

## Glasgow Central

# Station Guide



Information for older and disabled passengers.

Including accessible facilities and passenger assistance services.



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# Introduction

## Welcome to Glasgow Central 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

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

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

## Station operating hours

Day	Time
Monday – Saturday	04:00 – 00:30
Sunday	07:00 – 00:30



## Train operators at our station are:



**ScotRail:** Operating services across Scotland and down to Newcastle



**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



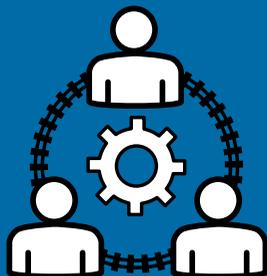
**Cross Country:** Operating intercity and other long-distance passenger trains across Great Britain



**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 Glasgow along the East Coast Main Line to London Kings Cross via Edinburgh/Newcastle



## Station access



### Step-free access

**Step-free access to the main station is via:**

- **Gordon Street**  
Provides access to the main concourse and to platforms 1 – 15.
- **Hope Street**  
Provides access to the main concourse, platforms 1-15, and the accessible entrance to the VOCO Grand Central Hotel.

**Step-free access to the lower level concourse is via:**

- **Hope Street**  
Provides access to the low-level station ticket concourse for lift access to platforms 1 – 15 above or 16 and 17 below.
- **Argyle Street**  
Provides access to the low-level station concourse for lift access to platforms 1 – 15 above and to 16 and 17 below (stepped access also available).

## Step-free access to platforms

### Platforms 1-15

There is step-free access to the platforms from the main concourse and step-free access via lift from the lower concourse and platform 16 and 17.

### Platforms 16-17

There is step-free access from the main concourse via the escalator which is located under the bronze archway near the gate line to platforms 11-15.

The step-free route from the lower-level concourse uses the lift to the level-1 link corridor. There is then a separate lift from the link corridor to the platforms.

**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, Glasgow Central 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).

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## 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 at Glasgow Central are fitted with tactile paving/panels.



## Arriving by car

The pick-up and drop-off point is located on Gordon Street, between Hope Street and Union Street.

Please note that most roads in the area are one-way, including Hope Street (northbound only) and Union Street (southbound only).

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## Parking

The station has a multi-storey car park operated by NCP on Oswald Street, with its entrance on Midland Street.

There are four Blue Badge designated parking bays with dimensions of 240cm x 430cm and these are located on level 5 of the car park.

There is direct step-free access between the car park and the station to/from level 5 of the car park only.

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.ncp.co.uk](http://www.ncp.co.uk)

## Taxis

We have an accessible taxi rank located on Gordon Street, opposite the station entrance.

The taxi rank is 40m (43yd 2ft) from the Gordon Street entrance.

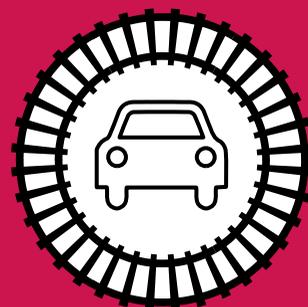
Please be advised that not all taxi companies have wheelchair accessible vehicles.

Operators who may accept bookings include:

**Glasgow Taxis: 0141 429 7070**

All or some of the vehicles used by this operator are understood to be wheelchair accessible, but we recommend that you call to check availability and suitability before travelling.

**Pacific Cars Ltd: 0141 429 4040**



# Buying a ticket

Our travel centre and ticket offices are located by the Gordon Street entrance on the right-hand side as you enter the station.

## Ticket office opening hours

Avanti West Coast operate the travel centre and Scotrail operate the ticket office, which is open as follows:

Day	Time
Monday – Saturday	06:00 – 23:25
Sunday	07:00 – 23:05

The ticket office counter is approximately 30m from the Gordon Street entrance and clear signage for the counter is visible from the entrance. There is step-free unobstructed access to the counter and the height of the counter is 84cm, however please note there is not a lowered section of the counter.

