



Appendix A: mobility assistance

Train Operators

	Assistance No.	Textphone
Arriva Trains Wales c2c	0845 300 3005 01702 357 640 and 0800 028 2878	0845 758 5469 0845 120 2077
Chiltern Railways	08456 005 165	08457 078 051
CrossCountry	0844 811 0125	0844 811 0126
East Coast	08457 225 225	08451 202 067
East Midlands Trains	08457 125 678	Text Direct 18001 followed by 08457 125 678
First Capital Connect	0800 058 2844	0800 975 1052
First Great Western	0800 197 1329	18001 followed by 0800 197 1329
First Hull Trains	08450 710 222	None available
First Transpennine Express	0800 107 2149	0800 107 2061
Gatwick Express	0845 850 1530	0800 138 1018
Island Line	0800 52 82 100	None available
London Midland	0800 092 4260	0845 60 50 600
London Overground	0845 601 4867	020 3031 9331
Merseyrail Electrics	Mon-Fri (0900-1600): 08000 277 347 0151 702 2071	Mon-Fri (0900-1600): 08000 277 347 0151 702 2071
	Out of hours: 0151 702 2704	Out of hours: 0151 702 2704
National Express East Anglia	0800 028 28 78	0845 606 7245
Northern Rail	08081 561606	08456 045 608
ScotRail	0800 912 2 901	0800 912 2 901
South West Trains	0800 52 82 100	0800 69 20 792
Southeastern Trains	0800 783 4524	0800 783 4548
Southern	0800 138 1016	08451 27 29 40
Virgin Trains	08457 443 366	08457 443 367

If you don't know which company operates the train service you need, contact National Rail Enquiries on 08457 48 49 50 or textphone 0845 605 0600.

Where possible, we ask that customers who need mobility assistance book assistance at least 24 hours before they travel. Mobility assistance is available at stations during their opening hours. Details of these can be found in Appendix B.