



Edinburgh Waverley

Station Guide



**Information for older, disabled
and less mobile passengers.**

Including accessible facilities and
passenger assistance services.

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Introduction

Welcome to Edinburgh Waverley 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 improve our services and facilities for older, disabled and less mobile passengers.



Station overview

Who does what at our station

Network Rail manages the station, provides assistance to passengers and maintains facilities including toilets and accessible features such as lifts and escalators.

Our train operators sell tickets to passengers and provide the train services.

Station operating hours

Day	Time
Monday – Saturday	04:00 – 00:45
Sunday	06:00 – 00:45



Train operators at our station are:



ScotRail

Operating services across Scotland



Caledonian Sleeper

Operating an overnight service running between Scotland and London



Avanti West Coast

Operating intercity and other long-distance passenger trains across Great Britain



CrossCountry

Operating intercity and other long-distance passenger trains across Great Britain



TransPennine Express

Operating regional and inter-city rail services between the major cities and towns of Northern England and Scotland



LNER

Operating passenger services from Edinburgh and along the East Coast Main Line to London Kings Cross via Newcastle



Lumo

Operating passenger services on the East Coast Main Line between Edinburgh and London King's Cross

Station access



Step-free access

Step-free access to the main station concourse.

There are five entrances to the main station concourse, all of which have step-free access as follows:

Market Street: access via lift or steps

Princess Street: access via lift, steps, or escalator

Calton Road: access via lift or steps

Waverley Bridge: access via a long ramp/slope

New Street Car Park: access via lift, steps, or escalator with some of the kerbs along the route not being dropped

Step-free access to platforms

Platforms 1 and 20: Access to these platforms is via lift or escalators from the main concourse or from the overbridge near the Princes Street access via steps.

Platforms 2–7 and 11–19: There is step-free access to these platforms from the station concourse with platforms 6, 7, 11, 12, 13–18 being accessed via ticket barriers.

Platforms 8–10: Access to these platforms is via lift or escalators from the main concourse or from the overbridge near Market Street via steps.

Platforms 2–7 and 11–19: These platforms are located directly off the main station concourse.

Note: We do recommend that wheelchair users and others who are unfamiliar with the station seek assistance from a member of our team.



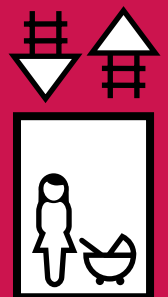
Step-free classification

Under the industry step-free classification system, Edinburgh is a Category A station, meaning that the station has step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps (in accordance with new-build standards re gradient/length).

Tactile paving/panels

Tactile paving/panels 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.

All of our platforms in Edinburgh Waverley are fitted with tactile paving/panels.



Arriving by car

Access by road

The station is located in the centre of the city, in the valley between Market Street and the Old Town to the south, and Princess Street and the New Town to the north. There is currently no private vehicle access onto Waverley Bridge.

Dropping off

There is a designated drop-off point located off Calton Road reached from the A900 Leith Street or the A1 via Calton Hill to the north.

From the south, Calton Road is reached from New Street and East Market Street.

Vehicles cannot be left unattended in this area.



Parking

The station has a multi storey car park operated by APCOA located off New Street (for Sat Nav use EH8 8BH).

There are 16 Blue Badge designated parking bays with dimensions of 240cm x 400cm and these are located in the open-air section of the car park, nearest the station.

Pedestrian walkways are available in the car park to the station, though the station entrance is not clearly visible from the Blue Badge parking bays.

All customers are entitled to free parking for 40 minutes with Blue Badge holders permitted for up to 2 hours.

The car park vehicle entrance is to level-1.

From this level there are vehicle ramps up to the open-air parking and Blue Badge bays, or down to level-2 of the car park.

There are lifts and stairs to all floor levels.

There are no low-level payment kiosks located within the car park, but staff will be able to assist if required.

For all information relating to payment charges, please visit www.apcoa.co.uk

Taxis

There are taxi ranks at the station located on Waverley Bridge and East Market Street.

Pre-booked taxis can also pick up at the Calton Road drop-off point.

The taxi rank on East Market Street is 100m from the Market Street entrance.

Please be advised that not all taxi companies have wheelchair accessible vehicles, so we recommend that you call to check availability and suitability before travelling.

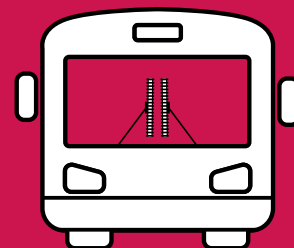
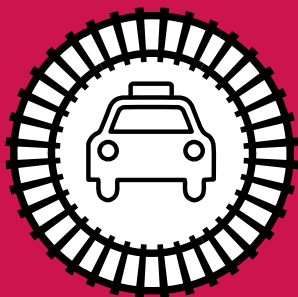
Operators who may accept bookings include:

City: **0131 228 1211**

Edinburgh: **0131 623 1624**

Central: **0131 229 2468**

For more information regarding taxis please visit www.traintaxi.co.uk



Buying a ticket

Ticket vending machines

Ticket machines selling tickets for all train companies can be found at the following locations:

- LNER Travel Centre
- Main Concourse
- Market Street entrance
- On the concourse by the Calton Street entrance

Our ticket machines are all equipped with smart card readers and are available during station operating hours.

