

## London King's Cross Station

### Station Guide



Information for older and disabled passengers.

Including accessible facilities and passenger assistance services.



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# Introduction



## Welcome to London King's 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 and maintains facilities in the station such as induction loops and other accessibility features.

LNER and Great Northern provide assistance to all passengers in the station.

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

## Station operating hours

Day	Time
Monday – Friday	05:00 – 01:40
Saturday	05:00 – 01:11
Sunday	05:30 – 01:36



## Train operators at our station are:



**London North Eastern Railway** – trains between London, Yorkshire and Scotland



**LUMO** – trains between London and Edinburgh



**Grand Central** – trains between London, Yorkshire and Sunderland



**Hull Trains** – trains between London, Stevenage and Hull



**Great Northern** – trains between London and Cambridge



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

## London Underground stations at King's Cross



King's Cross St Pancras 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).

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



## Step-free access

### Platforms 0–10

Our platforms are step-free and accessed via the main concourse and mezzanine where lifts going down to platforms 0–8 are available.



## London Underground

There is step-free access from National Rail concourse to London Underground Platforms via lifts and escalators.



## First-class lounge

Step-free access is available by using our lift situated next to the Little Waitrose on the main concourse.

## Lift access to all floors

A lift is situated next to the bank of three escalators.

## Step-free classification

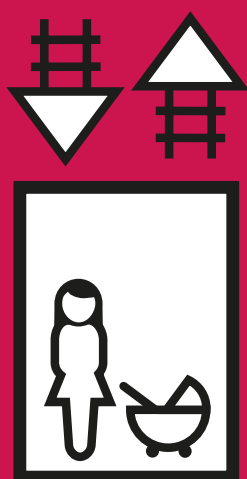
Under the industry step-free classification system, King's Cross is a Category A station, meaning that the station has step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps (in accordance with new-build standards re gradient/length).



## 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 King's Cross all of our platforms are fitted with tactile paving/panels.



## Arriving by car

Our pick-up and drop-off points are located on the station forecourt off Pancras Road, waiting time is limited to 40 minutes, there are 3 Blue Badge spaces for drop-off and pick-up.

- For ease, please find the sat nav postcode for pick-up and drop-off point: **N1C 4TB**.

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## Parking

There are no station car parking facilities at King's Cross station. There is an NCP long stay car park situated across the road in St Pancras Station where there are 12 Blue Badge spaces, normal tariff applies.

## Taxis

We have an accessible taxi rank located outside the Great Northern Hotel on Pancras Road.

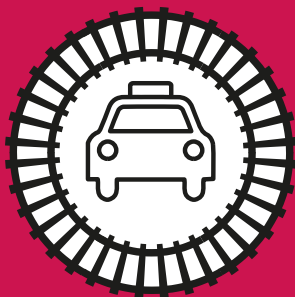
Our train operating staff are available when you alight or depart between the hours of 05:30 – 01:35 each day and will help passengers who need or have booked passenger assistance between the taxi rank and the station.

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

### **For information:**

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

Staff are located near the taxi rank and can assist passengers alighting at the rank.



# Buying a ticket



Ticket machines are located:

- In the main ticket office on the main concourse behind the tree
- Opposite WHSmith
- At the main entrance in front of the Great Northern Hotel.

There is a height adjusted ticket machine on the main concourse

Our ticket machines are all equipped with smart card readers.

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

## Ticket office opening hours

Day	Time
Monday – Saturday	06:00 – 23:00
Sunday	07:45 – 23:00

## 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.

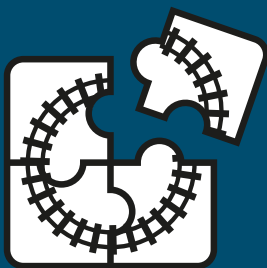
Distances from the concourse to trains can be lengthy at King's Cross so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to departure.

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.

