using a double buggy, it's fine for you to get on the bus at the back exit doors, but please check with the driver first.

\* Service and network charges may apply. See [TfL call charges](#) for details.

## Passengers with assistance dogs

London Buses welcome all assistance dogs, including guide dogs, hearing dogs, fetch and carry dogs, mental health companion dogs, and dogs that can sense when their owner is about to have an epileptic fit. All we ask is that your dog doesn't block the gangway. There is no limit on the number of assistance dogs the bus driver can allow on the bus, as long as there is space.



## Mobility Aid Recognition Scheme

The TfL Mobility Aid Recognition Scheme has been designed to help anybody with a mobility aid who wishes to use London's buses.

The scheme is primarily aimed at people with mobility scooters but may also be used by people with manual or powered wheelchairs, mobility walkers or shopping trolleys, where these are used as a mobility aid. Be aware that only certain models of mobility scooter can fit on London buses, so you should check first.

Customers who wish to be part of the scheme should first contact our [Travel Mentoring Service](#) who will ask you a few questions to check that your mobility aid is suited to bus travel. Whilst most wheelchairs and some mobility scooters will fit on London's buses, some are too large, so we need to understand which mobility aid you will be using.

You will then be offered the opportunity of an accompanied journey to check the suitability and size of your device. This is a great opportunity to receive hints and tips on the safest and best way to board and alight and get in and out of the wheelchair space on London's buses.

If your mobility aid is suited to bus travel, you will be given a 'Mobility Aid Card' which you can keep with you and show to bus drivers so they know your device is suited to bus travel.

If you want further advice or have any questions about the scheme, including whether or not your mobility aid is suitable for bus travel, please call the Travel Mentoring Team on **020 3054 4361** or email [\*\*travelmentor@tfl.gov.uk\*\*](mailto:travelmentor@tfl.gov.uk).



## Tube

Tube improvements are resulting in improved access across the Tube network. The station refurbishment programme has introduced improvements such as tactile strips on staircases and platforms, more Help points and more seating on platforms. We have also introduced clearer priority seating signs on our trains.

As part of our Tube improvements new trains are running on the Victoria, Metropolitan, Circle and Hammersmith & City lines, providing improved access. New trains are also coming on the District line, and will be fully introduced by 2016. All our new trains include features such as improved audio and visual customer information, better visual contrast and more multi-purpose areas for wheelchairs, luggage and pushchairs.

There are currently 66 Tube stations with step-free access between the street and the platform. The next decade will see around 30 more Tube stations made step-free.

Including the Tube, DLR and London Overground there are 156 step-free stations in total right now. Extra step-free Tube and Overground stations, plus 30 Crossrail stations in London from 2019, will increase this number significantly in the next 10 years .

We have also made improvements at many stations to reduce the step and gap between the train and the platform. We have done this either by raising the level of the platform to that of the train, or by introducing trains with lower floors on some lines.

This guide will provide you with the necessary details for you to make an informed decision about your journey and to make you aware of the support available while you are on the move.

## Planning your journey

Journeys by Tube and other modes of transport can be planned online using [Journey Planner](#). Journey Planner allows you to plan journeys with step-free access from street to the platform or the train, or to avoid stairs or escalators (see pages 33 to 36 for full information).

We produce a range of products specifically for customers with different access requirements:

**Step-free Tube guide**: This guide covers the Tube, London Overground and DLR networks showing stations that are step-free between the street and platform/train, plus information about the step and gap between the platform and train. It also shows where you can change step-free between different Tube lines, and between Tube lines and National Rail services.

You can order it by calling **0343 222 1234\*** or going online.

**Avoiding Stairs Tube guide**: This guide shows all Tube and DLR stations where you can use lifts, escalators or ramps between the street and platform. It will also show where you can change between different Tube lines or between Tube lines and National Rail services without using stairs. Available online.

**Describe Online**: For visually impaired customers, this website provides text guides to a number of stations. It describes the layout and routes around the station and can be used with screen reading software.

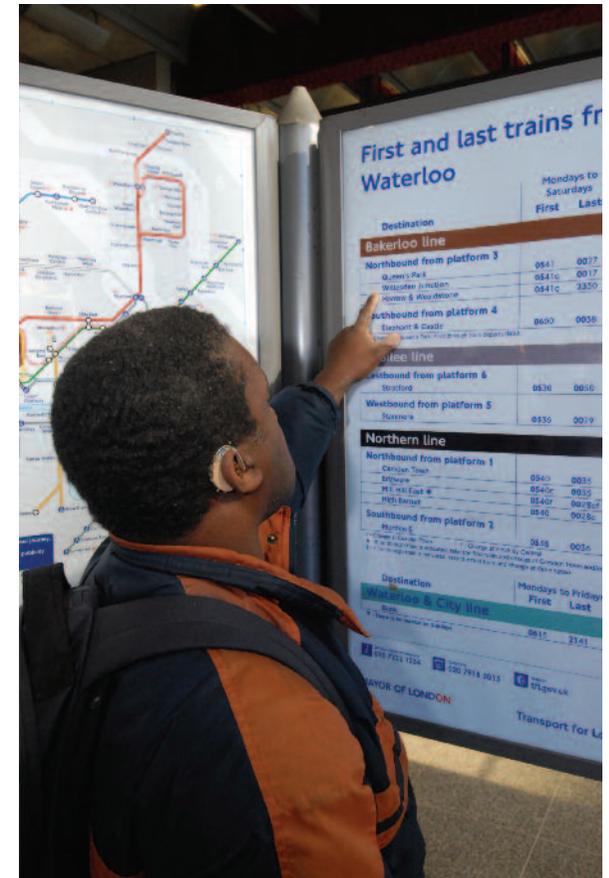
\* Service and network charges may apply. See [TfL call charges](#) for details.

**Tube toilet map:** This map shows the location of toilets and baby changing facilities on the Tube, London Overground and DLR network, including which toilets are suitable for wheelchair users or those with mobility impairments. Available online.

We also provide a range of our standard information products in different accessible formats such as **large print**, **black and white** and **audio maps**. For more details on London Underground accessibility maps and guides **please visit our website**.

To order copies of these maps and guides you can go online to **[tfl.gov.uk/accessguides](http://tfl.gov.uk/accessguides)**.

If you do not have access to the internet, you can order all the maps and guides mentioned above, as well as get up-to-date information about Tube services, timetables, fares and accessibility by calling the 24 hour travel information helpline **0343 222 1234\***. You can also use Textphone **020 7918 3015**.



\* Service and network charges may apply. See **TfL call charges** for details.

## Travelling on the Tube

Many Tube stations are accessed via steps and escalators, so if you are unable to use these you should check before you travel using the resources in the previous section, to ensure your route is suitable.

If you need help buying a ticket, you can ask a member of staff. Many stations have wider ticket gates, which can be used independently by customers using wheelchairs and customers travelling with assistance dogs or pushchairs.

If you need assistance getting to the platform, you can ask a member of staff for help. They will escort you to your train and arrange for you to be met at your destination if necessary. At some stations staff can deploy boarding ramps to help wheelchair users board and alight trains. This service is available at 33 stations.

Refer to the [Step-free Tube guide](#) for further details.

For your safety and that of others, if you are a wheelchair user, you will not be allowed to travel on escalators whilst in your wheelchair. If you are able to stand unaided, staff may be able to assist by carrying your wheelchair. All our staff receive regular training and will be able to help if it's safe to do so. Assistance dogs are allowed to use escalators provided that they have been specifically trained to do so by a recognised organisation. If your guide dog is unable to use escalators, staff will help you avoid them or stop them to allow you and your dog to walk. However, at busy times it may not be possible to stop escalators straight away, as it may cause overcrowding.



Toilet facilities are available at some Tube stations and may be located in the ticket hall or at platform level. Our [Tube toilet map](#) provides more details but if you want to know the exact toilet location check with station staff. If you need to use the toilet whilst travelling but find it locked, please ask a member of staff for assistance. There may be a charge for using some toilet facilities.

When boarding the train, be aware that there may be a gap between the platform and the train, and a step up or down onto the train. At some stations there are platform humps which raise sections of the platform to the same level as the train. Please note that only a few doors of the train will have level access on these platforms. At other stations, there may be level access along the length of the platform. If you are boarding the train at one of these, please check what level access is available at your destination and ensure that you travel in the correct carriage if necessary.

Stations where there is no step and gap between the platform and the train are indicated on the Tube map by a white wheelchair on a blue badge; those where there is a step and/or gap are indicated by a blue wheelchair on a white badge.

All train carriages have clearly marked seats near the doors which are designated for customers who are less able to stand. These are identified by notices and should be kept free or vacated for disabled passengers, pregnant women, older customers, those travelling with children and anyone less able to stand. If you need a seat and no one offers, feel free to ask the customers occupying the priority seats.

All trains have audio announcements which state the train destination, the next station and any interchanges available. The District, Jubilee, Metropolitan, Northern, Piccadilly and Victoria lines also have visual information displays in the trains.

In the event of an emergency, you may be asked to evacuate a station or train. Staff will provide you with instructions and extra assistance if required. If you need help while travelling on the Tube, please ask a member of staff and they will do their best to assist you. They can be contacted via a Help point if you can't see them on the platform.

