



Bristol Temple Meads

Station Guide



Information older, disabled and less mobile passengers.

Including accessible facilities and passenger assistance services.

Contents



Introduction	04
Station overview	05
Who does what at our station	05
Station operating hours	05
Train operators at our station	06
Station access	07
Step-free access	07
Step-free access to platforms	07
Step-free classification	08
Tactile paving/panels	08
Arriving by car	09
Parking	09
Taxis	09
Buying a ticket	10
Ticket office opening hours	10
Ticket vending machine operating times	11
Passenger assistance	12
Passenger assistance at our station	12
Accessing passenger assist services	14
Booking in advance	14
Turn up and go	16
Where to go when you arrive at the station	17
Replacement transport	17
Interchanging	18
Using the station at busier times	19

If things don't go as planned	20
Booked assistance failures	20
Planned or unplanned disruption	20
Station facilities	22
Seating	22
Toilets	24
Showers	25
Left luggage	25
Customer information screens	26
Information points	27
Hearing loops	27
Catering and retail	28
Getting in touch	29
If things go wrong	29
On the day of travel	31
How to escalate a complaint	32
How to contact train operators	33
Further information	34
About this guide	34
Our ATP	34
Working with train operators	34
Our work with disabled people on improving accessibility	35
National freephone passenger assist	35

Introduction



Welcome to Bristol Temple Meads station.

This leaflet sets out:

- The help that is available at the station for older, disabled and less mobile passengers and how to get it
- The facilities available in and around the station

We work in collaboration with all relevant parties, including our train operators, to meet the standards outlined in this guide and commit to continuously improving our services and facilities for older, disabled and less mobile passengers.



Station overview

Who does what at our station

Network Rail manages the station and maintains facilities in the station such as induction loops and other accessibility features.

Great Western Railway provides assistance to all passengers in the station.

Great Western Railways sell tickets to passengers and provide the train services.

Station operating hours

Day	Time
Monday – Friday	04:30 – 01:45
Saturday	05:30 – 01:45
Sunday	07:00 – 01:45



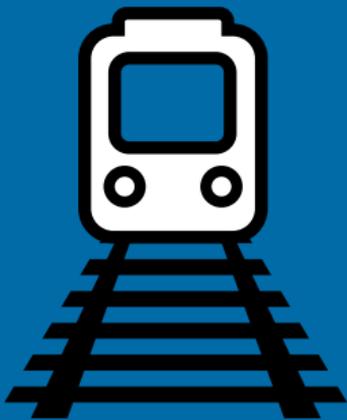
Train operators at our station are:



CrossCountry – long distance services across the whole country from cities in Scotland all the way to the south and Cornish coasts.



Great Western Railway – trains between London, Reading, Bristol, Plymouth, Penzance, Cardiff and Swansea.



Station access

Step-free access

Step-free access to the main station is via:

- Our main long stay car park
 - Main entrance from the side pavements on Station Approach
-

Step-free access to platforms

Platforms 1–4

Platforms 1–4 are on one level from the station entrances.

Platform 5–15

Access to platforms 5–15 is via the passenger subway, which can be accessed using the lift from platform 3. Once in the subway all platforms can be accessed via lift.

We recommend that wheelchair users and others who are unfamiliar with the station seek assistance from a member of the Great Western Railway Team to access the platforms.

Step-free classification

Under the industry step-free classification system, Bristol Temple Meads is a Category A station. This means that the station has step-free access to and from all platforms, at all times trains are running, via level access, lifts or ramps.

Tactile Paving/Panels

Tactile paving/studs are used to help passengers with visual impairments to detect the platform edges at our stations. These are comprised of bumps that are detectable with a walking cane, by guide dogs and/or felt underfoot.

At Bristol Temple Meads station all platforms are fully fitted with tactile paving/panels.

Arriving by car

Our pick-up and drop-off point is located in the short stay car park at the front of the station off Station Approach – postcode **BS1 6QF**.

Parking

Bristol Temple Meads station provides long-stay and short-stay car parks. These are managed by APCOA. Please visit the APCOA parking website for pricing and more information at www.apcoa.co.uk/parking-in/bristol/bristol-temple-meads/.

There is level access to the station from the car parks.

11 Blue Badge spaces are available in the long stay car park.

7 blue badge spaces are available in the short-stay car park.

Taxis

Taxi rank is at the station entrance with accessible taxis available. To access the taxi rank, follow signs from inside the station.



Buying a ticket

Ticket machine locations:

- 3 located in the Midland Shed.
- 2 located in the Booking Hall, next to the ticket office.