Our passenger assistance staff can also help you to buy tickets if required.

Ticket office (excess fares) opening hours

Day	Time
Monday – Sunday	06:30 – 23:00

The ticket office counter is located on platform 14 and this serves Scotrail passengers arriving on platforms 13–18 who need to purchase tickets on arrival before passing through the ticket barrier.

There is step-free access, a lowered section of counter and a fixed loop hearing system is in place within the office.

Travel centre opening hours

Day	Time
Monday – Saturday	06:00 – 22:00
Sunday	07:00 – 22:00

LNER operate the travel centre located in the travel hall which can be found off the main concourse.

Tickets for all train operators can be purchased here.



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 Passenger Assistance team have access to wheelchairs and Passenger Assistance vehicles 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 to 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

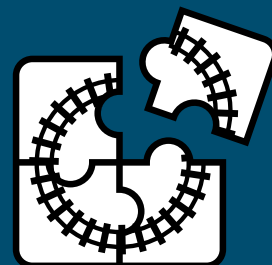
Distances from the concourse to trains can be lengthy at Edinburgh Waverley so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to departure.

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.

Edinburgh Waverley 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.



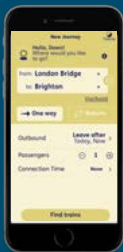
Accessing Passenger Assist services

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.



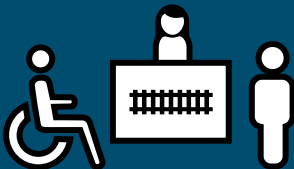
4. **Visit the National Rail Enquiries [website](https://www.nationalrail.co.uk).**
5. **Follow the instructions provided via any other train booking service provider.**

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 are travelling with other people, especially if they also require assistance, at London King's Cross our assistance vehicles can only seat three people each
- 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 (we call this ‘turn up and go’).

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 LNER Customer Reception at the times it is open.

Help points

Push button information points where you can speak to a member of staff 24/7. These are located at:

- Market St entrance car park level and street entry level
- Calton road sheltered area



Where to go when you arrive at the station

The customer assistance team are based at the LNER reception, off the main concourse and opposite platform 4.

The signage at the door says ‘LNER Customer Reception’.

You can also request support from any of our Customer Service team; we have a dedicated team who support the delivery of assistance to our customers.

Our team can be identified by either their blue tabards which have a purple section on the back or the red LNER uniform and any member of the railway team can assist you to the LNER travel reception.

Opening hours

Day	Time
Monday – Saturday	07:00 – 23:00
Sunday	08:00 – 23:00

Our assistance team can help you:

- check-in for assistance you have previously booked
- make a ‘turn up and go’ request for assistance for those who have not booked

Outside of these times, passenger assistance services are still available, by speaking to a member of staff on the concourse.

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.

Please note that we can only provide assistance on the station premises and to/ from the taxi ranks on Waverley Bridge and East Market Street.

Bus Information

There are bus stops located on Princes Street serving multiple bus and coach services, including night buses, stop in this location.

The city also has a tram service that travels part way along Princes Street.

The nearest stop is north of Princes Street, about 250m from the station entrance, at St Andrew Square.

For the most up to date bus information please visit www.travelinescotland.com

Edinburgh Bus Station is located on Elder Street which is 0.3 away from Edinburgh Waverley.

Tram Information

The city also has a tram service that travels part way along Princes Street.

The nearest stop is north of Princes Street, about 250m from the station entrance, at St Andrew Square.

For more information on planning journeys, timetables and service updates please visit www.travelinescotland.com



Using the station at busier times

Edinburgh Waverley is one of Scotland's busiest stations and as one of Scotland's main travel hubs, there are times when the station can be extremely busy, particularly when there is an event going on in the city such as the Edinburgh Fringe Festival.

Our stations team do all they can to effectively manage the passenger flows, but it can be an overwhelming and challenging environment for some to navigate.

Off-peak times are when the station is least busy – these are normally during the week between 10:00 – 16:00.

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 LNER Customer reception, where our team will provide you with the required assistance.



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:

[@NetworkRailScot](#) on X.