King's Cross 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

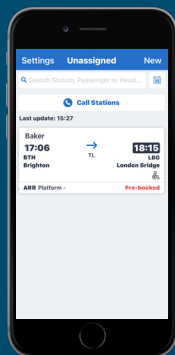
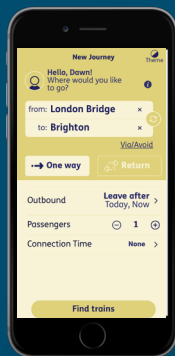
Assistance for any journey, including journeys with multiple connections using multiple train companies, can be booked in advance, or can be requested on the day from a member of staff.

## 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.

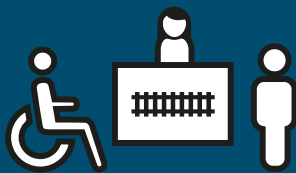
On the day you can request assistance from any of our team or go directly to our assisted travel lounge where one of our team will help arrange assistance with you.

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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, at London King's Cross 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.

Please go to our Customer Information point during opening hours or ask a member of staff if this is closed.

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## Where to go when you arrive at the station

We have an Assisted Travel Lounge located on the main concourse next to the “Platform 9 3/4 shop”. This is our assistance meeting point where you can check in for assistance you have pre-booked or make a ‘turn up and go’ request.





## Assistance Meeting Point

Our passenger assistance meeting point is situated next to our assisted travel lounge, this can be found on the main concourse. Please head here if you need assistance or have booked assistance.

## Assisted travel lounge opening hours

Day	Time
Monday – Friday	06:30 – 23:00
Saturday	Open till 20:00
Sunday	Open till 23:00

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. These seats are heated for your comfort.

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 King's Cross London Underground, taxi rank and bus station.

In close proximity to London King's Cross are two other large terminal stations – St. Pancras International and London Euston. This journey can be made at street level, we regret we cannot assist between King's Cross and London Euston but can assist between King's Cross and St Pancras International.

The bus stops are at the front of the station.

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

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



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.

There are various bus stops located on Pancras Road, Euston Road and York Way.

When departing the station, 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](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.

## Using the station at busier times

King's 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 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 contact a member of the team throughout the concourse or go directly to the Customer Information point opposite platform 9–10 where our team will provide assistance to your train.



# 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:  
**@NetworkRailKGX** on Twitter.

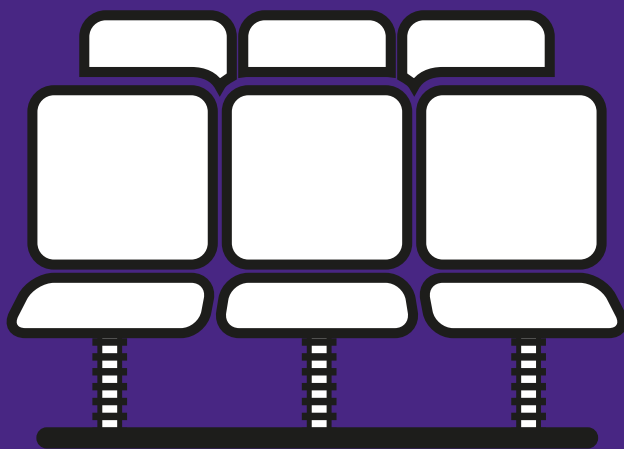


# Station facilities



## Seating

Seating is situated near the Customer Information Point and single escalator from the Underground, on the mezzanine level in front of the departure screens and between platforms 0–8.

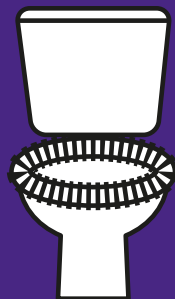


## Toilets

Toilets including accessible toilets, baby changing facilities and a Changing Places toilet can be found beside platforms 9–10.

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 toilets have been designed so that they are completely accessible and provide sufficient space and equipment for people who are not able to use the toilet independently. They are an extra facility provided in addition to the accessible toilets available for independent use.