The last Underground trains leave central London at around 0030.

## Tube improvements

There are a range of **improvements** to the Tube which will provide new trains and more frequent services. The planned changes will also deliver improvements which will help to make the Tube more accessible to disabled customers.

At some stations, staff can deploy boarding ramps to help wheelchair users board and alight trains. This service is available at 33 stations.

## Victoria line

A fleet of new trains are running on the **Victoria line**. These have a number of improvements to make them easier for disabled customers to use. They include dedicated wheelchair spaces on each train, improved audio and visual customer information and better contrast throughout.

We've also introduced platform humps at all Victoria line platforms (except Pimlico) to provide level access between the train and the platform, making it easier to get on and off.

## Metropolitan line

New air conditioned trains have been introduced on the **Metropolitan line**. They have four dedicated wheelchair spaces and walk-through carriages to allow customers to move through the train. They also have both audio and visual customer information. The new trains have lower floors to provide improved level access between the platform and the train.

## Circle, District and Hammersmith & City lines

New trains, with a similar design to those on the Metropolitan line were introduced on the Circle and Hammersmith & City lines this year. By 2016 the new trains will be introduced on the District line.

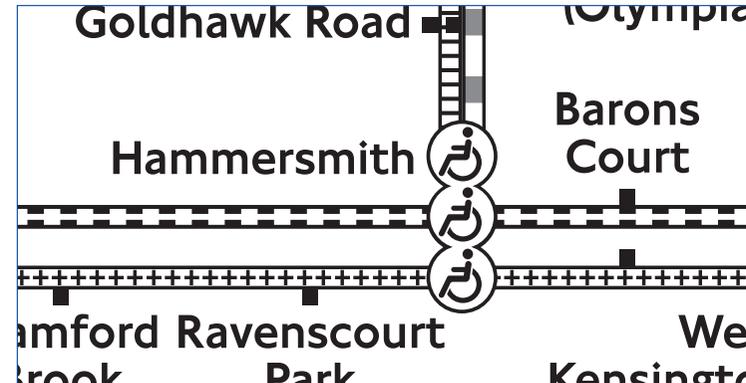
Please visit [tfl.gov.uk/tube-improvements](http://tfl.gov.uk/tube-improvements) to find out more about the improvements on London Underground.

If you have any questions about any of these improvements, you can contact the **Customer Service Centre** on **0343 222 1234\***.

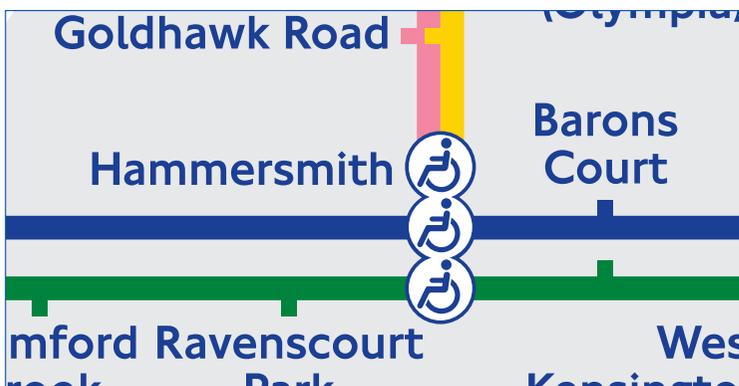
\* Service and network charges may apply. See [TfL call charges](#) for details.



Standard Tube map



Black & white large print Tube map



Large print Tube map



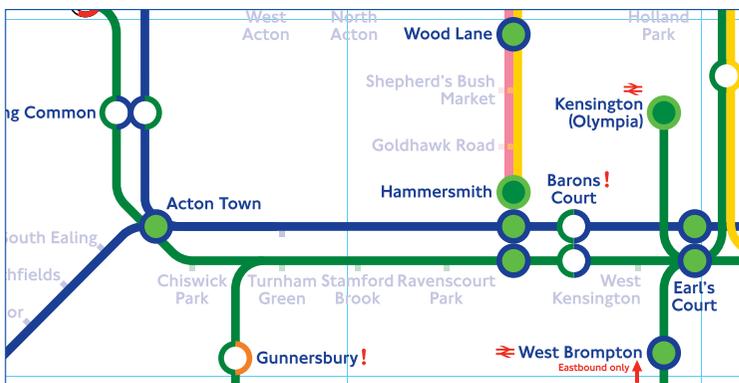
Step-free Tube Guide



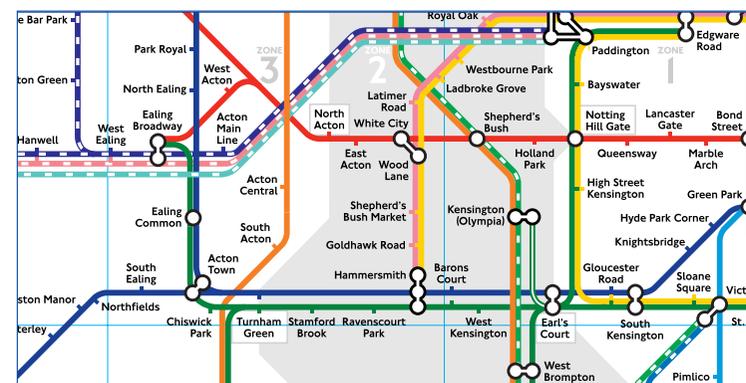
Toilet map



Taking bikes on the Tube



Avoiding stairs map



London's Rail & Tube services map

## Assisted transport

Assisted transport is intended to provide older and disabled people, for whom public transport is not always accessible, with the freedom to travel around London. Three services are available: Dial-a-Ride, Taxicard and Capital Call.

Information on these services and the Dial-a-Ride Travel Mentoring Service is provided on the following pages. To use these services, please follow the application process described in this booklet.

To be entitled to Dial-a-Ride or Taxicard membership you must have a permanent or long-term disability that means you are unable, some or all of the time, to use public transport services. Membership of Capital Call is only available to Taxicard members in certain London boroughs.



The future of Capital Call is currently under review.

New applications for membership are not currently being accepted, pending the outcome of this review.



## Dial-a-Ride

Dial-a-Ride is a multi-occupancy door-to-door transport service for disabled people who cannot use buses, trains or the Tube. It can be used to pre-book journeys (usually on the day before travel) to go shopping, visit friends and family and other recreational activities. It cannot be used to travel to and from hospital appointments, local authority day centres or for school journeys as there are other services available for these purposes.

Dial-a-Ride uses a variety of vehicles including accessible minibuses, people carrier style vehicles and saloon cars. The majority of vehicles used by Dial-a-Ride are wheelchair accessible. Many can also accommodate scooters as long as the passenger can transfer to a vehicle seat.

To be eligible to use the service you must have a permanent or long-term disability, which makes you unable to use mainstream public transport services some or all of the time.

For further information on how to join call the helpline on **0343 222 7777** or visit the [TfL website](#).



## Taxicard

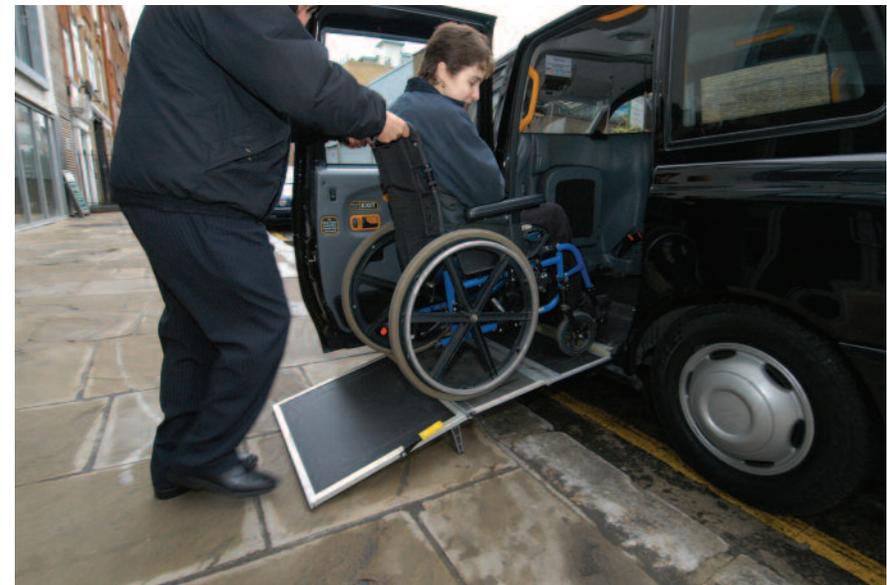
All London taxis are wheelchair accessible and Taxicard provides scheme members with subsidised fares for pre-booked journeys. Taxicard trips are provided by more than 5,000 London taxis and licensed minicabs and in 2014/15 over 1.2 million Taxicard trips were made.