All ticket machines are accessible for all users.

Our ticket machines are all equipped with smart card readers.

The station map can be found [here](#).

Ticket office opening hours

Day	Time
Monday – Friday	06:15 – 21:30
Saturday	06:15 – 21:30
Sunday	07:00 – 21:30

Ticket vending machine operating times

- The 3 ticket machines located in the Midland Shed are available 24 hours a day.
- The 2 ticket machines located in the booking hall are available during station operating hours.



Passenger assistance

Passenger assistance at our station

We offer assistance to older, disabled and less mobile passengers who need help accessing our facilities and train services.

Our Great Western Railway Passenger Assistance team have access to wheelchairs to help us assist you in and around the station.

Note: Wheelchairs are not available for passenger use without the help of one of our team.

What services are included?

Our Passenger assistance team can aid with:

- Offering a helping hand at the station
- Support when boarding, finding a seat, or alighting the train
- Meeting you from your train and taking you to your next train or the exit
- Arranging a ramp to assist you on or off your train
- Assistance relating to a non-visible disability
- Advising on the accessibility of other stations across the network for your onward journey
- Carrying your bag(s) – up to three items of luggage as per the National Rail Conditions of Travel

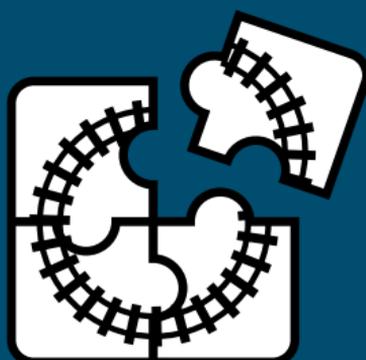
Distances from the concourse to trains can be lengthy at Bristol Temple Meads station so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to departure.

When arriving at the station by train where it is the terminating stop for the train, our aim is to meet you on time. Sometimes it may take us a little longer because we often assist more than one passenger per train, but we have a service commitment to not exceed 5 minutes from arrival and 10 minutes during disruption.

If you arrive at the station much earlier than your planned departure time, you may have to wait for assistance staff to become available.

Bristol Temple Meads is one of the busiest stations in the country for Passenger Assistance bookings. Because our station is so busy, we do recommend that you book in advance wherever possible.

Pre-booked assistance can be booked up to 2 hours in advance of travel.



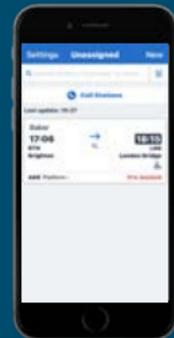
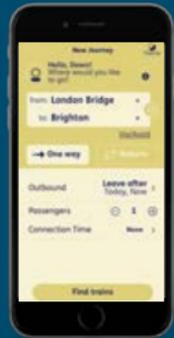
Accessing passenger assist services

Assistance for any journey, including journeys with multiple connections using multiple train companies, can be booked in advance, or can be requested on the day from a member of staff.

Booking in advance

There are several ways you can book assistance in advance:

1. Contact the relevant train operator for your journey via their website.
2. **Passenger assistance on a web browser passengerassistance.com.** We will tell you when your booking is confirmed. Then, all you have to do is book your ticket and you're on your way.
3. **Transreport Passenger Assistance App.** You will be able to download the app by searching for "Passenger Assistance" on your app store (iOS/Android). Once found, click 'Install' and wait for the app to appear. Send your request to book assistance on the app and this will be sent directly to the train operator, who will arrange assistance for you. We will tell you when your booking is confirmed. Then, all you have to do is book your ticket and you're on your way.



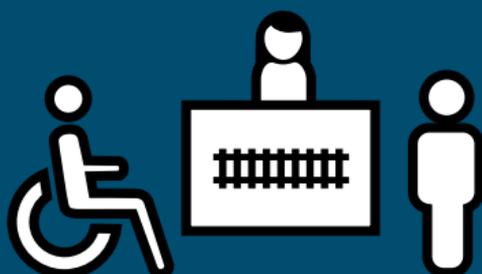
4. Visit the [National Rail Enquiries website](#).
5. Follow the instructions provided via any other train booking service provider.

On the day you can request assistance from any of our team or go directly to our assisted travel meeting point where one of our team will help arrange assistance with you.

