

CHARING CROSS

Getting to and from the Station

By Taxi

There is a set down and pick up area on the Station forecourt. This area is heavily cobbled.

By Car

There are no short or long stay car parking facilities. A blue badge car parking space is available on the station forecourt. It is available on a first come first serve basis – no booking required.

By Bus

There is step free access from the bus stops on the Strand. If you don't want to cross the cobbled forecourt there is a pavement at the side of the cobbles.

By Underground

Underground access is not step free, however there is one escalator. The escalator goes down in the morning peak until approximately 1030, and up for the remainder of the day.

On Foot

There is step free access from the Strand, but not the Villiers Street entrance. If you don't want to cross the cobbled forecourt from the Strand there is a pavement at the side of the cobbles. There are escalators up and down from Villiers Street, however they are controlled by the managers of Embankment Place.

For information about accessible travel across the city, phone Transport for London ☎ 020 7222 1234.

Assistance

Where to get assistance

If you require mobility assistance or with luggage, and you have not arranged for someone to meet you, please contact any member of staff (including cleaning staff) and they will arrange to get assistance for you.

There are no mobility assistance vehicles at the station. If you are unable to walk far you will be offered assistance in the station wheelchair.

Facilities

Toilets

There is one unisex accessible toilet in the central entrance way between the station forecourt and the concourse. Ladies toilets are down stairs off the main concourse by Millies Cookies. Gents toilets are down stairs off the main concourse opposite the cash machines.

Textphone

There is a BT public textphone in the central entrance between the station forecourt and the concourse.

HelpDesk

Induction loops are fitted. The helpdesk is open between 0700 to 2200 Monday to Friday, Saturday & Sunday 07:30 -21:30.

Current lack of access at the station

- There are no tactile warning strips along the edge of the platforms.
- The door to First Aid office may not be wide enough for some wheelchair users.
- Left luggage/lost property have no induction loops fitted.

Station Facilities Contingency

Key Facility	Contingency Arrangement
Manual wheelchair	The station has an arrangement to borrow a wheelchair from one of the other Managed Stations if necessary
Accessible toilet	The station has an arrangement with the Charing Cross hotel next door

General Information

Crowd Control

When the concourse becomes overcrowded, some of the station entrances may be closed or made exit only. There will be staff available on the concourse to provide assistance.

Train companies operating

- Southern ☎ 08451 272920 Textphone 08451 272940
- Southeastern Railway ☎ 0845 000 2222 Textphone 0800 783 4548

Planned works

There are no major redevelopment plans for Charing Cross Station at present. Network Rail Managed Stations is in discussion with the Department for Transport regarding capacity issues which we predict will become problematic by 2008. Consultation with the local disabled people's reference group will take place once this forum is established.

Number of people trained in Disability Equality

12 staff here has received Disability Awareness training, with the remaining 5 due to be trained by November 2009.

Audit of mobility assistance

*Figures for 2007-2008 are currently being collated and will be entered into this document once complete.

Station contact details

By telephone: Duty Station Manager ☎ 020 7922 2301
By textphone: ☎ 020 7925 2169
In person: Duty Station Manager 24/7 7days a week
By post: Station Manager
Charing Cross Station
The Strand
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WC2N 5HS