You can only make a limited number of Taxicard trips each year. Fares start at £2.50 and are dependent on distance and other factors. To find out if you are entitled to a Taxicard, contact your London borough council or the London Councils Taxicard Unit:

**London Councils – Taxicard**  
**59<sup>1</sup>/<sub>2</sub> Southwark Street**  
**London**  
**SE1 0AL**

Telephone: **020 7934 9791**

Email: [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk)





## Capital Call

Capital Call is an assisted transport service that uses licensed minicab operators to provide trips for Taxicard members who live in a borough where there is a shortage of taxis available. When a member is unable to book a Taxicard journey because a vehicle is not available they can instead make a Capital Call booking.

Unlike Taxicard, there are no meter charges. You will be told the cost of your trip at the time of booking. Capital Call is a subsidised service, and all members of Capital Call are given an annual budget to cover the cost of trips. Capital Call bookings can only be made during normal office hours, but you can take your trip at any time.

If you are a Taxicard member, to find out if you live in a borough served by Capital Call you should call the Transport Co-ordination Centre, telephone: **020 7275 2446**.

If you are unable to use buses, trains or the Tube to travel to work, you may be entitled to assistance from the Department for Work and Pensions, through the Access to Work scheme. Full information on Access to Work can be found online at [jobcentreplus.gov.uk](http://jobcentreplus.gov.uk).



If you do not have access to the internet, you can contact the Access to Work Business Centre:

**Access to Work  
First Contact Team  
Jobcentre Plus  
Customer Service Directorate  
1st Floor  
Alexandra House  
377 Cowbridge Road East  
Cardiff  
CF5 1WU**

Tel: **02920 423291**

Fax: **02920 423342**

You can also email:

**[atwosu.london@dwp.gsi.gov.uk](mailto:atwosu.london@dwp.gsi.gov.uk)**

Website:

**[www.dwp.gov.uk](http://www.dwp.gov.uk)**

If you are going to hospital and you want a non-emergency transport service, please contact your doctor or consultant for details of non-emergency patient transport services provided by NHS Primary Care Trusts.



## Travel Mentoring Service

Dial-a-Ride offers mentoring support to disabled Londoners who want to broaden their travel horizons and make use of the many mainstream accessible transport options now available to them.

The Travel Mentoring Service can offer you help in planning an accessible route and can provide a mentor to come along with you for your first few journeys to help you gain confidence so you can become an independent traveller.

Mentoring is free of charge and can be provided between 8am and 6pm (0800 and 1800) Monday to Friday. Travel Mentoring is aimed at encouraging independent travel and cannot be used as an escort service or to help passengers carry luggage.

Contact details:

**London Dial-a-Ride**

**PO Box 68799**

**London**

**SE1P 4RD**

Telephone: **020 3054 4361**

E-mail: **[travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk)**

**[Visit the website.](#)**

Please see page 11 for details about the 'Mobility Aid Recognition Scheme'.

## Travel Support Card

### What is the Travel Support Card?

It gets you help when you are travelling in London.

You can use it on buses, trams, the Docklands Light Railway (DLR), the Tube, London Overground, London River Services' boat services and at Victoria Coach Station.

You show the card to staff when you need help.

Anyone who finds travelling difficult can have a Travel Support Card.

You might have a hidden disability or you might not often travel on your own.

The card will make travelling easier.

Staff will be able to help you more easily.



## How to use the card

When you need help or support, you can show your card to any member of transport staff. They all wear uniforms.

There is a space on the card to write down anything that could help our staff to give you the support you need. You can also add your name and an emergency contact number.

## How to get your card

You can [download and print a Travel Support Card](#).

Order one online or by calling London Travel Information on **0343 222 1234\***.

\* Service and network charges may apply. See [TfL call charges](#) for details.



## Taxis and private hire

Transport for London licenses taxi and private hire services in London. Travelling by taxi or private hire vehicle is one of the most flexible ways to get around London and a convenient and easy method of travelling from 'door to door'.

Services operate across London, 24 hours a day, 365 days a year subject to local availability.

All taxis and private hire vehicles will carry assistance dogs at no extra cost.

## Taxis

Often referred to as 'black cabs', taxis can be hailed in the street or at designated ranks situated in prominent places, including many mainline rail, Tube and bus stations. They can also be booked by telephone or by using the smartphone app.

All licensed taxis are wheelchair accessible and most have a variety of other features to make access easier.

The fare payable at the end of the journey will be shown on the taxi meter. There is no extra charge for additional passengers or luggage.

Up-to-date fares information for licensed taxis is provided on [our website](#).





## Licensed private hire services

Private hire covers a wide range of services, including minicabs.

Unlike taxis (black cabs), journeys must be booked through a licensed private hire operator and vehicles cannot be hailed or approached on the street. Fares are at the discretion of the operator but most have set fares including a minimum fare per journey. You should ask the operator for a quote or estimate before you start your journey.



All licensed private hire and minicab drivers must wear their licence ID badge with a photo of them on it. Licensed private hire vehicles are often saloon cars or people carriers and you should check with the licensed operator on whether their vehicles meet your own accessibility requirements.

To search for licensed minicab and other private hire operators in any part of London use our **Cabwise** service. You can search for licensed operators by type of service, area served and also whether they say they have wheelchair accessible vehicles available.

## Booking a taxi or private hire vehicle

Follow the guidelines below for the safest way to get a taxi or minicab home:

- Never approach a minicab driver or vehicle on the street, even if they are licensed by TfL, as unbooked minicabs are illegal and dangerous
- Only black cabs can pick passengers up on the street without a booking
- When travelling by minicab you must always book it with a TfL licensed operator
- When it arrives check it's for you by getting the driver to confirm your booking details and check the driver's photo ID badge
- Download our free Cabwise app to book your nearest minicab or taxi (black cab) in three easy steps. For more information about staying safe at night, visit our [Cabwise page](#)
- To book a taxi by telephone at any time of the day or night, call One Number Taxi Bookings, on **0871 871 8710**. [See details of more taxi companies](#)
- Text 'CAB' to 60835 and we'll use GPS to text your two nearest minicab numbers and one taxi (black cab) number. Customers on the 3 network need to enter different information. Visit our [Cabwise page](#) for more information and terms and conditions
- To search for licensed minicab and other private hire operators in any part of London use our [Cabwise](#) service. You can search for licensed operators by type of service, area served and also whether they say they have wheelchair accessible vehicles available
- Call TfL's 24 hour travel information helpline on **0343 222 1234\***, for further information on taxis and private hire vehicles.

\* Service and network charges may apply. See [TfL call charges](#) for details.

If you have had a bad experience in a minicab or taxi (black cab), call **0845 300 7000**, email **[tph.comms@tfl.gov.uk](mailto:tph.comms@tfl.gov.uk)** or use the **online** form.

You can also **report illegal cab activity** online.

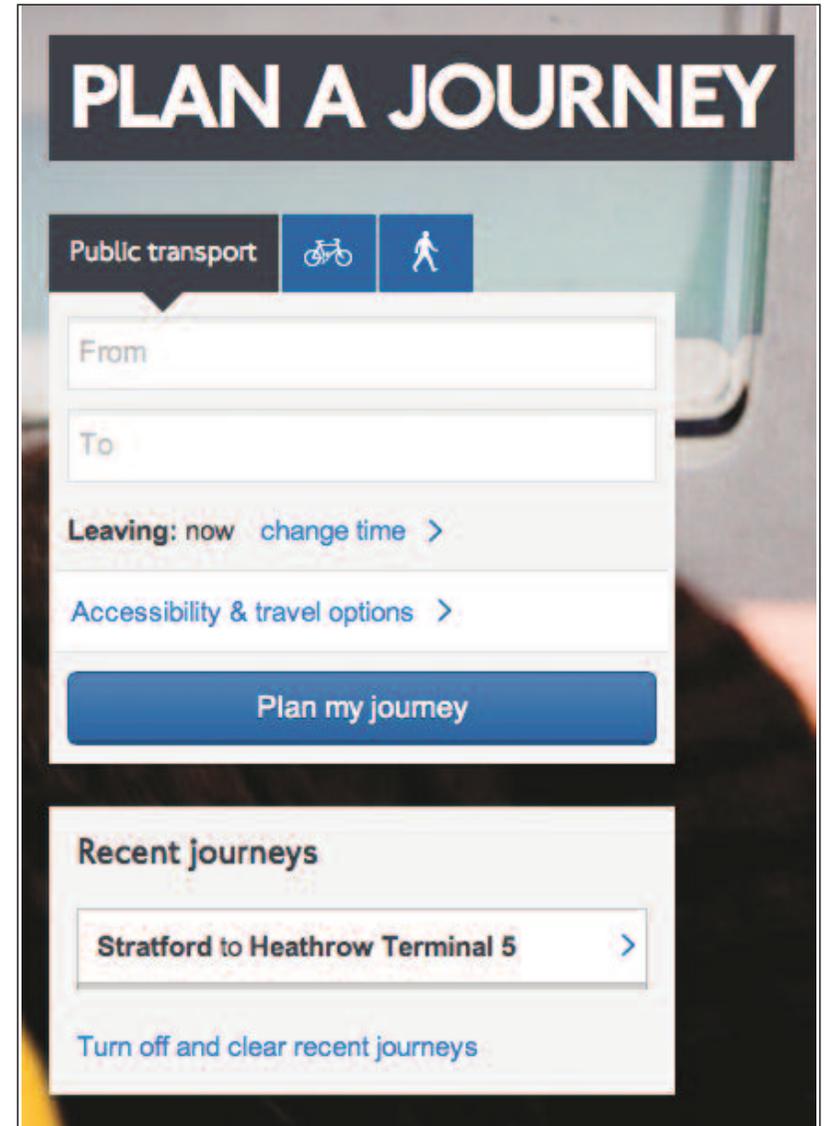
In an emergency **always** call **999**.

