

Clapham Junction

Station Guide



Information for older and
disabled 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
London Underground stations at our station	07
Station access	08
Step-free access to the main station	08
Step-free access to platforms	08
Lift access to all floors	09
Step-free classification	09
Tactile paving/panels	09
Arriving by car	10
Parking	10
Taxis	11
Buying a ticket	12
Ticket office opening hours	12
Ticket vending machine operating times	12
Passenger Assistance	13
Passenger Assistance at our station	13
Accessing Passenger Assist services	15
Booking in advance	15
Booked assistance	16
Turn up and go	17

Where to go when you arrive at the station	18
Replacement transport	19
Interchanging	20
Buses	21
Using the station at busier times	22
If things don't go as planned	23
Booked assistance failures	23
Planned or unplanned disruption	23
Station facilities	25
Seating	25
Toilets	26
Showers	26
Left luggage	26
Customer information screens	27
Information points	28
Hearing loops	28
Catering and retail	29
Getting in touch	30
If things go wrong	30
On the day of travel	31
How to escalate a complaint	32
Further information	34
About this guide	34
Our ATP	34
Working with train operators	34
Our work with disabled people on improving accessibility	35

Introduction



Welcome to Clapham Junction station.

This leaflet sets out:

- The help that is available at the station for older and disabled 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 and disabled passengers.



Station overview



Who does what at our station

South Western Railway manages the station and provides assistance to passengers.

Network Rail maintains facilities including toilets, induction loops and other accessibility features.

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



Station operating hours

Day	Time
Sunday – Thursday	04:30 – 01:30
Friday – Saturday	Open 24 hours for services to Gatwick.



Train operators at our station are:



South Western Railway – trains to Waterloo Station, Basingstoke, Reading.



Govia Thameslink – trains to Brighton, Gatwick Airport, Victoria Station.



London Overground – trains to Stratford and Dalston Junction.

London Underground stations at Clapham Junction



There is no underground station at Clapham Junction.

The nearest underground station is Clapham South on the Northern line, which is approximately 1.5 miles away.



**Transport
for London**

Station access

Step-free access to the main station

There are two step-free entrances; Brighton Yard entrance from St. Johns Hill Road and Grant Road entrance.

Step-free access to platforms

Platforms 1-17 have step-free access via a lift from the overbridge, which is accessed from the Brighton yard entrance.

There is also a lift located in the entrance at Grant Road which provides access to platforms 1 and 2 only.

Our platforms are long, so it may take a little time to reach your train or access our main concourse on arrival therefore you may wish to seek support from one of our station team, to get you where you need to go on time.

Lift access to all floors

Adjacent to the main ticket office are two lifts which connect the main station to the Underground ticket hall level only.

Step-free classification

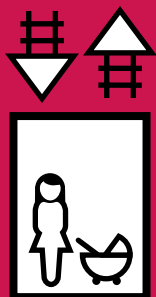
Under the industry step free classification, Clapham Junction station is Category B2 – this means the station has a degree of step free access to the platforms.

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.

At Clapham Junction platforms 1, 2, 17 are fully fitted with tactile paving/panels.

Platforms 3 – 16 have no tactile paving/panels fitted. If your train is departing from one of these platforms and you require assistance please ask one of our station team.



Arriving by car

Our pick-up and drop-off points are located:

- In Brighton Yard (access from St. Johns Hill). To get to the pick-up and drop off point, follow signs to the taxi rank
- For ease, please find the sat nav postcode for pick-up and drop-off point: **SW11 2QP**.

Note: Due to limited space and to avoid traffic congestion you will be unable to wait at our drop-off and pick-up points.

Parking

There is a car park situated to the left of the Grant Road entrance.

This is managed by APCOA. Please visit the APCOA parking website for pricing and more information at www.apcoa.co.uk/parking-in/london/clapham-junction/.

Taxis

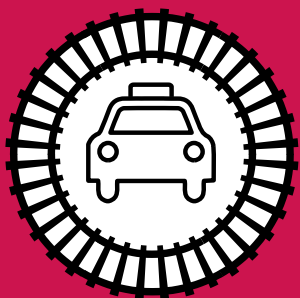
We have an accessible taxi rank located at the front of the station in Brighton Yard, St. Johns Hill.

