



London St Pancras International

# Station Guide



**Information for older, disabled  
and less mobile passengers.**

Including accessible facilities and  
passenger assistance services.

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# Introduction



## Welcome to London St Pancras International 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 High Speed 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 – Sunday	Open 24 hours



# Train operators at our station are:



## Eurostar (EIL)

Operate international rail services to Europe including Amsterdam, Brussels and Paris



## South Eastern Trains (SET)

Operate the High-Speed domestic services between London and Kent



## East Midlands Railway (EMR)

Operate rail services between London and the East Midlands



## Govia Thameslink Railway (GTR)

Operate the domestic service between Bedford, Luton and Brighton, including Luton and Gatwick Airports



# London Underground stations at St Pancras International

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Kings Cross St Pancras Underground station (Circle, Hammersmith & City, Metropolitan, Northern, Piccadilly and Victoria lines) 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.

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](#)'.

# Station access

## Step-free access to the main station

### Platforms A & B – Govia Thameslink Railway

- Our platforms are step-free and accessed via the lift and escalators leading from the main concourse

### Platforms 1–4 – East Midlands Railway

- Our platforms are step-free and accessed via the lifts and escalators leading from the Arcade and the Grand Terrace

### Platforms 5–10 – Eurostar International

- Our platforms are step-free and accessed via by a lift or travelators leading from the Eurostar Departure Lounge

### Platforms 11–13 – South Eastern Trains

- Our platforms are step-free and accessed via the lift and escalators leading from the main concourse and the Circle area

Our station is vast, so it may take a little time to reach your train or access our main concourse on arrival. Please speak to a member of our Customer Service Assistance Team, who will be happy to help

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

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## Step-free access to London Underground

There is a complete step-free access from main station concourse to London Underground ticket hall and platforms hall via our lifts or escalators.

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## Grand Terrace & EMR ticket office and passenger assistance lounge

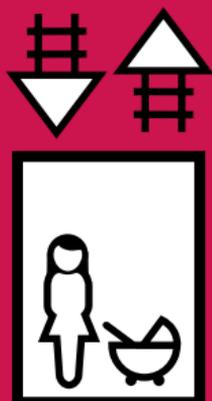
Step-free access is available by using our lifts and escalators situated in the Arcade.

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## Lift access to all floors

Adjacent to the main concourse there is one lift which connects the main concourse to the South Eastern Trains platform and the Underground ticket hall level.

Within the Arcade concourse there are two lifts that connect to the Grand Terrace and East Midlands Railway platform.



## Step-free classification

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

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## Tactile paving/panels

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

All platforms at St Pancras International are fully fitted with tactile paving/panels.

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## Arriving by car

Our pick-up and drop-off point is located in Pancras Road, with access from Euston Road.

For ease, please use the following postcode for sat nav: **N1C 4QP**.

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

## Station parking and car rental

There are station car-parking facilities at London St Pancras International.

The public car park has excess of 300 spaces that is managed by SABA.

This includes twelve accessible blue badge car parking spaces.

There are three car rental companies at London St Pancras International.

Pancras Rd/Eurostar, Pancras Rd,  
London N1C 4QP

- SIXT Car Hire – **020 7018 8246**
- Hertz Car Hire – **0843 309 3098**
- Virtuo Car Hire – [www.govirtuo.com](http://www.govirtuo.com)

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## Taxis

We have an accessible taxi rank located at the side of our station on Midland Road.

Our staff are available when you alight or depart 24 hours a day and will help our customers who need or have booked customer assistance between the taxi rank and the station.

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

### For your information

The taxi rank is a designated TfL taxi rank operating black cabs, all 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 vending machines are as follows:

- Ten machines are situated on the main concourse
- Three machines are situated on EMR concourse adjacent to platforms 1–4
- Three machines are situated on SET concourse adjacent to platforms 8–11
- Three machines are situated at the GTR gate line to platforms A & B
- Four machines are situated in the Keyhole Area
- Two machines are situated in the Arcade
- Three machines are situated in EIL concourse adjacent to Eurostar check-in area

All our ticket machines are equipped with smart card readers.

Ticket machines are available during station operating hours.



## Ticket office opening hours

There are two National Rail ticket offices, one upstairs and one downstairs.

Downstairs we have an office operated by Govia Thameslink Railway (GTR). Our second ticket office is upstairs and doubles up as a passenger assistance lounge for East Midlands Railway (EMR).