## Journey Planner

**Journey Planner** is a facility on the Transport for London website. It is easy to use and free of charge. Journey Planner allows you to plan journeys on public transport between any two locations in London. By default Journey Planner returns the three fastest journey's, one bus only journey, one Cycle Hire journey (if the start and end points are near a docking station), one cycle and one walking journey.

You can further customise your journey plan by choosing the modes of transport you wish to travel on.

If you are unable to use stairs, lifts or escalators, you can plan journeys that do not involve these types of access.



The screenshot shows the 'PLAN A JOURNEY' interface. At the top, there is a dark header with the text 'PLAN A JOURNEY' in white. Below this, there are three tabs: 'Public transport' (selected), a bicycle icon, and a walking icon. The main form has two input fields: 'From' and 'To'. Below these fields, there is a 'Leaving: now' label with a 'change time >' link. Further down, there is an 'Accessibility & travel options >' link. A large blue button labeled 'Plan my journey' is positioned below the form. At the bottom of the interface, there is a 'Recent journeys' section with a list item 'Stratford to Heathrow Terminal 5' and a right-pointing arrow. Below the list item is a link that says 'Turn off and clear recent journeys'.

Journey Planner allows you to plan journeys anywhere in London using public transport, walking or cycling. It allows you to choose:

- The start and end points of your journey (by station or stop, postcode, address or place of interest)
- The date and time that you wish to travel
- Whether you want step-free access or to use or avoid stairs and escalators
- The modes of transport you wish to travel on, including walking or cycling
- Maximum walking and cycling times during your journey, and your approximate speed - slow, average or fast.

Which type of route do you want to see?

The fastest routes

Travelling by

Tube	<input checked="" type="checkbox"/>
DLR	<input checked="" type="checkbox"/>
Tram	<input checked="" type="checkbox"/>
London Overground	<input checked="" type="checkbox"/>
Coach	<input checked="" type="checkbox"/>

Deselect all

Bus	<input checked="" type="checkbox"/>
River Bus	<input checked="" type="checkbox"/>
Emirates Air Line	<input checked="" type="checkbox"/>
National Rail	<input checked="" type="checkbox"/>

I need step free access...

I have no mobility requirements	<input checked="" type="radio"/>
I can use escalators but not stairs	<input type="radio"/>
I can use stairs but not escalators	<input type="radio"/>
I need step free access to the train, bus, etc	<input type="radio"/>
I need step free access to the platform	<input type="radio"/>

Walking speed

Average

Max walk time

40 mins

Plan my journey

Save these preferences for future visits

It is easy to enter your own mobility and walking preferences when using Journey Planner. In order to enter your own requirements, you need to click 'More options' and fill in the boxes to the right of the screen.

Once you have entered all of the information about the journey you need to make and your preferences for how to make it, Journey Planner will provide full details of the journey that you have requested, according to your own requirements, including:

- The length of time it should take to complete each part of your journey, and the journey as a whole
- The types of interchange that you will need to make during your journey
- Easy-to-use maps of the start and end points of your journey
- Any other accessibility information that you may need to know (for example, the location of level access boarding points)

All of the information about your requested journey is provided in a clear format. Included in the information is real-time news of any disruptions to your journey that you should expect, either delays or planned engineering work in progress on the network. An alternative route will be generated during service suspensions (except on National Rail services).

## JOURNEY RESULTS

Public transport **Cycle in 2hrs 45mins**

From: **Stratford** Leaving: **Thursday 15th May, 11:30** [Edit](#)

To: **Heathrow Terminal 5**

Travel preferences: **Showing the fastest routes** Using all transport modes Max walk time 40 mins

 Departs <b>11:17</b> Arrives <b>12:16</b> <b>59 mins</b> <a href="#">View Details</a>	<ul style="list-style-type: none"><li>3 mins  <b>Central line</b> to Mile End Underground Station</li><li>29 mins  <b>Hammersmith &amp; City line</b> to Paddington (H&amp;C Line) Underground Station</li><li>5 mins  Walk to Paddington Rail Station</li><li>21 mins  Heathrow Express to Heathrow Terminal 5 Rail Station</li></ul>
 Departs <b>11:30</b> Arrives <b>12:31</b> <b>1 hr 1 min</b> <a href="#">View Details</a>	<ul style="list-style-type: none"><li>26 mins  <b>Jubilee line</b> to Baker Street Underground Station  Minor Delays</li><li>3 mins  <b>Bakerloo line</b> to Paddington Underground Station</li><li>8 mins  Walk to Paddington Rail Station</li><li>21 mins  Heathrow Express to Heathrow Terminal 5 Rail Station</li></ul>

## Freedom Pass

Freedom Pass gives you free travel on bus, Tube, trams, Docklands Light Railway, London Overground, TfL Rail and National Rail services in London. A map showing where and when Freedom Pass holders may travel is provided on page 43, as restrictions apply. There are also discounts on riverboat services and the Emirates Air Line for Freedom Pass holders. You can apply for a Freedom Pass if you live permanently in a London borough and if you were born on or before 5 January 1953\* or fall into one of the below categories:

- You are blind or partially sighted
  - You are profoundly or severely deaf
  - You are without speech
  - You have a disability, or have suffered an injury, which has a substantial and long-term adverse effect on your ability to walk
  - You do not have arms or have long-term loss of the use of both arms
  - You have a learning disability that is defined as “a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning”
  - You would, if you applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have your application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol.
- \* if you were born after 1953 you can check the eligibility calculator at:  
[londoncouncils.gov.uk/services/freedompass/eligibility](https://www.londoncouncils.gov.uk/services/freedompass/eligibility)

Freedom Pass is paid for by your local council.

There are services on which Freedom Passes are not valid, including:

- Sightseeing tours
- Hotel Hoppers
- Services for special events, e.g. Wimbledon Tennis Championships
- Some cross-boundary services
- Private school services

For full information on how to apply, travel benefits, and full terms and conditions, visit the [Freedom Pass](#) website. You can also email [info@freedompass.org](mailto:info@freedompass.org).

If you do not have access to the internet, call **0300 330 1433**.

## 60+ London Oyster photocard

If you are aged 60 and not yet eligible for a Freedom Pass, you may be eligible for a 60+ London Oyster photocard. See [Adult discounts and concessions](#).

## How do I apply for a Freedom Pass as a disabled person?

If you think you are entitled to a Freedom Pass, you need to contact your London borough council who will tell you how to apply:

Barking & Dagenham: 020 8227 2334

Barnet: 020 8359 4131

Bexley: 020 3045 5100

Brent: 020 8937 5769

Bromley: 0300 303 8669

Camden: 020 7974 5919/6435

City of London: 020 7332 1224

Croydon: 020 8726 7100

Ealing: 020 8825 8161

Enfield: 020 8379 1000

Greenwich: 020 8921 2388

Hackney: 020 8356 6262

Hammersmith & Fulham: 020 8753 6681

Haringey: 020 8489 1865/78

Harrow: 020 8901 2680

Havering: 01708 434343

Hillingdon: 01895 556633

Hounslow: 020 8583 3073

Islington: 020 7527 8444

Kensington & Chelsea: 020 7361 2390

Kingston upon Thames: 020 8547 5005

Lambeth: 020 7926 7777

Lewisham: 020 8314 9844

Merton: 020 8274 4901

Newham: 020 8430 2000

Redbridge: 020 8554 5000

Richmond: 020 8831 6312

Southwark: 020 7525 2146

Sutton: 020 8770 4578

Tower Hamlets: 020 7364 5003

Waltham Forest: 020 8496 3000

Wandsworth: 020 8871 8871

Westminster: 020 7641 2266

## How do I apply for my first Freedom Pass if I am aged over 60\*?

If you live in Camden call 020 7974 5919/6435.

If you live in one of the boroughs below you will need to apply for your Freedom Pass online at [freedompass.org](https://freedompass.org) or by post. You can download and print an application form at [freedompass.org](https://freedompass.org) or collect a form from your local borough.

Barking & Dagenham, Barnet, Bexley, Brent, Bromley, City of London, Croydon, Ealing, Enfield, Greenwich, Hackney, Hammersmith & Fulham, Haringey, Harrow, Havering, Hillingdon, Hounslow, Islington, Kensington & Chelsea, Kingston upon Thames, Lambeth, Lewisham, Merton, Newham, Redbridge, Richmond, Southwark, Sutton, Tower Hamlets, Waltham Forest, Wandsworth, Westminster.

If you are applying for your Freedom Pass at the Post Office, please make sure you take all the right documents with you, including a completed application form.