## Other destinations

The travel centre is located beside the ticket office and is open:

Day	Time
Monday – Saturday	05:30 – 21:30
Sunday	09:15 – 21:30

The ticket office counter is located immediately to the left as you enter the Tickets and Travel Centre and is approximately 5m from the Tickets and Travel Centre entrance. There is step-free access to the counter and the height of the counter is 100cm, but please note however, there is not a lowered section of the counter or a hearing assistance system.

## Ticket booths

There are various ticket booths around the station selling tickets for all train companies and these are located at:

- Platforms 5 – 6.
- Platforms 9 – 10.
- Platforms 11 – 15.

## Ticket machines

There are various machines around the station selling tickets for all train companies and these are run by Scotrail. They are located at:

- Avanti Travel Centre
- Scotrail Booking Office
- Opposite Costa Coffee
- Platform 13
- Lower-level concourse.



# 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.

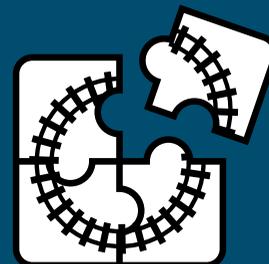
Distances from the concourse to trains can be lengthy at Glasgow Central so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to departure.

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.

Glasgow Central 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.

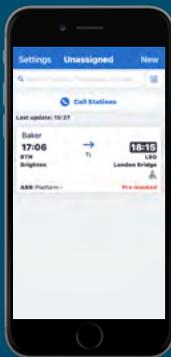
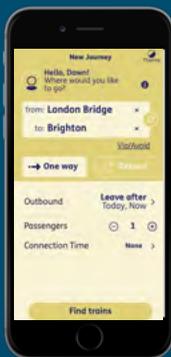
## Booking in advance

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.



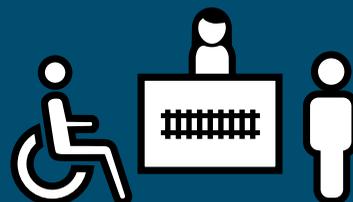
3. **Visit the National Rail Enquiries [website](#).**
4. **Follow the instructions provided via any other train booking service provider.**

On the day you can request assistance from any of our team or go directly to our assisted travel lounge 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 Glasgow 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').

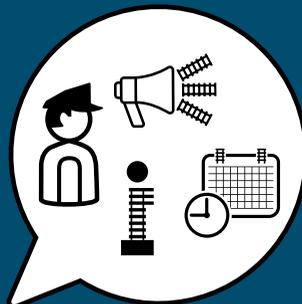
Assistance services are available at all times the station is open. You may need to wait until staff are available to help, but our policy is to make it happen.

You can ask any member of staff at the station or go to our mobility point at the times it is open.

## Where to go when you arrive at the station

We have a mobility point located on the main concourse opposite Boots and M&S.

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



Our team can be identified by their blue tabards which have a purple section on the back and any member of the railway team can assist you to our dedicated mobility point.



## Opening hours:

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

Our station reception can help you which is open from 0700 - 1700:

- 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.

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## 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 Glasgow Central, taxi rank and bus station.

**Glasgow Queen Street Station** is located 0.3 miles and Buchanan Bus Station is located 0.7 miles away from Glasgow Central. These journeys can be made at street level.

The nearest subway station is St Enoch which is located about 300m from the nearest station entrance on Argyle Street and this station along with Govan Subway are the only stations that have lift access.

We do however regret we cannot assist passengers between these locations.



## Bus information

The bus stops are located on Hope Street, Union Street, Argyle Street and Waterloo Street, with step-free access directly from the station. Route 398 provides a circular route connecting Glasgow Central with Glasgow Queen Street Station and Buchanan Bus Station as well as routes connecting with the airport (Glasgow airport express 500) operate from Waterloo Street, off Hope Street.

We are able to assist passengers to bus stops as required.

For more information on planning journeys, timetables and service updates please visit:

[www.travelinescotland.com](http://www.travelinescotland.com)

## Using the station at busier times

Glasgow Central 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 rugby or football etc.

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 after 09:30 in the morning and 19:00 in the evening.

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 mobility point, 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](https://twitter.com/NetworkRailSCOT) on Twitter.



