

## London Charing Cross

### Station Guide



Information for older and  
disabled passengers.

Including  
accessible  
facilities and  
passenger  
assistance  
services.



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# Introduction



## Welcome to Charing Cross 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 lifts and escalators.

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



## Station operating hours

Day	Time
Monday to Saturday	04:30 – 00:50
Sunday	06:30 – 00:46



## Train operators at our station are:



**Southeastern Railway** – The station connects the south side of the city to Kent. All trains call at Waterloo East and London Bridge.

# London Underground stations at Charing Cross



Charing Cross Underground station is operated by Transport for London (TfL) and further information on their services can be found using their website [www.tfl.gov.uk](http://www.tfl.gov.uk) or on the TfL Go App.

Embankment station (District, Circle, Bakerloo and Northern Lines) is also a short distance from Charing Cross.

To get to Embankment Station, exit the main station entrance, turn right onto the Strand and take the first right down Villiers Street – the station is approximately 250 metres ahead. Please note that there is no step free access to Embankment station.

For information on how to interchange between our station and the Underground and the help we can provide, please see page 18 of this leaflet, '[Interchanging](#)'.



**Transport  
for London**

# Station access



## Step-free access

### Platforms 1 – 6

All platforms have level access from the main concourse.

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



## London Underground

There is no complete step free access from the main station concourse to London Underground Platforms



## Step-free classification

Under the industry step-free classification system, Charing Cross 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.

At London Charing Cross all of our platforms are fitted with tactile paving/panels.



## Arriving by car

Our pick-up and drop-off point is located on the station forecourt, postcode for sat nav is **WC2N 5HS**.

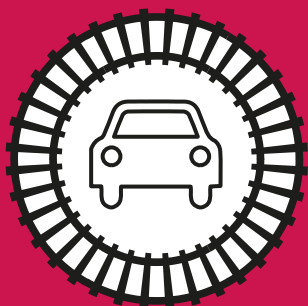
There is a bay on the forecourt reserved for Blue Badge holders picking-up or dropping-off passengers.

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

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## Parking

There is no public car park at the station.



## Taxis

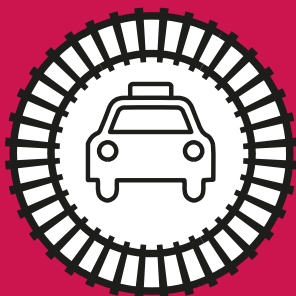
An accessible taxi rank is located on the cobbled station forecourt, there is a pavement to the side.

Our team is available to help passengers who need assistance from the taxi rank.

To access the taxi rank, follow signs from 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



Ticket machines are located on the main concourse and all are equipped with smart card readers. Our staff are on hand if you need assistance buying a ticket.

There is no height adjustable ticket office counter.

## Ticket office opening hours

Day	Time
Monday – Saturday	04:30 – 00:50
Sunday	06:45 – 00:46

## Ticket vending machine operating times

Machines are available during station operating hours.



# 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.

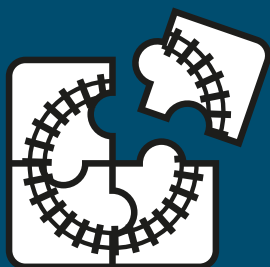
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When arriving at the station by train where it is the terminating stop for the train, our aim is to meet you on time. Sometimes it may take us a little longer because we often assist more than one passenger per train, but we have a service commitment 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.

London Charing Cross is a busy station 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.

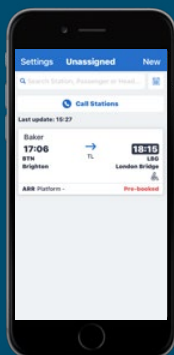
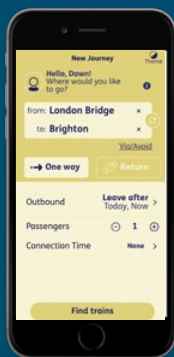
### Booking in advance

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.

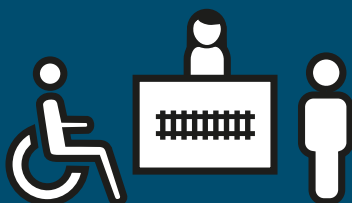
On the day you can request assistance from any of our team or go directly to our assisted travel lounge where one of our team will help arrange assistance with you.

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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 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 assisted travel information kiosk at the times it is open, which is located at the Southeastern information desk.

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## Where to go when you arrive at the station

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, and they can be identified by the purple tabards that they wear.





## Assisted travel lounge opening hours

Day	Time
Monday – Saturday	06:30 – 22:00
Sunday	07:30 – 22:00

Our assistance 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.

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 Charing Cross London Underground, the taxi rank and the nearest bus stops located on the Strand.