\* Check the age eligibility calculator at:

[londoncouncils.gov.uk/services/freedompass/eligibility](https://londoncouncils.gov.uk/services/freedompass/eligibility)

## **You will need:**

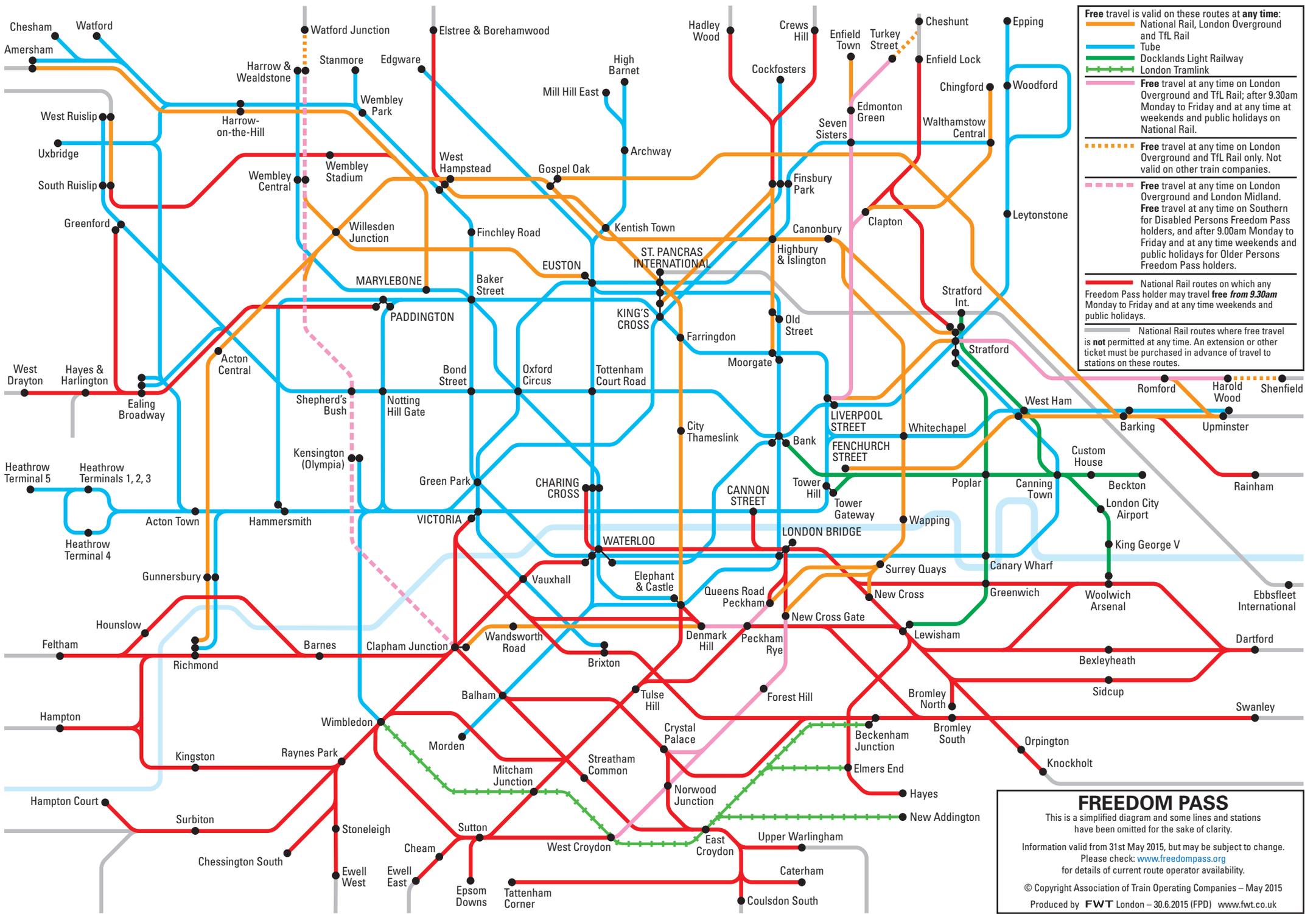
- One recent passport sized colour photograph of yourself
- Proof of your name, age and address

## **What you need as proof of your name and age (one item from the list below):**

- Letter of pension entitlement
- Current passport
- Medical card
- Birth certificate (unless your name has changed)
- Current driving licence (paper or photocard)

## What you need as proof of your address (one item from the list below):

- Current council tax bill/letter/payment book
- Current council/housing association rent book/statement/letter
- Current television licence
- Residential utility bill (excluding mobile phone bills) dated in the last three months
- HM Revenues and Customs letter dated in the last three months
- Department for Work and Pensions letter dated in the last three months
- Occupational pension letter dated in the last three months



**Free travel is valid on these routes at any time:**

- National Rail, London Overground and TfL Rail
- Tube
- Docklands Light Railway
- - - London Tramlink

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- - - **Free travel at any time on London Overground and TfL Rail;** after 9.30am Monday to Friday and at any time at weekends and public holidays on National Rail.

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- - - - - **Free travel at any time on London Overground and TfL Rail only.** Not valid on other train companies.

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- - - - - **Free travel at any time on London Overground and London Midland.**  
- - - - - **Free travel at any time on Southern for Disabled Persons Freedom Pass holders, and after 9.00am Monday to Friday and at any time weekends and public holidays for Older Persons Freedom Pass holders.**

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— National Rail routes on which any Freedom Pass holder may travel **free from 9.30am** Monday to Friday and at any time weekends and public holidays.

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— National Rail routes where free travel is **not** permitted at any time. An extension or other ticket must be purchased in advance of travel to stations on these routes.

**FREEDOM PASS**

This is a simplified diagram and some lines and stations have been omitted for the sake of clarity.

Information valid from 31st May 2015, but may be subject to change. Please check: [www.freedompass.org](http://www.freedompass.org) for details of current route operator availability.

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## Coaches

Journeys within London by coach and/or other modes of transport can also be planned online using [Journey Planner](#) on the TfL website.

Journey Planner allows you to plan journeys that do not involve the use of stairs, lifts or escalators.

If you do not have access to the internet, up-to-date information about coach routes, timetables and fares is available by calling Traveline on **0871 200 22 33**.

Transport for London does not operate coach services, but it does operate Victoria Coach Station (VCS), which is the main point of departure and arrival for coach services in and out of London.

VCS comprises two buildings, one for departures and one for arrivals. VCS is a predominantly step-free environment. A plan of Victoria Coach Station is provided on page 46.

Contact details:

**General Manager**  
**Victoria Coach Station**  
**164 Buckingham Palace Road**  
**London**  
**SW1W 9TP**

Email: [victoriacoachstationenquiries@tfl.gov.uk](mailto:victoriacoachstationenquiries@tfl.gov.uk)

Most coach services are fully accessible.

There are other coach set down/pick up points in addition to VCS throughout London, including:

- Heathrow Airport
- Golders Green
- Stratford
- Coach stops in central London.

## Mobility assistance

If you have a mobility impairment, you can pre-book Mobility Assistance at Victoria Coach Station by either calling the Mobility Lounge on **020 7027 2520** or by completing the online **Mobility Assistance request form**.

Please ensure that this form is submitted at least 24 hours prior to your departure time.

The Mobility Assistance service is free of charge, but please note that a small charge may be payable if you also require the service of a porter. Customers can arrange to be set down or picked up by a taxi, licensed minicab or private car at the Mobility Lounge.

If you are arriving by coach and intending to continue your journey by other means, you should notify your coach driver, who will then request that Mobility Assistance is provided for you on arrival at VCS.

# Plan of Victoria Coach Station





## Tramlink

London Tramlink comprises four routes:

- 1: Elmers End to Croydon town centre
- 2: Beckenham Junction to Croydon town centre
- 3: New Addington to Wimbledon
- 4: Elmers End to Therapia Lane

In addition through tram and bus tickets are available on feeder buses T31, T32, T33, 130 and 314, which connect the trams at Addington Village and New Addington.

A Tramlink map is provided on page 50, clearly illustrating the four routes in operation. All trams on these routes are fully accessible.





Journeys by tram and/or other modes of transport can also be planned online using **Journey Planner** on the TfL website. Journey Planner allows you to plan journeys that do not involve the use of stairs, lifts or escalators.

Up-to-date timetable information for all four Tramlink routes is provided on the Transport for London website.

If you do not have access to the internet, up-to-date information about Tramlink routes, timetables and fares is also available by calling the 24 hour travel information helpline **0343 222 1234\***.



\* Service and network charges may apply. See **TfL call charges** for details.

## Using trams

It is easy for all customers to use trams. All access to trams is step-free. There is no need to use ramps or any other special features to board. You simply turn up and go. Additionally, all tram travel is free for wheelchair users, irrespective of whether or not they hold a Freedom Pass.