Tell us about your journey

The booking agent will need to know the following information, so it may be useful to have this to hand when you call:

- The date and time of the service you are planning to travel on
- Your seat reservation details (if you have one)
- If you have any requests such as a preference to being assisted on foot rather than in a buggy, please make this clear to the booking agent



‘Turn up and go’

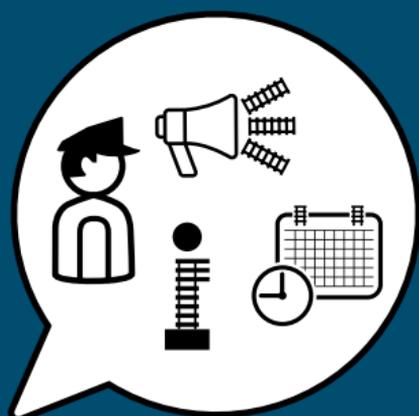
As well as booking in advance, you can ask for assistance on the day that you are travelling. For Turn up and go service, passengers are to arrive 30 minutes prior to departure.

Assistance services are available at all times the station is open. You may need to wait until staff are available to help, but our policy is to make it happen.

You can ask any member of staff at the station or go to our assisted travel lounge at the times it is open.

Help points

Unfortunately there are no help points at this station.



Where to go when you arrive at the station

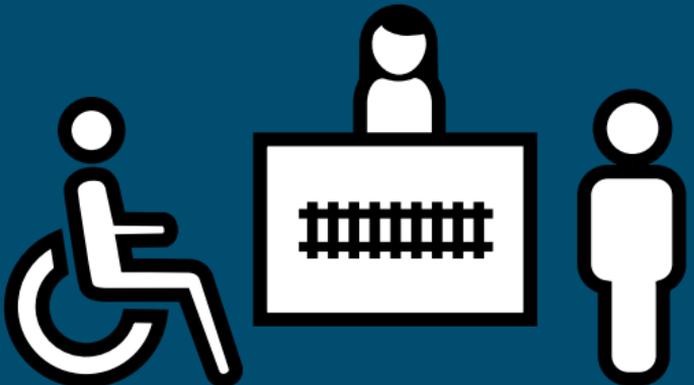
When arriving at the station, the meeting point is the station reception.

You can ask any member of staff who will be happy to help you.

Replacement transport

In some circumstances, alternative accessible transport might be offered **during planned works or times of disruption**.

We will work with your train operator to help you make your journey, this may include the train operator arranging alternative accessible transport where appropriate.



Interchanging

This section explains how you can change from one mode of transport to another and how to navigate within the station.

From the station you can access the Bristol Airport flyer bus from the dedicated bus stop on Station Approach which takes you directly to the airport . Local buses, 8, 72, 74, 3X are also available from the Station Approach.

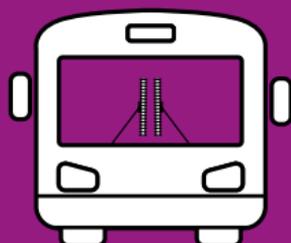
There is a taxi rank directly outside the main entrance.

Pick-up and drop-off points are located outside the main entrance in the short stay car park.

If you need information on how to change to another mode of transport at the station, please speak to a member of staff on the station.

When arriving at the station and it is the terminating stop, our aim is to meet you on time. Sometimes it may take us a little longer because we often assist more than one passenger per train, but we have a service commitment to not exceed 5 minutes from arrival.

If you arrive at the station much earlier than your planned departure time, you may have to wait for assistance staff to become available.



Using the station at busier times

There are times when the station can become congested. Great Western Railway teams manage passenger flow during busier times.

Off-peak times are when the station is least busy – these are normally during the week from 09:30 until 16:00 and after 19:00.

If you require assistance to travel through the station during busier times our team are available to assist. Please contact a member of the team throughout the concourse or go directly to the Information Desk where our team will provide assistance to your train.



If things do not go as planned

Booked assistance failures

Where your booked assistance has not been provided or does not go as confirmed by the operator, passengers can submit a claim for redress to the operator of the train they were travelling on, or due to travel on, when the failure took place. We will provide you information as required to help you.

Planned or unplanned disruption

We will tell you about disruption to services by displaying information on our customer information screens and making audio announcements throughout the station.

If you have booked and/or require assistance during times of disruption we would ask that you make yourself known to one of our station colleagues at the assisted travel lounge or the Passenger Assist meeting point who will support you by providing information on your booked service, and will assist with your onward journey including rearranging assistance as necessary.

All information during disruption will be communicated to you including regular delay updates to help you decide on your travel preferences and if required, how to access suitable alternative transport options.

We will provide access and information on how to claim compensation when you are delayed.