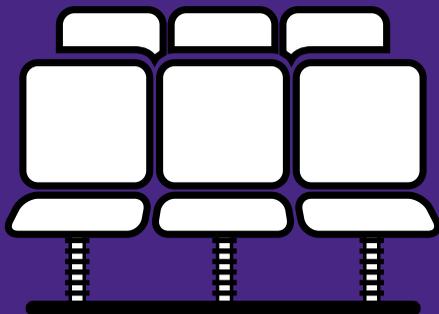
# Station facilities



## 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 assist point.



## Toilets

**Our accessible toilets can be found:**

- inside the Gordon Street entrance and can be accessed via the intercom
- opposite ticket gates at the entrance to platforms 7 and 8, 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 for you.



## Changing Places

Is located near platform 8 next to Costa Coffee.



## Baby changing facilities

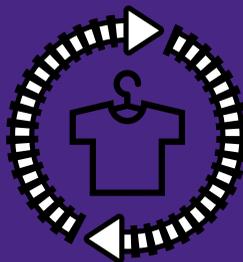
Can be found located at both the Gordon Street and Union Street entrances.



## Showers

Showers are located within the toilets, downstairs by the Union Street entrance and cost £5.

Please note there is not step-free access to the baby changing facility located at the Union street entrance or the shower facilities and there are **25** steps down to these facilities.



## Left luggage

Our left luggage facility is located next to platform 1, on the left of the main concourse looking towards the main gateline, between Burger King and the Customer Lounge.

The counter is approximately 80m (87yd 1ft) from the Gordon Street entrance and has step-free access to the counter.

There are no windows, TVs, glazed screens or mirrors behind the counter which could adversely affect the ability of someone to lip read and there is not a lowered section of counter or hearing assistance available. Our station team will be more than happy to offer any assistance required.



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

For more information, please visit [www.left-baggage.co.uk](http://www.left-baggage.co.uk) or call 020 8090 0030

## Opening hours

Our opening hours are:

Time	Price
Monday to Wednesday	08:00 – 21:00
Thursday to Sunday	08:00 – 23:00

## Information points

We have an information point located at the ticket gates between platforms 5 – 6 which is operated by ScotRail. Please be advised that there is no low-level desk available at this location.

## Hearing loops

We have hearing loops located on the concourse near our main seating area.



## 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.



## 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.

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## More detailed accessibility information

Our website station pages contain all the information on Glasgow Central station, visit

[Glasgow Central – 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](http://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](http://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 - [@NetworkRailSCOT](https://twitter.com/NetworkRailSCOT).

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.

And we recommend during disruption to engage with your train operator and keep up to date with their social media activity on Twitter.

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

Caledonian Sleeper: [@CalSleeper](https://twitter.com/CalSleeper)

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

Avanti West Coast: [@AvantiWestCoast](https://twitter.com/AvantiWestCoast)

Cross Country: [@CrossCountryUK](https://twitter.com/CrossCountryUK)

Trans Pennine Express: [@TPEassist](https://twitter.com/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 mobility point located on the main concourse opposite Boots and M&S.

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## 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](mailto:info@railombudsman.org)

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

Website: [www.railombudsman.org](http://www.railombudsman.org)

Post: FREEPOST – RAIL OMBUDSMAN

## How to contact train operators



**ScotRail:** Operating services across Scotland and down to Newcastle



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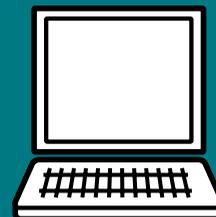
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**TransPennine Express:** Operating regional and inter-city rail services between the major cities and towns of Northern England and Scotland



**LNER:** Operating passenger services from Glasgow along the East Coast Main Line to London Kings Cross via Edinburgh/Newcastle



# 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 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.

## More detailed accessibility information

We had an independent accessibility audit carried out in Glasgow Central during December 2021 and an in depth guide created which you can access by visiting

[www.accessable.co.uk/organisations/network-rail-scotland](http://www.accessable.co.uk/organisations/network-rail-scotland)

## 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/](http://www.disabledpersons-railcard.co.uk/travel-assistance/)