Our staff are available to assist passengers entering the station from the taxi rank.

To access the taxi rank, follow signs from inside the station.

For information:

The taxi rank is a designated TfL taxi rank operating black cabs, all of which are wheelchair accessible. Some of the newer 'black cabs' are also fitted with induction loops and intercoms for hearing aid users.



Buying a ticket

There are accessible ticket machines which are all equipped with smart card readers at the ticket office in the Brighton Yard and shopping centre entrances, off St. Johns Hill.

There is an accessible desk for assistance at the ticket office in Brighton Yard.

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

Ticket office opening hours

St John's / Shopping centre entrance.

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

For Brighton Yard ticket office, if closed, speak to a member of staff who can assist.

Ticket vending machine operating times

Day	Time
Monday – Friday	04:30 – 01:30
Saturday – Sunday	24 hours a day

Passenger Assistance



Passenger Assistance at our station

We offer assistance to older and disabled 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.

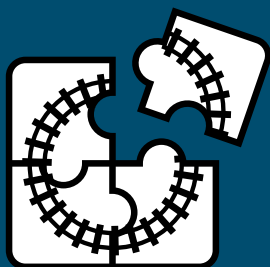
Distances from the station entrances to the trains can be lengthy at Clapham Junction so to assist you in a timely and safe manner we would request our passengers who require assistance arrive in good time; we recommend arriving 30 minutes prior to departure.

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.

Clapham Junction 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.

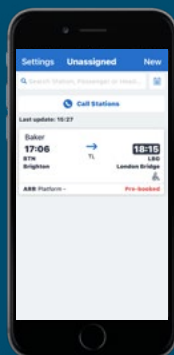
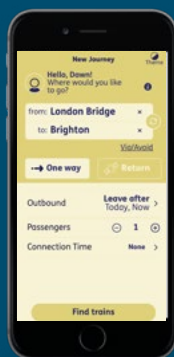
Booking in advance

There are several ways you can book assistance in advance:

1. **Contact the relevant train operator for your journey via their website.**

2. **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.



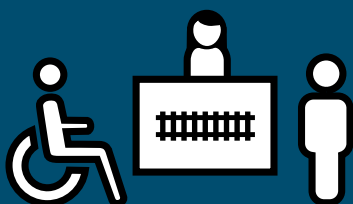
3. Visit the National Rail Enquiries [website](#).
4. Follow the instructions provided via any other train booking service provider.

On the day you can request assistance from any of our team.

Booked assistance

Clapham Junction is a very busy station for delivering assistance, so you may wish to book your assistance ahead of time.

To book assistance in advance or for help to plan your journey, please contact the train operator you are travelling with (contact details at the back of this leaflet). If you are unsure which train operator you are travelling with, you can call National Rail Enquiries on **0800 022 3720**. They will refer you to the appropriate train operator to make your booking request.



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 Euston 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. 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.

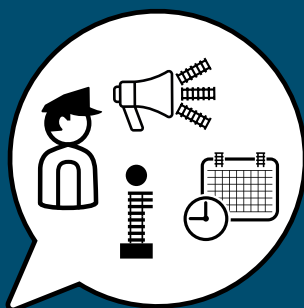
Where to go when you arrive at the station

If you require assistance or help with your luggage, please head to our assistance meeting point which is the station reception located in Brighton yard, alternatively speak to a member of staff available on the concourse.

You can also request support from any of our customer service team, they can be identified by their blue and orange tabard's that they wear, but any member of the railway team can assist you to our Station Reception.

Station reception opening hours:

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



Our station reception 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

There is a comfortable seating/waiting area exclusively for our passengers, marked as priority seating. This area is air conditioned for your comfort.

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

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 to/from Clapham Junction station to the taxi rank.

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

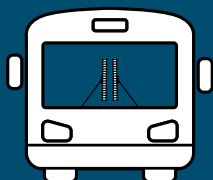
To access the taxi rank, follow signs from the station.

Buses

Bus stops are located on St. Johns Hill and on Grant Road.

Information on bus and London Underground services is available on the Transport for London website at tfl.gov.uk or on the TfL Go app.