Day	Time
Monday – Friday	05:45 – 22:00
Saturday	06:00 – 21:00
Sunday	08:00 – 22:15

There is a height adjusted ticket counter in the East Midlands Railway ticket office on the main concourse.



# Passenger Assistance

## Passenger Assistance at our station

We offer assistance to older and disabled passengers who need help accessing our facilities and train services.

Our Passenger Assistance team have access to wheelchairs 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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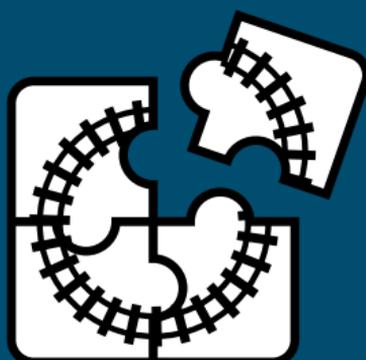
Distances from the concourse to trains can be lengthy at London St Pancras International so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to departure.

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 St Pancras International 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.

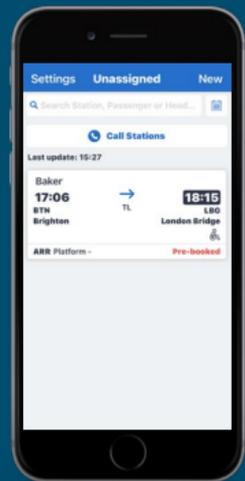
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## Booking in advance

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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## Pre-booking assistance

Please contact the train operator 48 hours in advance to book assistance throughout your journey.

- **Eurostar (EIL)**  
**08432 186 186**  
**03432 186 186** (local rate)  
Mon – Fri 8am to 7pm Sat, Sun  
& Bank Holidays 9am to 5pm
- **Southeastern Trains (SET)**  
**0800 783 4524**  
**01732 770 099** (local rate)  
24 hours a day, 7 days a week  
(closed Christmas Day)
- **East Midlands Railway (EMR)**  
**03457 125 678**  
24 hours a day, 7 days a week  
(closed Christmas Day)
- **Govia Thameslink Railway (GTR)**  
**0800 058 2844**  
From 7am to 10pm daily

## 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 St Pancras 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 always available while the station is open. You may need to wait until a customer service assistance team member become available to help, but our policy is to make it happen.

You can ask any member of the customer service assistance team at the station, go to our **mobility assistance meeting point** or ring on **0207 843 7610** for assistance.

# Where to go when you arrive at the station

You can also request support from any of our customer service assistance team; note we have a dedicated team who support the delivery of assistance to our customers, and they can be identified by the blue tabards that they wear.

On the day you can request assistance from any of our team or go directly to our **mobility assistance meeting point** where one our customer service assistance team will help arrange assistance with you.

**Mobility assistance meeting point** is situated on the main concourse under the South Eastern Trains platform.



## 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 be the train operator arranging alternative accessible transport where appropriate. This is arranged by the train operator, in conjunction with our customer service assistance team.

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.



# Interchanging

This section explains how you can change from one mode of transport to another and how to navigate within the station.

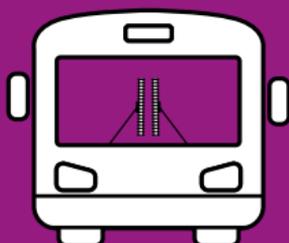
Please note that we can aid on the station premises and between St. Pancras International and King's Cross National Rail stations, taxis, buses, and the Kings Cross – St Pancras Underground services.

**Bus stops:** Euston Road, Midland Road and Pancras Road.

All buses are accessible.

Information on bus and London Underground services is available on the Transport for London website at [tfl.gov.uk](https://www.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 customer service assistance team in the station.



## Using the station at busier times

London St Pancras International 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 between 09:30 and 16:30 and after 19:30.

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 assisted travel meeting point, where our customer service assistance team will assist you to your train.



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



# 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 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 X.



# Station facilities



## Seating

Seating is located throughout the station, including priority seating.

A number of our seats also have USB charging points.

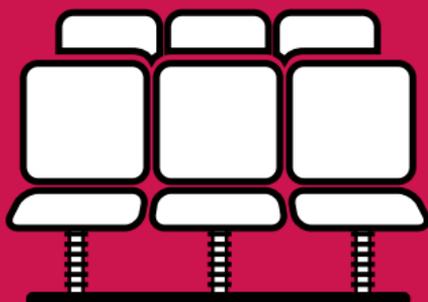
## USB charging points

A number of the station's cafes offer free charging for phones and other electronic devices to customers.