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### Bus

When departing Charing Cross, we are happy to assist you to your connecting bus. Please let a staff member know if you wish to do this.

We regret that we are unable to collect you from arriving buses at the station. There are bus stops at the front of the station on The Strand and access to these are step free.

All buses are accessible except Heritage routes 9 and 15.

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### London Underground

Charing Cross London Underground (Bakerloo and Northern lines) – when arriving at Charing Cross by Tube, our TfL colleagues will be happy to assist you to our assisted travel information kiosk. When leaving Charing Cross our team will be happy to assist you to the TfL gateline for handover to our TfL colleagues. Please note we are unable to provide assistance to Embankment station.

Information on bus and London Underground services is available on the Transport for London website at [tfl.gov.uk](https://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.



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## Using the station at busier times

Charing Cross 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 09:30, before 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 concourse or go directly to the assisted travel information kiosk, located at the Southeastern information desk, where our team will provide assistance to 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 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.



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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:

[@NetworkRailCHX](#) on Twitter.



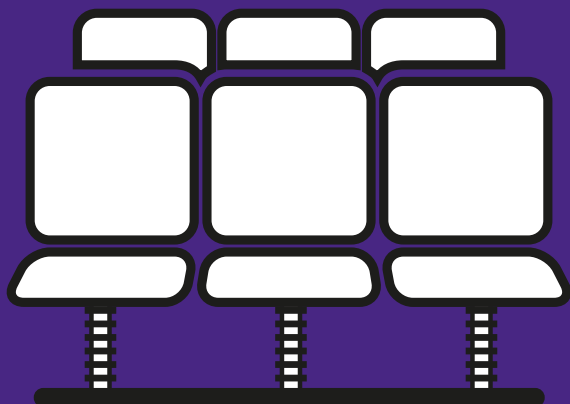
# Station facilities



## Seating

Seating is located throughout the station please refer to table below for details:

Location	Customer information screens	Priority seating	Heated
<b>Main concourse</b> The concourse has seated areas for passengers.	Yes	No	No
<b>Waiting room</b> Seating is available for our passengers.	Yes	No	No
<b>Platforms</b> Seating is available for our passengers conveniently located at key points.	Yes	No	No



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## Toilets

Toilets including accessible toilets and baby changing facilities are located by the central exit to the Strand between Marks & Spencer and Whistlestop stores.

Toilets are free to use and are open during station opening hours.

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 station staff or one of our cleaning team who will open for you.

**Baby Change facilities are located in the same place.**

Both of these facilities are open during station opening hours.

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## Showers including accessible showers

Not available at this station.

## Left luggage

Passengers can leave luggage in our Left Luggage facility which is located on platform 1.

If you require assistance to access this facility, please speak to one of our station team.

**Opening hours are:**

Day	Time
Monday to Sunday	07:00 – 23:00





Storage fee as follows

Time	Price
Up to 3 hours	£7.50 per item
12 hours to 24 hours	£12.50 per item
24 hours plus	£7.50 per item

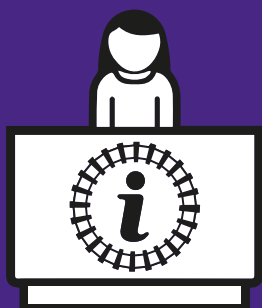
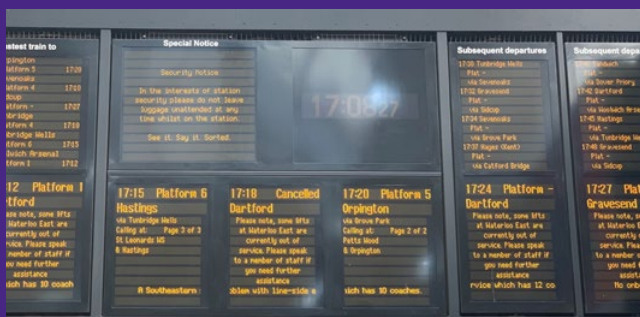
For more information  
+44 (0)20 3468 4662  
[charingcross@excess-baggage.com](mailto:charingcross@excess-baggage.com)



# 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

Our information point is located in the middle of the station concourse, where 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.

Staff are also available on the main concourse during station operating hours.

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## Hearing loops

Located at the Southeastern information desk.

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## 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 London Charing Cross station, visit:

**[London Charing Cross – 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](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**

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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.**

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

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

The South Eastern logo is displayed within a white square. The word "southeastern" is written in a lowercase, sans-serif font, with "southe" in black and "astern" in blue.

South Eastern Trains

0800 783 4524

[www.southeasternrailway.co.uk/contact-us](http://www.southeasternrailway.co.uk/contact-us)



# Further information

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## 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.

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## 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.

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## 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

Charing Cross 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.

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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/)