Prior to any long-term refurbishments at our stations we will consult user groups and stakeholders.

We will notify you of any short or long-term refurbishments on our website and National Rail Enquiries to help you plan your journey in advance and when you are in our stations we will provide information prior to and during these refurbishment activities.

We will also keep passengers up to date via our social media platforms:
[@NetworkRailWest](#) on X.



Station facilities

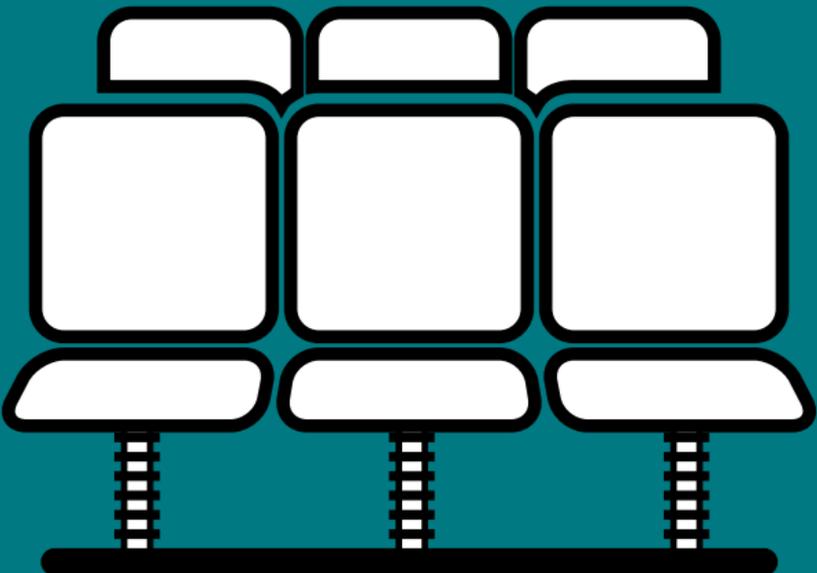


Seating

Seating is located throughout the station including priority seating. There are waiting rooms located on platform 5 and on platform 15. The waiting rooms are open during station operating hours.

Location	Customer information screens	Priority seating	Heated
Assisted travel area in station receptions. Located in the help desk. All seats are priority seats. The help desk is staffed to provide additional help.	Yes	Yes	Yes
Waiting room platform 5 General seating and two designated priority/accessible seating with charging points.	Yes	Yes	Yes

Location	Customer information screens	Priority seating	Heated
<p>Waiting room platform 15 General seating and two designated priority/accessible seating with charging points.</p>	Yes	Yes	Yes
<p>Platforms A mixture of benches and seating with armrests is available on all platforms conveniently located at key locations.</p>	Yes	No	No



Toilets

The main public toilets are located in the passenger subway. There are additional Ladies Toilets located on Platform 10 & 12.

Accessible toilet is located on platform 3.

There is a further accessible toilet on platform 15 which is accessible via the Lift on platform 3, through the subway to platform 15.

Access to the platform 15 is via lift from the subway.

The toilets are free to use and can be accessed using a radar key. If you don't have a radar key of your own, please speak to a member of station staff or one of our cleaning team who will open them for you.

Toilets are all available during station opening hours.

Baby change facilities can also be found in the passenger subway, by the ladies' toilets. Additional baby change facilities can be found in 13/15 accessible toilet and in the ladies toilet on platform 10/12. This is open during station opening hours.

The nearest Changing Places facility is in Cabot Circus which is open Monday – Saturday 10:00–20:00, Sundays 11:00–17:00. Details can be found at <https://www.cabotcircus.com/>

Showers including accessible showers

There are no shower facilities at Bristol Temple Meads station.

Lost property

Lost property is also located in the passenger subway.

Left luggage

There is no left luggage facility at Bristol Temple Meads station.



Customer information screens

We have various customer information screens across the station that provide train information, including train times and platform numbers.

We also provide audio announcements for all our train services and other customer related information.



British Sign Language (BSL) customer information screen

There is one BSL customer information screen in the booking hall.

Information points

The information desk is located on platform 3. Staff are also available prior to the gate line to assist you if required. From Winter 2022, the information desk will be relocated into the Booking Hall by the Station Entrance.

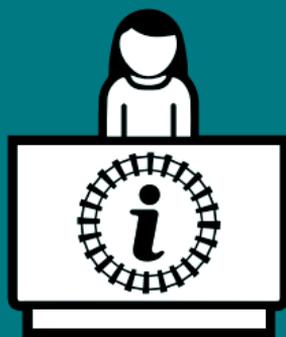


Help points

Unfortunately there are no help points at this station.