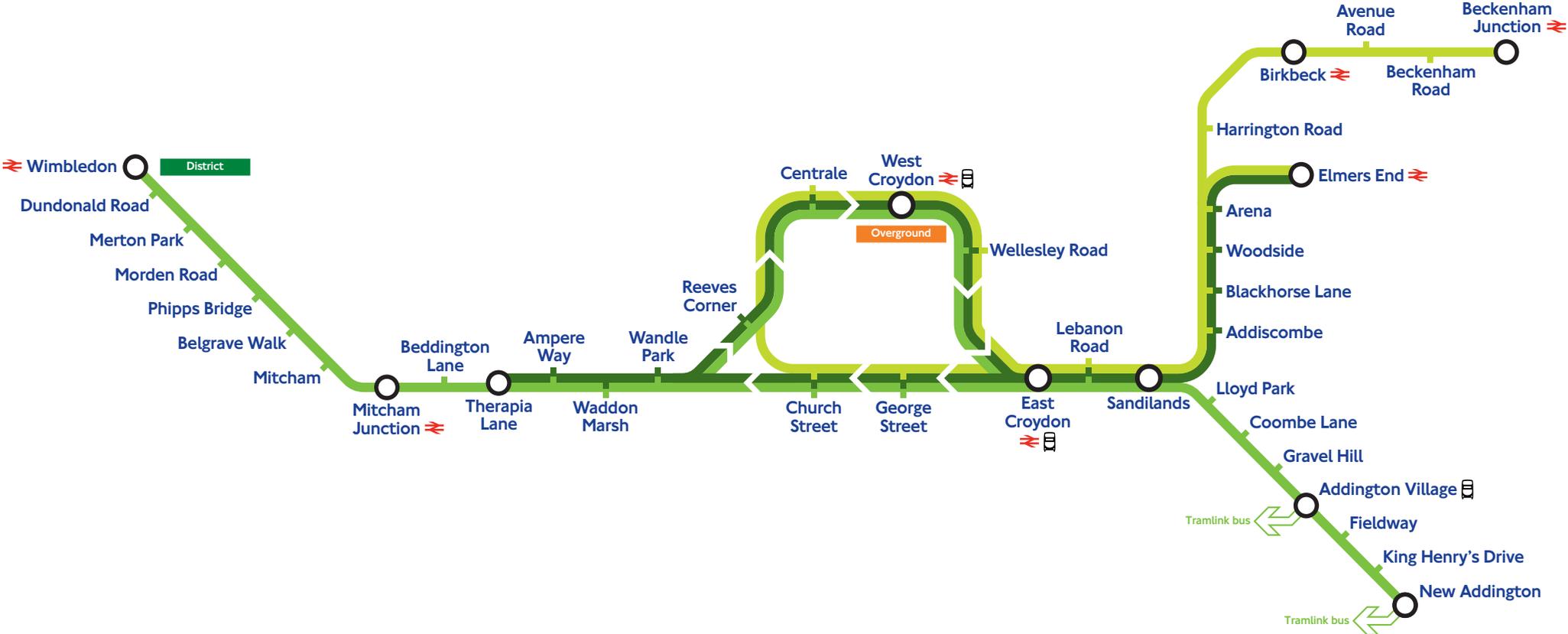
At Wimbledon Station there are passenger lifts to provide connections to other rail services as well as to and from street level. To assist blind passengers and people with visual impairments, each stop has a tactile strip along its entire length, a safe distance from the platform edge.

The design of the trams themselves makes special provision for disabled passengers. There is level access between the tram and the platform so people using wheelchairs can easily wheel on and off the trams and there are two dedicated spaces for them to travel in each tram. Next to the wheelchair space is a specially sited intercom, which allows you to speak to the driver in an emergency, and an easy reach stop request button. All doors have an opening button on them at an accessible height.

There are priority seats for elderly and disabled people, or those travelling with small children, in each section of the tram. These are denoted by a lighter seat covering and are within easy reach of the stop request buttons. The name of the next stop will be announced as the tram leaves the previous stop.



# Tramlink route map





## Riverboats

Riverboat services call at over 20 piers on the River Thames in London. Services are divided into River Bus for fast local services and River Tours for more leisurely sightseeing trips.

A map showing piers on the Thames in London is provided on the [TfL website](#), clearly illustrating all interchanges with rail, Tube and Docklands Light Railway services.

Many operators offer 50% off the normal advertised adult fare on production of a valid Freedom Pass at the time of travel. Many operators offer a third off normal advertised adult and child fares on production of a valid Travelcard or Oyster card, loaded with a valid Travelcard, when purchasing a ticket. Some restrictions apply.

From 15 September 2015 customers will be able to touch in/touch out using Oyster pay as you go on MBNA Thames Clippers services.

Crown River Cruises and Thames River services also accept Oyster pay as you go as a form of payment at their ticket offices\*.



\* From Autumn 2015.



Journeys by riverboat and/or other modes of transport can also be planned online using **Journey Planner** on the TfL website. Journey Planner allows you to plan journeys that do not involve the use of stairs, lifts or escalators.

Up-to-date timetable and fares information for all services is contained in the guide to river services which is published each spring and autumn.

If you do not have access to the internet, copies of the current guide can be requested by calling the 24 hour travel information helpline **0343 222 1234\***.

The Woolwich Ferry is a free service operating between Woolwich and North Woolwich. This service is accessible to wheelchair users and powered buggy users.

\* Service and network charges may apply. See **TfL call charges** for details.

## Using riverboats

Most piers have step free access - please see our piers guide on the following pages for more information.

A variety of hop on-hop off riverboat services and circular cruises operate on the Thames. Sightseeing cruises last between 40 minutes and 1 hour 30 minutes. Dining and evening cruises last between 1 hour 15 minutes and 3 hours. Speedboat experiences last between 20 minutes to 1 hour 20 minutes

Most riverboats are accessible, and newer vessels have wheelchair spaces and accessible toilets. You should check with individual service operators about the level of accessibility on their boats. Contact information for service operators is contained in each seasonal guide to riverboat services and on the TfL website. Staff are always on hand to offer help boarding and disembarking from boats. However, it is advisable for any people with mobility impairments who are travelling as a group to provide advance notice to the operator concerned, to ensure a smooth journey.

For further information, please call **0343 222 1234\***.

\* Service and network charges may apply.  
See [TfL call charges](#) for details.



## Guide to piers

In this section, we provide the following information for each operational pier on the River Thames in London:

- Type of access from the street
- Destinations served
- Interchanges with other transport modes
- Pier facilities.

The photograph to the right shows the ramp rider at Greenwich Pier which allows wheelchair access to the pier when low tide makes the access ramps steep.

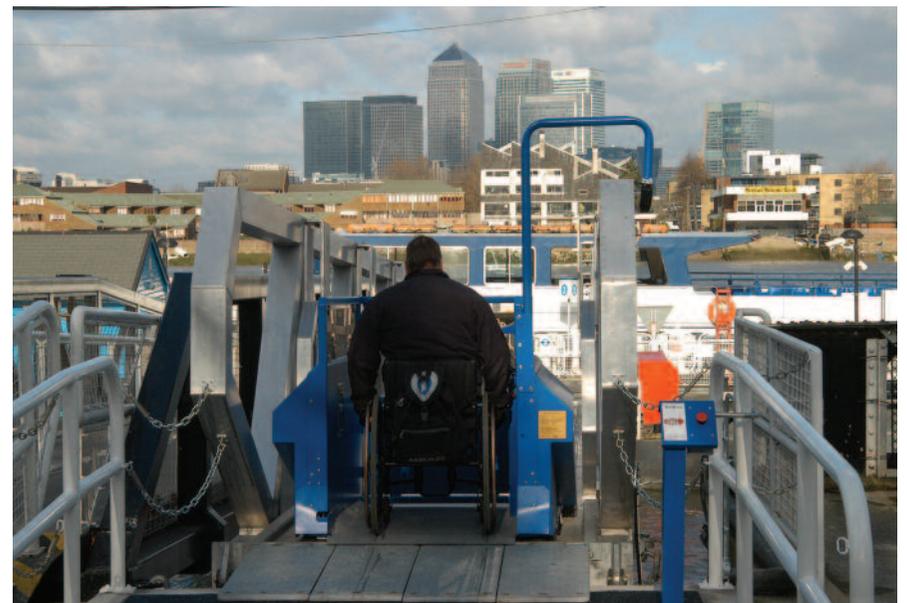
## Key to accessible symbols

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 Access without escalators or steps

 Access via lift(s)

 Access via ramp (please be aware that some ramps can be steep at times)



## Bankside Pier

### Destinations served directly:

Blackfriars, Canary Wharf, Embankment, Greenland, Greenwich, London Bridge, London Eye, Masthouse Terrace, Millbank, North Greenwich, St George Wharf, St Katharine's, Tower, Woolwich Arsenal



Access to Pier  
from street



## Blackfriars Pier

### Destinations served directly:

Bankside, Cadogan, Canary Wharf, Chelsea Harbour, Embankment, Greenland, Greenwich, London Bridge, London Eye, Masthouse Terrace, Putney, North Greenwich, St George Wharf, Tower, Wandsworth, Woolwich Arsenal



Access to Pier  
from street



## Canary Wharf Pier

### Destinations served directly:

Bankside, Blackfriars, Cadogan, Chelsea Harbour, Embankment, Greenland, Greenwich, Hilton Docklands, London Bridge, London Eye, Masthouse Terrace, North Greenwich, Putney, St George Wharf, Tower, Wandsworth, Woolwich Arsenal



