

## Guildford

# Station Guide



Information for older and  
disabled passengers.

Including  
accessible  
facilities and  
passenger  
assistance  
services.



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# Introduction



## Welcome to Guildford 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 and maintains facilities including, toilets, induction loops and other accessibility features.

South Western Railway provides assistance to passengers.

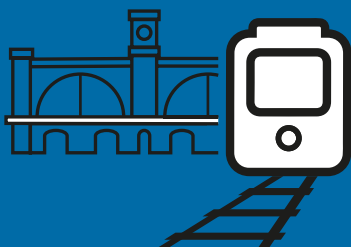
Our train operators sell tickets and provide the train services.



## Station operating hours

Day	Time
Monday to Saturday	04:00 – 01:00
Sunday	06:00 – 01:00

Sunday times can vary depending on the times of the first and last trains services.



## Train operators at our station are:



**South Western Railway** – services to London Waterloo, Woking, Portsmouth, and Aldershot.



**Great Western Railway** – services to Reading, Redhill and Gatwick Airport.



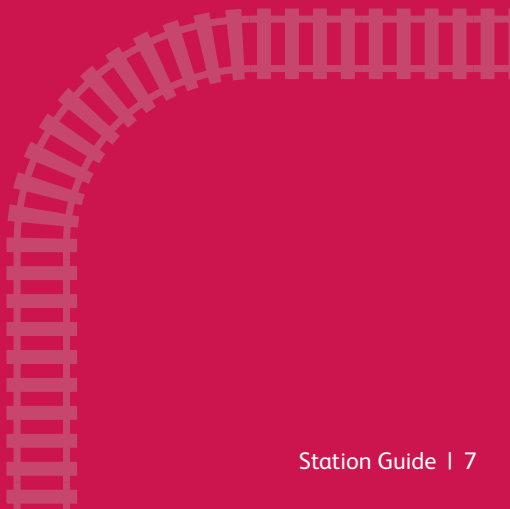
# Station access



## Step-free access

### Step-free access to the main station

- There is level access to the booking hall and all platforms (via ramps) from the main entrance in Walnut Tree Close. There is no step-free access from the Guildford Park Road entrance.



## Step-free access to platforms 1-8

Our platforms are step-free and accessed via steep ramps leading from the main concourse.

We do recommend that wheelchair users and others who are unfamiliar with the station seek assistance from a member of our team. We have a staff operated powered wheelchair which is available for customer use. Please speak to a member of our station staff if you would like to use it.

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.





## Step-free classification

Under the industry step-free classification system, Guildford is a category B station, meaning that the station has a degree of step-free access to the platforms, which may be in both directions or in one direction only.

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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.

Platforms 5-8 at Guildford station are fully fitted with tactile paving/panels. Platforms 1-4 do not have tactile paving/panels; if you require assistance to board your train please ask one of our station team.



## Arriving by car

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

- At the front of the station in Walnut Tree Close.

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

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## Parking

There is a car park located on Walnut Tree Close. Postcode for sat nav is GU1 4UT.

Parking prices are available on the National Rail enquiries website. (Link - <https://www.nationalrail.co.uk/stations/GLD/details.html>)

There are designated blue badge parking bays available.

## Taxi

An accessible taxi rank is located at the front of the station in Walnut Tree Close.

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

We will assist all passengers who need it between the taxi rank and the station, regardless of whether assistance has been booked or not.



# Buying a ticket



The ticket office is situated at the main entrance to the station. There is a height adjusted ticket counter in the ticket office.

There are also ticket machines at both entrances to the station.

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





## Ticket office opening hours

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

# 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.

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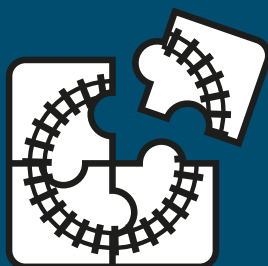
Distances from the concourse to trains can be lengthy at Guildford so to assist you in a timely and safe manner we advise you to arrive in good time; we recommend arriving 30 minutes prior to departure.