Hearing loops

There are hearing loops in the ticket office and station reception.



Catering and retail

As our retail offering can change regularly, please visit our station website page for up to date information or ask for a station map at the station.

More detailed accessibility information

Our website station pages contain all the information on Bristol Temple Meads station, visit [Bristol Temple Meads station – Facilities, Shops and Parking Information](#)



Getting in touch



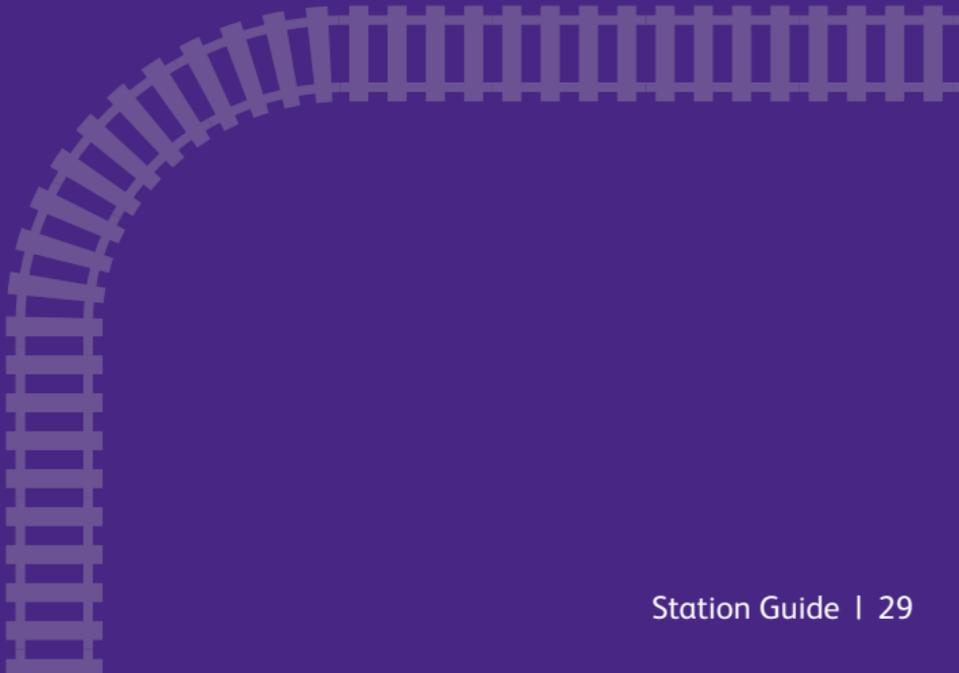
If things go wrong

We value and welcome your feedback, so please share your experience with us. You can do so in the following ways:

At our managed stations: Employees are trained to help you if you have any questions. Speak to any Great Western Railway member of staff at one of our managed stations and they will attempt to resolve your query.

National Helpline: 03457 11 41 41, open 24 hours a day, seven days a week including bank holidays. If the query can't be resolved immediately, we will log your feedback and look into the matter.

Online: www.networkrail.co.uk/contactus where you can submit a station complaint form.



You can access frequently asked questions or choose to provide feedback to Network Rail from this link, which is also where you will find our online contact form.

Live chat: Our live chat is available from

Day	Time
Monday – Friday	07:00 – 21:00
Saturday – Sunday	08:00 – 20:00

www.networkrail.co.uk/contactus

X: [@NetworkRail](https://twitter.com/NetworkRail), we respond to as many queries as we can on X or will help you to log an issue for us to look in to.

Post: We have regional community relations teams. If action is required, our central team will pass your query or feedback to the team that works in your area. You can write to us at:

**Network Rail
Waterloo General Offices
London
SE1 8SW**

On the day of travel

If you have any questions about your journey prior to accessing the station, please contact the Train Operator you booked assistance with.

Alternatively you can contact the National Passenger Assist team on 0800 022 3720 who will direct you to the correct person.

You can follow us on X for updates about the station – [@NetworkRailWest](https://twitter.com/NetworkRailWest)

Whilst our X account can offer useful information, it isn't monitored 24 hours a day so for urgent advice we would advise you to contact our **National Helpline on 03457 11 41 41.**

We will aim to respond to any messages on X as soon as possible.



How to escalate a complaint

If you are unhappy with how Network Rail or a train operator has dealt with your complaint you can contact the Rail Ombudsman, which is an independent organisation set up to resolve complaints about the rail industry.