Access to Pier  
from street



## Barrier Gardens Pier

### Destinations served directly:

Greenwich, St Katharine's, Westminster

(Boats call for pre-booked groups only)

Access to Pier  
from street



## Cadogan Pier

### Destinations served directly:

Blackfriars, Canary Wharf, Chelsea Harbour, Embankment, London Bridge, Putney, St George Wharf, Wandsworth



No access to Pier without  
using stairs

## Chelsea Harbour Pier

### Destinations served directly:

Blackfriars, Cadogan, Canary Wharf, Embankment, London Bridge, Putney, St George Wharf, Wandsworth



Access to Pier  
from street



## Doubletree Docklands Pier

### Destinations served directly:

Canary Wharf

 (from Hotel)

No access to Pier without using stairs

## Embankment Pier

### Destinations served directly:

Bankside, Blackfriars, Cadogan, Canary Wharf, Chelsea Harbour, Greenland, Greenwich, London Bridge, London Eye, Masthouse Terrace, Millbank, Putney, North Greenwich, St George Wharf, St Katharine's, Tower, Wandsworth, Woolwich Arsenal



Access to Pier from street



## Festival Pier

### Destinations served directly:

Bankside, St Katharine's, Westminster



Access to Pier from street



## Greenland Pier

### Destinations served directly:

Bankside, Blackfriars, Canary Wharf, Embankment, Greenwich, London Eye, London Bridge, Masthouse Terrace, North Greenwich, Tower, Woolwich Arsenal

Access to Pier from street



## Greenwich Pier

### Destinations served directly:

Bankside, Barrier Gardens, Blackfriars, Canary Wharf, Embankment, Greenland, London Eye, London Bridge, Masthouse Terrace, North Greenwich, St Katharine's, Tower, Westminster, Woolwich Arsenal



Access to Pier from street



◆ Ramp Rider - this allows passengers in wheelchairs easy access to the pier, at high and low tides

## Hampton Court Pier

### Destinations served directly:

Kew, Kingston,  
Kingston Town End,  
Richmond, Westminster



No access to Pier without  
using stairs

(Step-free access is available  
using an alternative  
Landing Stage - please contact  
the boat operator for details  
020 7930 2062)

## Kew Pier

### Destinations served directly:

Hampton Court,  
Richmond, Westminster



Access to Pier  
from street



## Kingston Pier

### Destinations served directly:

Hampton Court, Richmond



Access to Pier from street 

## Kingston Town End Pier

### Destinations served directly:

Hampton Court, Richmond

No access to Pier without  
using stairs

## London Bridge City Pier

### Destinations served directly:

Bankside, Blackfriars,  
Canary Wharf, Embankment,  
Greenland, Greenwich,  
London Eye, Masthouse Terrace,  
North Greenwich, Tower,  
Woolwich Arsenal



Access to Pier   
from street (not recommended for  
wheelchair users at low tide)

## London Eye Pier

### Destinations served directly:

Bankside, Blackfriars, Canary  
Wharf, Embankment, Greenland,  
Greenwich, London Bridge,  
Masthouse Terrace,  
North Greenwich, Tower,  
Woolwich Arsenal



Access to Pier  
from street 

## Masthouse Terrace Pier

### Destinations served directly:

Bankside, Blackfriars,  
Canary Wharf, Embankment,  
Greenland, Greenwich,  
London Bridge, London Eye,  
North Greenwich, Tower,  
Woolwich Arsenal

Access to Pier  
from street



## Millbank Pier

### Destinations served directly:

Bankside, Embankment,  
St George Wharf

 (Pimlico 5-10 minutes) 

Access to Pier  
from street



## North Greenwich Pier

### Destinations served directly:

Bankside, Blackfriars,  
Canary Wharf, Embankment,  
Greenland, Greenwich,  
London Bridge, London Eye,  
Masthouse Terrace, Tower,  
Woolwich Arsenal



Access to Pier  
from street



## Plantation Wharf Pier

### Destinations served directly:

Blackfriars, Cadogan,  
Chelsea Harbour, Embankment,  
London Bridge, Putney,  
St George Wharf, Wandsworth

    
(Clapham Junction 15 minutes)

Access to Pier  
from street



## Putney Pier

### Destinations served directly:

Blackfriars, Cadogan,  
Canary Wharf, Chelsea Harbour,  
Embankment, London Bridge,  
St George Wharf, Wandsworth



Access to Pier  
from street



## Richmond Landing Stage

### Destinations served directly:

Hampton Court, Kew,  
Westminster



No access to Pier without  
using stairs

## Richmond St. Helena Pier

### Destinations served directly:

Hampton Court, Kingston, Kingston Town End



Access to Pier  
from street



◆ from Thames Path

## St George Wharf Pier (Vauxhall)

### Destinations served directly:

Bankside, Blackfriars, Cadogan, Canary Wharf, Chelsea Harbour, Embankment, London Bridge, Millbank, Putney, Wandsworth



(adjacent to National Rail station)  
(all less than 5 minutes walk)

Access to Pier  
from street



## St Katharine's Pier

### Destinations served directly:

Bankside, Barrier Gardens★, Embankment, Festival, Greenwich, Westminster



Access to Pier  
from street



★ for pre-booked groups only  
◆ from Thames Path

## Tower Pier

### Destinations served directly:

Bankside, Blackfriars, Canary Wharf, Embankment, Greenland, Greenwich, London Bridge, London Eye, Masthouse Terrace, North Greenwich, Westminster, Woolwich Arsenal



(Lower Thames Street)

Access to Pier  
from street



## Wandsworth Riverside Quarter Pier

### Destinations served directly:

Blackfriars, Cadogan, Canary Wharf, Chelsea Harbour, Embankment, London Bridge, Putney, St George Wharf

Access to Pier  
from street



not recommended for  
wheelchair users at low tide

## Westminster Pier

### Destinations served directly:

Bankside, Barrier Gardens★, Embankment, Festival, Greenwich, Hampton Court, Kew, London Eye, Richmond, St Katharine's, Tower



Access to Pier  
from street



★ for pre-booked groups only



## Docklands Light Railway

Docklands Light Railway (DLR) links the City from Bank or Tower Gateway stations with a variety of destinations in east London: Beckton, Canary Wharf, Stratford/Stratford International, Lewisham and Woolwich Arsenal in south-east London.

A map of Docklands Light Railway is included in the [Tube map](#).

Docklands Light Railway was the first fully accessible railway in the UK, making access much easier for wheelchair users, older and ambulant disabled people, and those with young children in prams or with heavy bags.

Journeys by DLR and/or other modes of transport can be planned online using [Journey Planner](#) on the TfL website.





Journey Planner allows you to plan journeys that do not involve the use of stairs, lifts or escalators.

The Interactive Journey Map, also on the TfL website, provides detailed information about access to DLR stations and platforms, interchange with other modes of transport and facilities at stations.

If you do not have access to the internet, up-to-date information about DLR lines, timetables and fares is available by calling the 24 hour travel information helpline **0343 222 1234\*** and via textphone **020 7918 3015**.



\* Service and network charges may apply. See [TfL call charges](#) for details.

## Using the DLR

All DLR stations have lift or ramp access to the platforms, with level access onto the trains. All lifts have alarms enabled, which allow you to talk directly with a member of DLR staff should you experience any problems.

Platforms are as level with trains as possible for easy access. The gap between the platform edge and the train is approximately 7.5cm wide and the step up/down from the platform to the train approximately 5cm high. These levels allow easy access for most passengers but you should nevertheless take care when boarding and alighting, particularly with a wheelchair, crutches, a walking stick or pushchair. Most wheelchair users find boarding/alighting smoothest with the largest wheel first – this may mean reversing as appropriate.



There are wheelchair bays and designated seats in train carriages. For the less mobile, continuous tactile handrails on stairways give extra support. Armrests have been fixed to some platform seating to assist passengers.

For visually impaired passengers, platform edges and steps have a tactile surface and sliding doors on trains make a warning sound when closing.



An audio-visual system on the trains announce the train's destination, the next station and interchange information. This assists all passengers and is particularly valuable to those who are visually or hearing impaired.

Assistance dogs are allowed to use escalators provided that they have been specifically trained to do so by a recognised organisation. However, at busy times it may not be possible to stop escalators straight away, as it may cause overcrowding. Both trained and untrained guide dogs can also use lifts at DLR stations.

The DLR Community Ambassadors offer general help on how to use DLR services, provide accessibility trips for mobility impaired passengers and those with buggies/prams and training on the use of mobility scooters on the DLR.

Each Ambassador is responsible for a section of the DLR. If you would like to try DLR via an accessibility trip with one of the Community Ambassadors, or would like mobility scooter training you can email them directly at [ambassadors@keolisameydlr.co.uk](mailto:ambassadors@keolisameydlr.co.uk) or call **020 7363 9817**.

## Guide to stations

In this section, we provide the following information for each DLR station:

- Type of access to ticket machines and to all platforms
- Interchanges between platforms and lines
- Interchanges with other transport modes
- Station facilities.

Please refer to the [Step Free Tube Guide](#) and the [Avoiding Stairs Guide](#) for further information on how to avoid stairs.