You can charge your devices in the below cafes and restaurants:

- Sourced Market
- Searcys Champagne Bar & Brasserie
- Patisserie Valerie
- Carluccio's

There are also numerous charging outlets in the Eurostar international departure lounge once you have gone through security.



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## Toilets

There are four accessible toilet areas at our station, as follows:

**Circle Toilets** – The Circle area, by Left Luggage and the cash point (ATM)

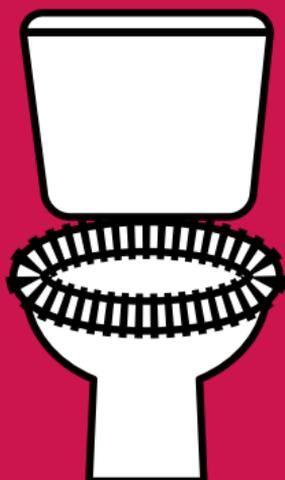
**Barlow Shed Toilets** – The Arcade, opposite Eurostar Arrivals

**Platform A & B** (beyond ticket barrier)

**Eurostar** – International Departures Lounge.

Baby changing facilities can also be found within the Circle, Barlow Shed and Eurostar International Departure Lounge toilets.

The toilets are free to use and can be accessed 24 Hours. No RADAR key is required.



## Left luggage and lost property

Passengers can leave luggage in our left luggage facility which is in the circle area opposite Boots & WHSmith by the circle toilets. This facility is accessible.

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

### Left luggage opening hours

Day	Time
Monday to Sunday	08:00 – 21:00
12 hours to 24 hours	£12.50 per item
24 hours plus	£7.50 per item



## Lost property opening hours

Day	Time
Monday to Friday	08:00 – 21:00
Saturday to Sunday	Closed

For more information:

+44 (020) 8090 9922

[StPancras@excess-baggage.com](mailto:StPancras@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.



# Eurostar information screen

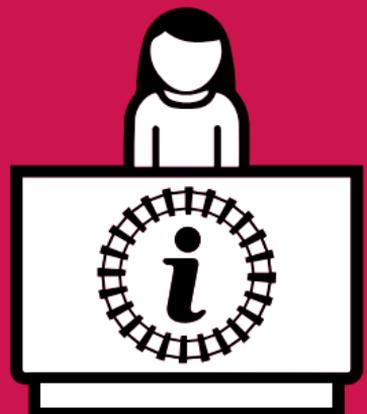


## Information points

There are ten information help points located across the station that are situated on the side of the customer information screens. This is where our station control colleagues will be able to help you with emergency information about the station and our other services including access to other transport information.

Station control colleagues are available online for information help points during station operating hours – open 24 hours a day.

**Information help point** is shown here.



## Hearing induction loops

National Rail Enquires Office run by Govia Thameslink Railway (GTR) have Hearing Induction Loops installed at their ticket counter.

Our cash points (ATM) throughout the station have Hearing Induction Loops installed on them.

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## Catering and retail

London St Pancras International, where dining, shopping and culture meets travel, all under one iconic roof.

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 St Pancras International station, visit:

**[London St Pancras International – Facilities, Shops and Parking Information](#)**

# London St Pancras International retailing outlets in the arcade



# 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.

If something goes wrong with your journey, please contact the train operating company you travelled with. You can find the contact details for all train operators serving this station on **p.37**.

**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)

**X:** [@NetworkRail](https://twitter.com/NetworkRail), we respond to as many queries as we can on X 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 X for updates about the station – [@NetworkRail](https://twitter.com/NetworkRail)

Whilst our X 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 X 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)

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

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

Post: **FREEPOST – RAIL OMBUDSMAN**



## How to contact train operators



### Eurostar (EIL)

Operate international rail services to Europe including Amsterdam, Brussels and Paris.



### South Eastern Trains (SET)

Operate the High-Speed domestic services between London and Kent



### East Midlands Railway (EMR)

Operate rail services between London and the East Midlands.



### Govia Thameslink Railway (GTR)

Operate the domestic service between Bedford, Luton and Brighton, including Luton and Gatwick Airports.



# 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.

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## Our work with disabled people on improving accessibility

St Pancras 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/)