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## Showers including accessible showers

Showers are available for passengers, however there is a charge for using these, payable at the lost property office beside the stairs of the Parcel Yard pub.

## Left luggage

Passengers can leave luggage in our Left Luggage facility which is located underneath the Parcel Yard pub adjacent to platforms 9–11.

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

## Left luggage opening hours

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

**For more information:**

+44 (0)20 3468 4670

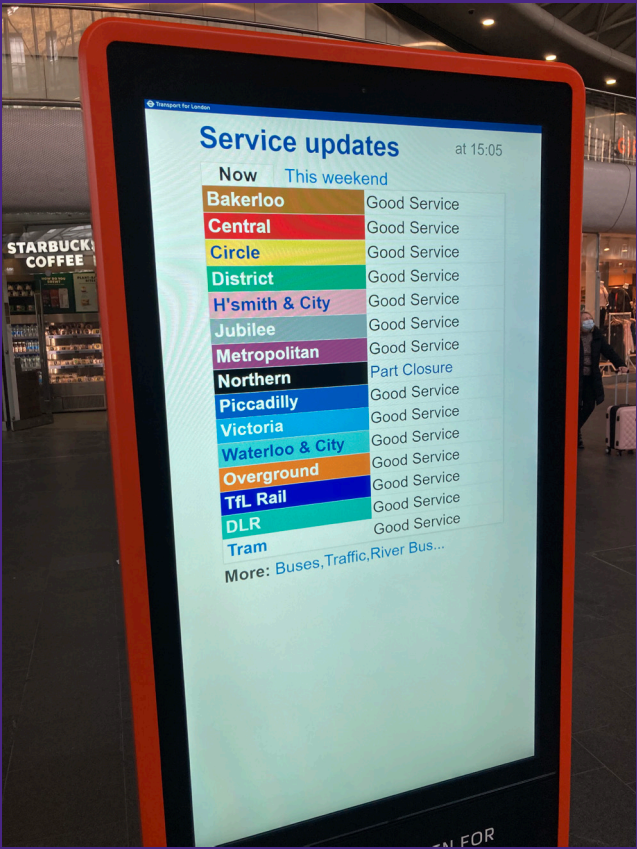
Left Luggage Service & Facilities –

Left Baggage ([left-baggage.co.uk](http://left-baggage.co.uk))

# 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.

An example of one is shown below.



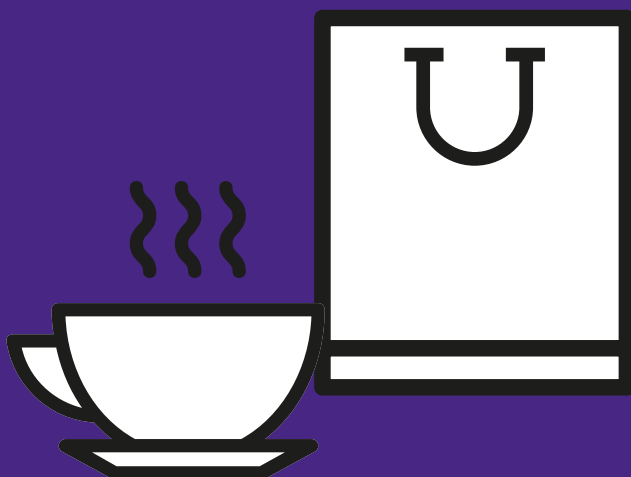
## Hearing loops

Located at Customer Information Point.

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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.





## More detailed accessibility information

Our website station pages contain all the information on London King's Cross station, visit

**London King's 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](https://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](https://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**

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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 – [@NetworkRailKGX](https://twitter.com/NetworkRailKGX).

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



**London North Eastern Railway** – trains between London, Yorkshire and Scotland



**LUMO** – trains between London and Edinburgh



**Grand Central** – trains between London, Yorkshire and Sunderland



**Hull Trains** – trains between London, Stevenage and Hull



**Great Northern** – trains between London and Cambridge



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

# 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 King's 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/)