Telephone: **0330 094 0362**

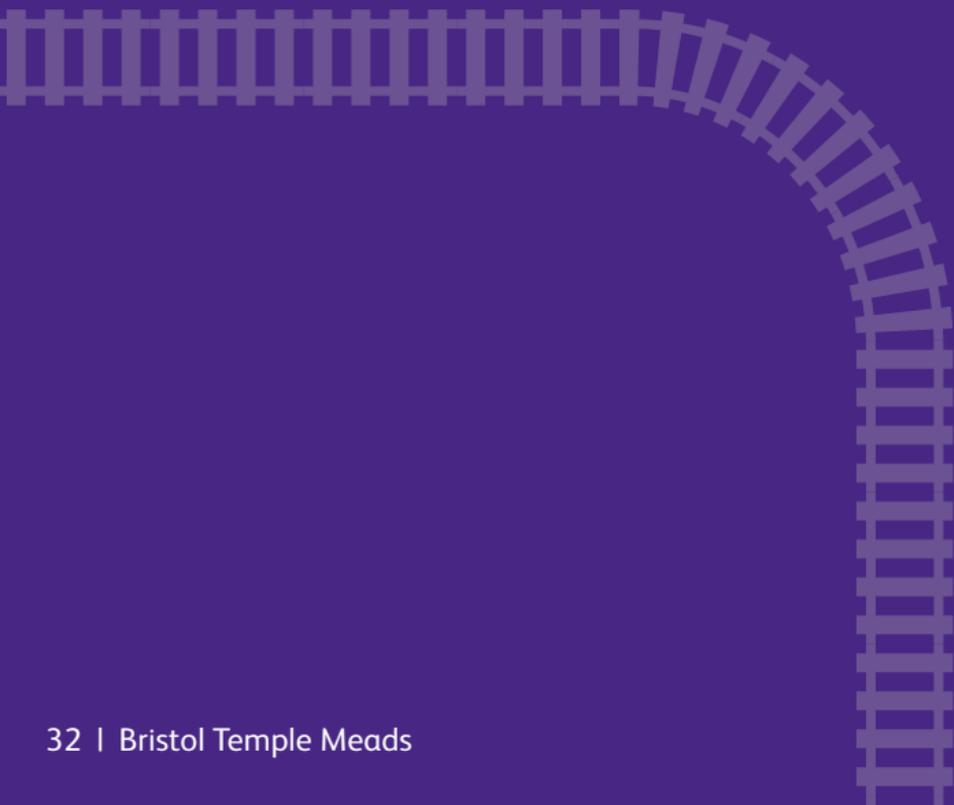
Textphone: **0330 094 0363**

Email: info@railombudsman.org

X: [@RailOmbudsman](https://twitter.com/RailOmbudsman)

Website: www.railombudsman.org

Post: FREEPOST – RAIL OMBUDSMAN



How to contact train operators



[CrossCountry](#)

Phone: **03447 369 123**

Texphone: **08001 0800 030 9224**

BSL interpreter available via phone though a link on this page:

<https://www.crosscountrytrains.co.uk/customer-service/contact-us-and-faqs>

X and Facebook: **@CrossCountryUK**



[Great Western Railway](#)

Passenger Assist: **0800 022 3720**

Texphone: **07890 608043**

Email: www.gwr.com/help-and-support/contact/email-us

X: [@GWRHelp](#)

Website: www.gwr.com/help-and-support/contact

WhatsApp: [07890 608043](https://www.gwr.com/help-and-support/contact)



Further information

About this guide

You will find a copy of this guide on our website. The guide is also available in alternative formats including large print, audio version and text only versions.

Our Accessible Travel Policy

Our policy document sets out the commitments Network Rail has made, to ensure older, disabled and less mobile passengers can use our stations and facilities.

You can find this on our website, or by contacting us using the details in the contact us section.

Working with train operators

As part of our commitment to provide high quality assistance to our passengers we engage regularly with our train operators to review, monitor, and improve our service provision.

Our work with disabled people on improving accessibility

Bristol Temple Meads Accessibility Forum has been set up to consult future changes to the station with our disabled passengers, helping to ensure we build a station fit for all.

National freephone passenger assist

Telephone: **0800 022 3720**

Textphone/minicom: **0845 60 50 600**

Textphone free SMS passenger assist forwarding service: 60083 – text your requested journey from your phone and you will receive an instant message with the number you need to dial from your textphone unit.

www.disabledpersons-railcard.co.uk/travel-assistance/



