

London Euston

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 | 06 |
| Station access | 07 |
| Building works at the station | 07 |
| Step-free access | 07 |
| Tactile paving | 09 |
| Arriving by car | 10 |
| Parking | 10 |
| Taxis | 11 |
| Buying a ticket | 12 |
| Ticket office opening hours | 13 |
| Ticket vending machine operating times | 13 |
| Passenger Assistance | 14 |
| Passenger Assistance at our station | 14 |
| Accessing Passenger Assist services | 16 |
| Booking in advance | 16 |
| Turn up and go | 18 |
| Where to go when you arrive at the station | 19 |
| Replacement transport | 20 |
| Interchanging | 21 |
| Using the station at busier times | 23 |

| | |
|---|----|
| If things don't go as planned | 24 |
| Booked assistance failures | 24 |
| Planned or unplanned disruption | 24 |
| Station facilities | 26 |
| Seating | 26 |
| Toilets | 26 |
| Showers | 28 |
| Left luggage | 29 |
| Customer information screens | 31 |
| Information points | 32 |
| Hearing loops | 33 |
| Catering and retail | 33 |
| Getting in touch | 34 |
| If things go wrong | 34 |
| On the day of travel | 35 |
| How to escalate a complaint | 36 |
| How to contact train operators | 37 |
| Further information | 38 |
| About this guide | 38 |
| Our ATP | 38 |
| Working with train operators | 38 |
| Our work with disabled people on improving accessibility | 39 |

Introduction



Welcome to London Euston 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 – Thursday | 04:30 – 01:34 |
| Friday to Saturday | 04:30 – 02:00 |
| Sunday | 05:15 – 01:34 |



Train operators at our station are:



Caledonian Sleeper – sleeper trains between London and Scotland.



London Northwestern Railway – trains between London, the Midlands and north-west England.



London Overground – trains in London and surrounding areas.



Avanti West Coast – intercity trains between London, the Midlands, North West England, North Wales, and Scotland.

London Underground stations at Euston



Euston Underground (Northern and Victoria lines) and Euston Square Underground (Metropolitan, Circle and Hammersmith & City lines) stations are operated by Transport for London (TfL) and further information on their services can be found using their website www.tfl.gov.uk or on the TfL Go app.

For information on how to interchange between our station and the Underground and the help we can provide, please see page 21 of this leaflet, 'Interchanging'.



**Transport
for London**

Station access

Building works at the station

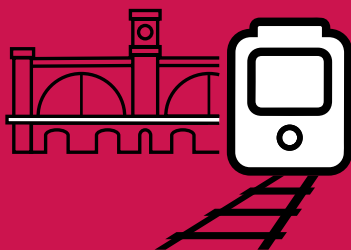
There is currently building works underway at the station and the layout of the station has changed and will continue to change over time.

Up to date information about these changes is available on National Rail Enquiries website, by enquiring with any member of our team at the station or by following us on Twitter [@NetworkRailEUS](#).

Step-free access

Step-free access to the main station is via:

- Corner of Euston Road and Melton Street
Euston Road Taxi Rank.
- Corner of Euston Road and Eversholt Street
– via the walkway from the TfL bus station
along the walkway adjacent to Doric Arch pub.



Step-free access to platforms 1-16

Our platforms are step-free and accessed via steep ramps leading 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.

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.

London Underground

There is no complete step-free access from Euston station concourse to London Underground Platforms.

There is step-free access from Euston station concourse to the London Underground ticket hall, however there is no step-free access from the ticket hall to the platforms. The nearest London Underground stations with step-free access are King's Cross St Pancras and Euston Square Gardens.

Balcony & first-class lounge

Step-free access is available by using the lift situated adjacent to escalators on the east-side of the station.

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

Tactile paving/panels

Tactile paving/panels are used to help passengers with visual impairments to detect the platform edges at our stations. These are comprised of bumps that are detectable with a walking cane, by guide dogs and/or felt underfoot.

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

Arriving by car

Our pick-up and drop-off point is accessed:

- Via Euston Road turning left onto Melton Street.
- Via Gordon Street, straight through crossing Euston road onto Melton Street.
- Alternatively you can use the Royal College of General Practitioners postcode that will take you to the entrance of the taxi area **NW1 2FB**.