### Key to accessible symbols

 Access without escalators or steps

 Access via lift(s)

 Access via ramp  
(please be aware that some ramps can be steep at times)

**Abbey Road**

Access to ticket machines 

Access to platforms  

**All Saints**

Access to ticket machines 

Access to platforms  

**Bank**

Central

Circle

District

Northern

Waterloo & City

Access from Central line Ticket Hall

Access from Northern line Ticket Hall (King William Street)  

**Interchange** with other lines

Central, Circle, District, Northern and Waterloo & City line

## Beckton

Access to ticket machines



Access to platforms



## Beckton Park

Access to ticket machines



Access to platforms



## Blackwall

Access to ticket machines



Access to platforms



## Bow Church

Access to ticket machines



Access to platforms



Bow Road Station (District and Hammersmith & City lines) is 200m away at street level

## Canary Wharf

Jubilee



Access to ticket machines



Access to platforms



Jubilee line station is 200m away at street level

## Canning Town

Jubilee



Access to Ticket Hall



Access to platforms



Interchange with Jubilee line



## Crossharbour

Access to ticket machines



Access to platforms



## Custom House for ExCeL

Access to  
ticket machines



Access from  
Victoria Dock Road



Access from  
ExCeL Park & Ride



## Cutty Sark for Maritime Greenwich



Access to  
ticket machines



Access to platforms



## Cyprus

Access to  
ticket machines



Access to platforms



## East India

Access to  
ticket machines



Access to platforms



## Deptford Bridge

Access to  
ticket machines



Access to platforms



## Elverson Road

Access to  
ticket machines



Access to platforms



## Devons Road

Access to  
ticket machines



Access to platforms



## Gallions Reach

Access to  
ticket machines



Access to platforms



## Greenwich



Access to ticket machines  

Access to platforms  

### Interchange with National Rail

Northbound DLR to westbound National Rail 

other connections  

## Island Gardens

Access to ticket machines  

Access to platforms  

## Lewisham



Access to ticket machines 

Access to platforms  

### Interchange with National Rail

platforms 1 and 4

platforms 2 and 3  

## Heron Quays



Access to ticket machines  

Access to platforms  

Canary Wharf Jubilee line station is 150m away at street level

## King George V

Access to ticket machines  

Access to platforms  

## Langdon Park

Access to ticket machines 

Access to platforms  

## Limehouse



Access to ticket machines  

Access to platforms  

Interchange with National Rail

## London City Airport



Access to ticket machines



Access to platforms



## Poplar

Access to ticket machines



Access to platforms



## Royal Albert

Access to ticket machines



Access to platforms



## Mudchute

Access to ticket machines



Access to platforms



## Prince Regent



Access to ticket machines



Access to platforms



## Royal Victoria



Access to ticket machines



Access to platforms



## Pontoon Dock

Access to ticket machines



Access to platforms



## Pudding Mill Lane

Access to ticket machines



Access to platforms



## Shadwell



Access to ticket machines



Access to platforms



**Interchange with London Overground**

## South Quay

Access to ticket machines 

Access to platforms  

## Star Lane

Access to ticket machines 

Access to platforms  

## Stratford

Central 

Jubilee 



Access to Ticket Hall 

Access to platforms   

**Interchange** with westbound Central line and westbound National Rail services 

with London Overground 

All other connections   

## Stratford High Street

Access to ticket machines 

Access to platforms  

## Stratford International



Access to ticket machines 

Access to platforms  

**Interchange** with National Rail 

## Tower Gateway

 (Tower Hill)

 (Fenchurch Street)

Access to ticket machines and platforms  

**Interchange** with Underground (250m) and National Rail (150m) at street level

## West Ham

- District 
- Hammersmith & City 
- Jubilee 



Access to ticket machines 

Access to platforms 

**Interchange**  
with District and Hammersmith & City lines   
with Jubilee line    
with National Rail 

## Westferry

Access to ticket machines 

Access to platforms  

## West India Quay

Access to ticket machines 

Access to platforms  

## West Silvertown

Access to ticket machines   

Access to platforms   

## Woolwich Arsenal



Access to ticket machines 

Access to platforms   

**Interchange**  
with National Rail   



## Emirates Air Line

Emirates Air Line is the UK's first urban cable car. It provides a unique observation experience and a handy link across the River Thames between North Greenwich (Emirates Greenwich Peninsula terminal) and the Royal Docks (Emirates Royal Docks terminal). It gives easy access to The O2 and the ExCeL Centre.

Both terminals are just a five minute walk to the Tube (North Greenwich on the Jubilee line), DLR (Royal Victoria) buses and river boat services.

Use TfL's [Journey Planner](#) to plan your trip.

Emirates Air Line is fully accessible to most wheelchairs and pushchairs. It has step-free access, wide aisle gates, lifts at both terminals and offers space for bicycles in each cabin.

Our helpful staff can assist customers through the wide aisle gates and on and off the cabins. For customers with restricted mobility, the terminal and the cabin floors are level. The cabins slow down and can be stopped to allow passengers on and off safely.





## London Overground

Transport for London only operate rail services on a small section of the train network in London, although all journeys by train and other modes of transport can be planned online using [Journey Planner](#) on the TfL website.

See pages 33 to 36 for more information about Journey Planner.

Since November 2007, Transport for London has managed the London Overground network. London Overground train services run between:

- Richmond/Clapham Junction and Stratford
- Watford Junction and Euston
- Gospel Oak and Barking
- Highbury & Islington and New Cross/Clapham Junction/ Crystal Palace/West Croydon
- Liverpool Street and Enfield Town/Cheshunt (via Seven Sisters)/Chingford
- Romford and Upminster



## Using London Overground trains

Like the Tube, access to platforms at London Overground stations will normally involve using stairs. Additionally, there will generally be a small gap between the platform and the train.

London Overground can usually arrange for staff to meet you at your departure station, accompany you to the train and see you safely on board. Similar arrangements can be made at your destination station and other stations if you need to change trains. Ramps can be provided for people using wheelchairs, to get on and off trains easily.



Assistance dogs are allowed to use escalators provided that they have been specifically trained to do so by a recognised organisation. If your guide dog is unable to use escalators, staff will help you avoid them or stop them to allow you and your dog to walk. However, at busy times it may not be possible to stop escalators straight away, as it may cause overcrowding.

## Accessible design of trains

Most London Overground trains have various accessibility features such as on-board audio and visual customer information, wider doors to improve accessibility, grab rails and handles available for customers.

## Customer Services Team

We are committed to making travel on the London Overground as easy as possible for everyone. We operate a turn up and go system for customers requiring assistance. We also offer a service for customers to pre-book assistance 24 hours in advance, and this may be necessary for journeys which include travel on trains or stations managed by another company. Please use the numbers below. If less notice is given or you arrive at the station without making prior contact, we will do our best to provide assistance but cannot guarantee that we will be able to fully meet your requirements.

You can contact us by writing to:

**Freepost RSTY-TJRK-JRUG**  
**London Overground**  
**Customer Services Team**  
**125 Finchley Road**  
**London NW3 6HY**

Phone: **0343 222 1234\*** (0900 to 1700 Monday to Friday except public holidays)

Textphone: **020 3031 9331** (0900 to 1700 Monday to Friday except public holidays)

Email: **[overgroundinfo@tfl.gov.uk](mailto:overgroundinfo@tfl.gov.uk)**

Website: **[www.tfl.gov.uk/londonoverground](http://www.tfl.gov.uk/londonoverground)**

For further information, please see our **[“Making rail accessible”](#)** guide which can be found online and in print at all London Overground stations.

\* Service and network charges may apply. See **[TfL call charges](#)** for details.



## Information for disabled drivers



### The Blue Badge parking scheme

The Blue badge scheme provides a range of parking benefits for eligible disabled people. The scheme operates throughout the UK. In London, the following boroughs operate schemes that vary from the national scheme:

City of Westminster, Royal Borough of Kensington & Chelsea,  
City of London and part of the London Borough of Camden.

These concessions only apply to on-street parking and include free use of parking meters and pay-and-display bays. Badge-holders may also be exempt from limits on parking times imposed on others and can park for up to three hours on yellow lines (except where there is a ban on loading or unloading or other restrictions).

There is a £10 registration fee for the Blue Badge scheme.

Your local authority is responsible for issuing Blue Badge parking permits. Please contact them directly for more information.

If you have access to the internet, you can go online for **further information on the Blue Badge scheme.**

On this website you can enter your town or postcode, which will take you to your local authority website, where you can find out more and/or apply online.



## Congestion Charge

Blue Badge holders are eligible to register for a 100% discount from the Congestion Charge which means that once you have successfully registered with Transport for London you will not have to pay the £11.50 daily charge. You **must** register with Transport for London before travelling. Please allow a minimum of 10 working days for your application to be processed.

For information on how to register, please call **0343 222 2222**.  
Use Textphone **020 7649 9123** if you have impaired hearing.

If you have access to the internet, you can [download an application form](#).

Disabled passenger-carrying vehicles, and vehicles used by disabled people which are exempt from Vehicle Excise Duty (road tax) are automatically exempt from the Congestion Charge and do not need to register with Transport for London.