And we recommend during disruption to engage with your Train Operator and keep up to date with their social media activity on X:

Scotrail: [@ScotRail](#)

Caledonian Sleeper: [@CalSleeper](#)

LNER: [@LNER](#)

Avanti West Coast: [@AvantiWestCoast](#)

Cross Country: [@CrossCountryUK](#)

Lumo: [@LumoTravel](#)

Trans Pennine Express: [@TPEassist](#)

During disruptive events, our Customer Service Team will be out and about in the station to provide assistance, or you can request assistance at our Assisted Travel Reception located at LNER reception opposite platform 4.

Station facilities

Seating

Seating is located throughout the station with availability on our main concourse as well as all of the platforms.

In addition to this, seating is also available at our mobility assistance point located at the within the LNER Customer Reception.

Location	Customer information screens	Priority seating	Heated
Tickethall	Yes	No	No
Platforms	Yes	No	No
Overbridge	Yes	No	No
Concourse West	Yes	No	No
Concourse East	Yes	No	No
Princes St entrance	Yes	No	No
Market St entrance	Yes	Yes	No

Toilets

All our facilities can be found just off the main concourse in the Travel Hall, the LNER Travel Centre is located towards the back of the area.

Accessible toilet

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 for you.

Our accessible toilets are free to use and can be accessed using a Radar key.



Changing places

Changing places facility is located next to the accessible toilets and is accessible via a radar key or by requesting assistance or entry from the attendant

Baby changing facilities

Our baby changing facilities are located inside both the male and female toilets.

Shower facilities

The shower facilities have step-free access and are located within the separate male and female toilets. The key can be obtained from the toilet supervisor on payment of the £5 fee.

Please note our showers are temporarily unavailable.

Left luggage

Our left luggage facility is located on platform 2 near the Calton Road entrance.

There is step free access, and a lowered section of counter is in place within the facility.

You can pre-book storage for your heavy, awkward, or high-value luggage items.



Left luggage opening hours

Day	Time
Monday – Sunday	08:00 – 21:00

For more information, please visit :
www.left-baggage.co.uk
or call 020 8090 9937

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.



BSL customer information screens

BSL Screens are available and located in the main travel hall and also on the main CIS screens on the concourse.

Information points

There is an information point located on the main station concourse which is open from 09:00 – 17:00, 7 days a week.



Help points

Push button information points where you can speak to a member of staff 24/7. These are located at:

- Market St entrance car park level and street entry level
- Calton road sheltered area



Hearing loops

We have hearing loops located within the LNER Travel Centre.

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 Edinburgh Waverley station, visit:

[Edinburgh Waverley – 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 Network Rail 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, 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 – **@NetworkRailScot**

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



ScotRail

Telephone: **0344 811 0141**

Website: www.scotrail.co.uk

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



Caledonian Sleeper

Telephone: **0330 060 0500**

Textphone: **1 800 103 300 600 500**

Live chat and contact form: www.sleeper.scot/help-support/contact-us/



Avanti West Coast

Post: **Avanti West Coast
The Square
2 Broad Street West
Sheffield
S1 2BQ**

Phone: **0345 528 0253**

Email: customer.resolutions@avantiwestcoast.co.uk

Website: www.avantiwestcoast.co.uk/

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



CrossCountry

Phone: **03447 369 123**

Textphone: **08001 0800 030 9224**

BSL interpreter available via phone though a link on this page:
www.crosscountrytrains.co.uk/customer-service/contact-us-and-faqs

X and Facebook: [@CrossCountryUK](https://twitter.com/CrossCountryUK)



TransPennine Express

Website: www.tpexpress.co.uk/

Phone: 0345 600 1671

WhatsApp: 07812 223 336



LNER

Post: LNER

Freepost RTUH-TUGH-GCLZ
Cramlington
NE23 1WG

Telephone: 03457 225 333

Text relay service: 18001 03457 225 333

Email: customers@lner.co.uk

Website: <https://www.lner.co.uk>

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



Lumo

Telephone: 03455280409

Email: customerexperience@lumo.co.uk

Website: www.lumo.co.uk/

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

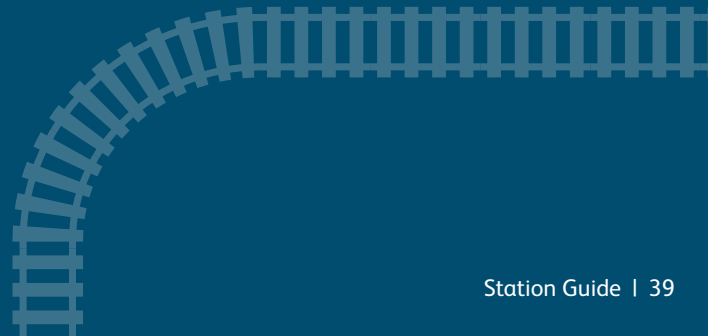
Our policy document sets out the commitments Network Rail has made, to ensure older and disabled and less mobile passengers can use our stations and facilities.

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

Edinburgh Waverley's 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/