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.

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

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.

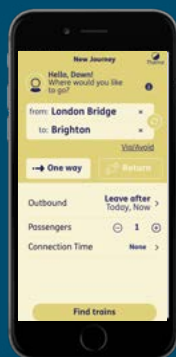
### Booking in advance

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 to the main gateline on platform 2 where one of our team will help arrange assistance with you.

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### **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.
- 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.



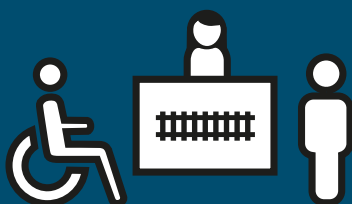
## Where to go when you arrive at the station

If you require assistance or help with your luggage, please head to our assistance meeting point at platform 2 gateline as you enter the main concourse.

You can check-in for assistance you have previously booked or make a 'turn up and go' request for assistance if you have not booked.

You can also request support from any of our customer service team; they can be identified by the blue/orange tabards that they wear, but any member of the railway team can assist you.

We also have mobility assisted boarding points on each platform where assistance can be arranged by scanning a QR code.



## Assistance meeting point opening hours

Day	Time
Monday to Friday	06:00 – 22:00
Saturday	06:00 – 22:00
Sunday	06:00 – 22:00

Station staff can assist you during station opening hours.

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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.

If you need information on how to change to another mode of transport at the station, please speak to a member of staff in the station. Please note that we can only provide assistance on the station premises between National Rail, taxis and buses.

## Bus

Local bus routes 1, 4 and 5 call at the Guildford Park Road entrance to the station. Other bus services are available from the Friary Bus Station, around 0.4 miles from the main station entrance.

The RailAir RA2 service to Woking and Heathrow Airport departs from outside the main station entrance.

## Using the station at busier times

Guildford is a busy station 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 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 speak to a member of the team available throughout the station and they will be able to provide assistance to and from your train.



# If things do not go as planned

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## 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.

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## 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 Passenger Assist meeting point at the main gateline on platform 2, 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.





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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 on the concourse and all platforms. Please refer to table below:

Location	Customer information screens	Priority seating	Heated
<b>Main concourse</b> The concourse has seated areas for passengers.	Yes	No	No
<b>Platforms</b> Seating is available for our passengers conveniently located.	Yes	No	No
<b>Waiting rooms</b> The waiting rooms are located on platforms 3-4 and 5-6.	No	No	Yes

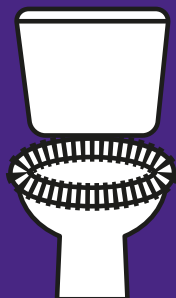
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## Toilets

Toilets including accessible toilets and baby changing facilities are located on platform 2, next to the subway ramp.

The toilets are free to use and are open during station opening hours.

The accessible toilets can be accessed using a Radar key. If you don't have a Radar key of your own, please speak to a member of staff who will open it for you.



## Showers including accessible showers

Not available at this station.

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## Left luggage

Not available at this station.

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## Lost property

For information about lost property, please contact [lost.property@swrailway.com](mailto:lost.property@swrailway.com)

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## 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

There are information points on each platform. Staff will be able to help you with information about the station and our services including access to local area, tourist and other transport information.

## Hearing loops

Hearing loops are located at the information points on each platform and also at the ticket office on the main concourse.

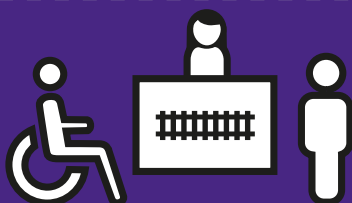
## Catering and retail

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 Guildford station, visit

**[Guildford – 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).

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**Twitter:** @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**

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## 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.**

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](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



**South Western Railway** – services to London Waterloo, Woking, Portsmouth, and Aldershot.



**Great Western Railway** – services to Reading, Redhill and Gatwick Airport.

# 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.



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## 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/)