Note: Due to limited space and to avoid traffic congestion you will be unable to wait at our drop-off and pick-up point and we thank you for your support.

Parking

There are currently no station car parking facilities at Euston due to HS2 construction works.



Taxis

The taxi rank is located beside the pick-up and drop-off point and is fully accessible.

The taxi rank is operated by TfL and is served by black cabs, all of which are wheelchair accessible. Some of the newer ones are also fitted with induction loops and intercoms for hearing aid users.

Private taxi operators also provide services from this area and their accessibility may vary.

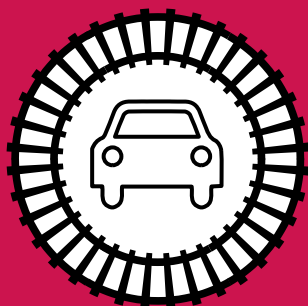
We will assist all passengers who need it between the taxi rank and the station, regardless of whether assistance has been booked or not.

Our staff are available when you arrive or depart between the hours of:

07:00 - 23:00 Monday to Saturday

08:00 - 23:00 Sunday.

The taxi rank is signposted from inside the station.



Buying a ticket



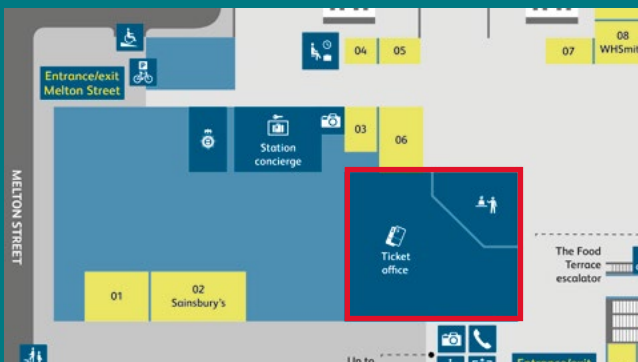
Ticket machines are located:

- In the ticket office by the main Western entrance.
- At the top of the ramp to platforms 8-11.
- At the gateline adjacent to platforms 8-11.

There is a height adjusted ticket counter in the ticket office.

Our ticket machines are all equipped with smart card readers.

Our staff can help you to buy tickets if required.



Ticket office opening hours

| Day | Time |
|-----------------|---------------|
| Monday – Friday | 06:00 – 00:00 |
| Saturday | 06:00 – 23:00 |
| Sunday | 07:00 – 24:00 |

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.

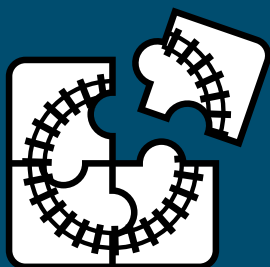
Distances from the concourse to trains can be lengthy at London Euston so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to departure.

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.

London Euston is the busiest station 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.

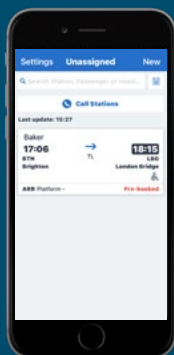
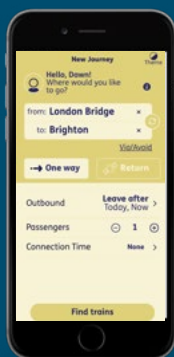
Booking in advance

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.

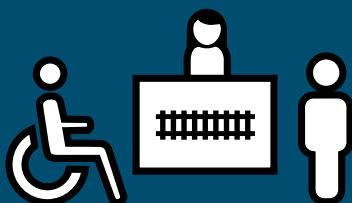
On the day you can request assistance from any of our team or go directly to our assisted travel lounge where one of our team will help arrange assistance with you.

Booking via telephone

Assistance at London Euston can be booked by calling the train operator that you are going to be traveling with, as follows:

- **Avanti West Coast: 08000 158 123**
Press option 3 to book assistance
- **West Midlands Trains: 03333 110 039**
Press option 3 to book assistance
- **Overground: 0343 222 1234**
Press option 3 to book assistance
- **Caledonian Sleeper: 0330 060 0500**
Press option 2 to book assistance

You can also call the Passenger Assist team directly on 800 024 8997 (Next Generation text 18001 088 024 8997).