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



Using the station at busier times

Euston is one of the busiest stations in the UK and there are times when the station can become congested. Our station teams manage passenger flow during busier times.

Off-peak times are when the station is least busy – these are normally during the week after 0930 in the morning and 1900 in the evening. At the busier times we would recommend you book assistance wherever possible.



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:

[@NetworkRail](#) on Twitter.



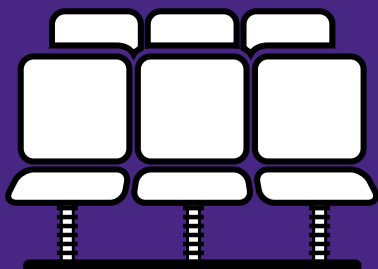
Station facilities



Seating

Seating is located throughout the station including priority seating, please refer to table below for details:

Location	Customer information screens	Priority seating	Heated
Overbridge Seating is available along the overbridge.	Yes	Yes	No
Waiting room Located on platforms: 1-2, 9-10, 13-14	Yes	Yes	13-14 are heated
Platforms Seating is available on platforms conveniently; located at key points.	Yes	No	No



Toilets

Toilets including accessible toilets and baby change facilities are located between platform 17 and the Brighton Yard entrance.

The toilets are free to use and accessible toilets can be accessed using a Radar key. If you don't have a Radar key of your own, please go to the gateline (immediately outside the toilet) or speak to a member of the cleaning team who will open it for you. All toilets are open during station opening hours.



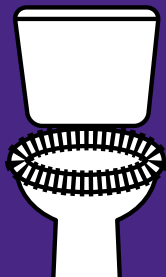
Showers including accessible showers

Not available at this station.



Left luggage

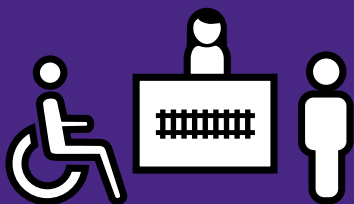
Not available at this station.



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.



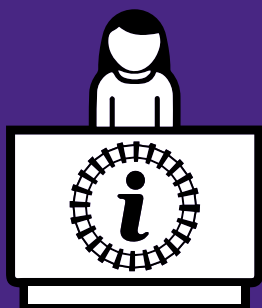
Information points

Staff are positioned on most platforms and entrances to assist you with information. There are no assigned information points.

There are help points on every platform and on the overbridge.

Hearing loops

These are located by the Help Point on each platform, and there is also one in the ticket office.



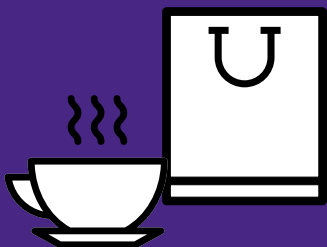
Catering and retail

As our retail offering can change regularly, please visit our station website page [here](#) 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 Clapham Junction station, visit

[Clapham Junction – 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.

Twitter: [@NetworkRail](https://twitter.com/NetworkRail), we respond to as many queries as we can on Twitter 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

1 Eversholt Street

London

NW1 2DN

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 Twitter for updates about the station - [@NetworkRail](https://twitter.com/NetworkRail).

Whilst our Twitter 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 Twitter 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

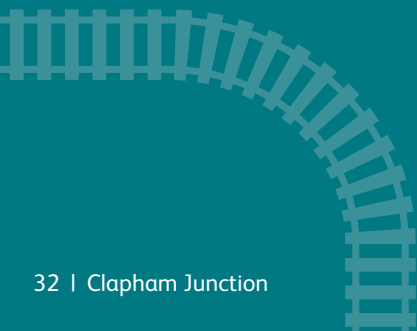
Textphone: 0330 094 0363

Email: info@railombudsman.org

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

Website: www.railombudsman.org

Post: FREEPOST – RAIL OMBUDSMAN



How to contact train operators



South Western Railway – trains to Waterloo Station, Basingstoke, Reading.



Govia Thameslink – trains to Brighton, Gatwick Airport, Victoria Station.



London Overground – trains to Stratford and Dalston Junction.

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 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 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

London Euston 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/