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

We have an assisted travel lounge located on the main concourse next to the main ticket office.

Our assistance reception can help you:

- Check-in for assistance you have booked in advance.
- Make a 'turn up and go' request for assistance.

There is a comfortable heated seating/waiting area exclusively for the use of passengers requiring assistance.



Direct phone numbers for assisted travel lounge at London Euston station:

- **0330 852 5259**
- **0330 852 5243**
- **07732 644 071**

Assisted travel lounge opening hours

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

If the assisted travel lounge is closed, a member of the station staff will be available to assist at the designated ‘Passenger Assist meeting point’, or you can ask any member of our dedicated assistance team who can be identified by the purple tabards that they wear.

Assistance is available to and from all platforms, main concourse, the taxi tank and the pick-up and drop-off area.

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 Euston London Underground, the taxi rank and the bus station.

In close proximity, approximately half a mile, to London Euston are two other large terminal stations – London St. Pancras International and London King's Cross. We regret that we are unable to assist passengers to and from these stations.

Lifts from the London Euston concourse to the London Underground ticket hall can be found at the western entrance, however **please note that there is no step-free access from the London Underground ticket hall to the platforms.**

When arriving at Euston by Tube (Northern and Victoria lines), our TfL colleagues will be happy to assist you to our assisted travel lounge.

When leaving Euston, our team will be happy to assist you to the TfL ticket hall for handover to our colleagues.



We regret that we are unable to assist passengers to Euston Square Underground station.

The taxi rank is located beside the pick-up and drop-off point and is accessible. Our team is available to assist passengers to and from the taxi rank.

The bus station is located at the front of the station and there are also further bus stops on Eversholt Street.

When departing Euston, we are happy to assist you to your connecting bus. We regret that at this time we are unable to collect passengers from arriving buses; we have engaged with the bus operator to consider options to support our arriving passengers in the near future.

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:

[@NetworkRailEUS](#) on Twitter.



Station facilities

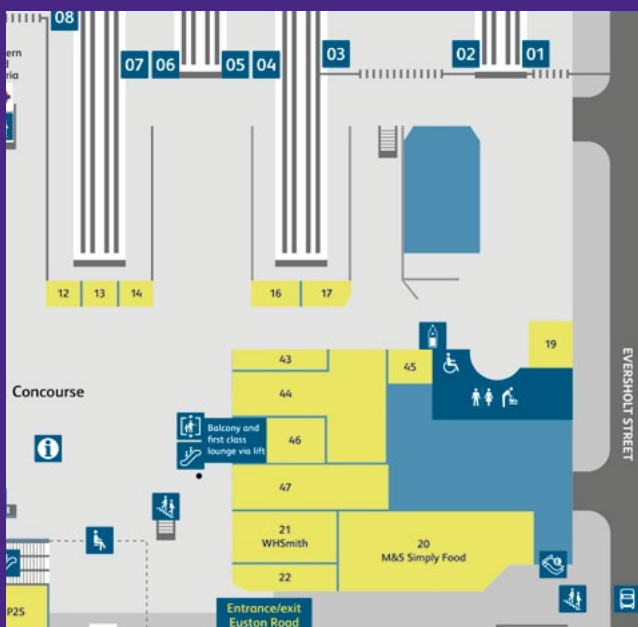


Seating

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

| Location | Customer information screens | Priority seating | Heated |
|--|------------------------------|------------------|--------|
| Main concourse Under the balcony in the centre of the concourse is a large seated area for passengers. | Yes | Yes | No |
| Assisted travel lounge reception Our main assistance centre for passengers is located on the main concourse. All seats are priority seats and is fully staffed to provide additional help. | Yes | Yes | No |
| Balcony Seating is avail on the Western side of the balcony overlooking the ticket office. | Yes | Yes | No |
| Platform 16 Seating area located at the top of the ramp to platform 16. | Yes | Yes | No |
| Piazza Bench style seating in our outdoor piazza area. | Yes | Yes | No |
| Platforms Seating is available on all platforms conveniently located at key points. | Yes | Yes | No |

Toilets



Toilets including accessible toilets, a Changing Places toilet and baby changing facilities can be found beyond the top of the ramp leading to platforms 1-3.

All toilets are open during station opening hours.

Our accessible toilets are free to use 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 the facility for you.

Our Changing Places facility is located opposite the main toilets and can be accessed by calling the number on the signage provided.

Our Changing Places toilet has been designed so that it is completely accessible, and provides sufficient space and equipment for those who aren't able to use the toilet independently. This is an extra facility which is provided in addition to the accessible toilets.

Showers including accessible showers

Showers are available for Caledonian Sleeper passengers in the first-class lounge.

Guests staying in accessible rooms can use the accessible shower facilities at London Euston free of charge.

These are gender-neutral facilities.

The Caledonian Sleeper guest service centre can provide further information on the use of these facilities.

Left luggage

There is a left luggage service available at Euston station. This facility is located opposite our waiting room by platform 16 and is wheelchair accessible.

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

Left luggage opening hours

| Day | Time |
|---------------------|---------------|
| Monday to Wednesday | 08:00 – 21:00 |
| Thursday to Sunday | 08:00 – 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 4670

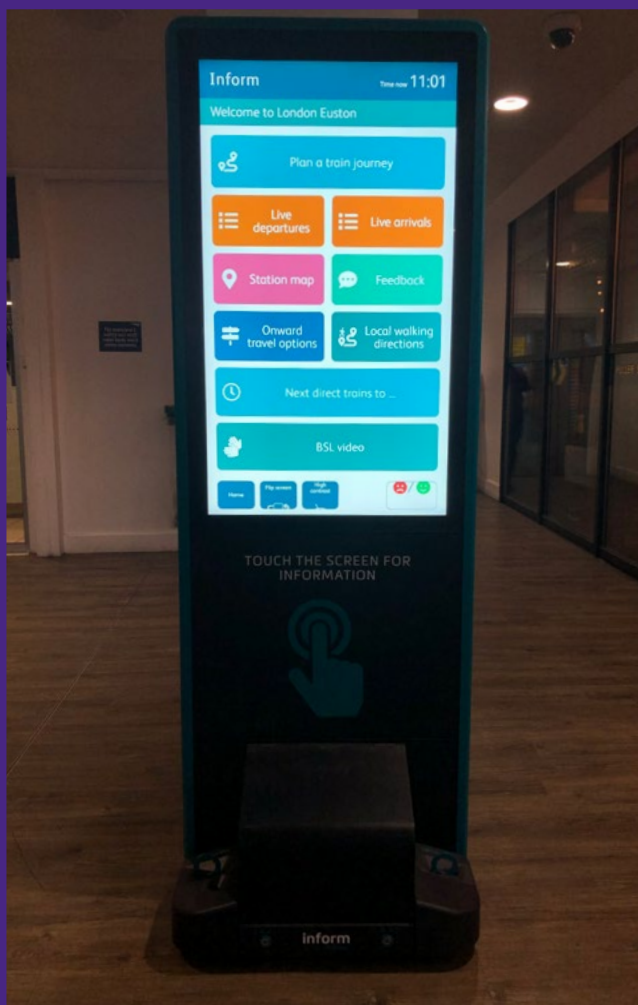
euston@excess-baggage.com



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.

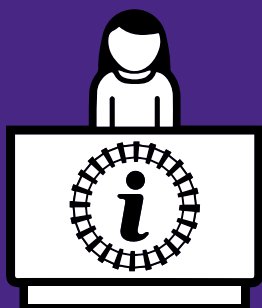


Information points

There are multiple information points located across the station concourse where our train operator colleagues 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 available on the concourse during station operating hours.

Examples of these are shown below.



Hearing loops

Located at the ticket office, under the main arrivals board by exit 3 (Melton Street) and in our assisted travel lounge.

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 London Euston station, visit

[London Euston – 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 - [@NetworkRailEUS](https://twitter.com/NetworkRailEUS).

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



Caledonian Sleeper – sleeper trains between London and Scotland.



London Northwestern Railway – trains between London, the Midlands and north-west England.



London Overground – trains in London and surrounding areas.



Avanti West Coast – intercity trains between London, the Midlands, North West England, North Wales, and Scotland.

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.



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/



