

## London Victoria

### Station Guide



Information for older and disabled passengers.

Including accessible facilities and passenger assistance services.



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# Introduction



## Welcome to London Victoria 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	04:15 – 00:40
Sunday	05:25 – 00:40



## Train operators at our station are:



**Southeastern** – serving South East London, Kent, the South East Coast and the Medway Towns. There are typical off-peak metro services to Orpington and Sevenoaks as well as the main line services to Ramsgate, Dover Priory, Gillingham and Ashford International. From Platforms 1–8



**Southern** – serving South London, Sussex, Brighton and the South Coast. There are off peak metro services to London Bridge and Sutton and main line services to Bognor Regis, Brighton, Epsom, Ore, Portsmouth Harbour, and Southampton Central



**Gatwick Express** offer a fast service to Gatwick Airport from platforms 13/14

## London Underground stations at Victoria



Victoria 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.

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

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## Step-free access

**Step-free access to the main station is via:**

- All entrances located on Hudson Place, Victoria Street, Grosvenor Gardens, Terminus Place and Wilton Road are step-free. A lift is available to access the station via platforms 13/14, from the upper-level station car park.

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## Step-free access to platforms 1–19

**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, 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

Step-free access is available to the underground ticket hall and platforms via lifts.

One lift is situated adjacent to the Visitors Centre on the Eastern Concourse (Eastern Archway).

A further lift is located at Cardinal Place entrance.

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## Lift access to all floors

On the Eastern Concourse opposite platform 8 is a lift to the restaurant at Victoria Island.

There is a lift at platform 13/14 to access Victoria Plaza Mall. Gateline staff will direct you.

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## Step-free classification

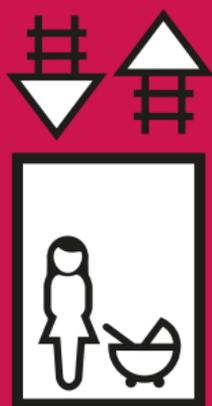
Under the industry step-free classification system, London Victoria is a category A station – this means the station has step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps.

## 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 Victoria platforms 9–19 are fully fitted with tactile paving/panels.

Platforms 1–8 have no tactile paving/panels fitted. If your train is departing from one of these platforms and you require assistance please ask one of our station team.



## Arriving by car

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

- Hudson's Place entrance (between Wilton Road and Bridge Place). **Sat nav SW1V 1PZ**
- Terminus Place is located at the front of the station main entrance opposite the bus station. **Sat nav SW1V 1JR**

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

- If the driver needs to assist you, they can park in the designated disabled parking located on Bridge Place. **Sat nav SW1V 1QA**
- There are two designated parking bays for temporary parking. Reception staff can contact the Assistance Team. The driver will need to obtain a permit if they are assisting the passenger into the station.

## Parking

Victoria Station has a large facility on Eccleston Road (access via Bridge Place, Belgrave Road or Bullied Way). This is also used as the drop off/ pick up point, there is no charge providing the driver remains in the vehicle.

**Sat Nav SW1W 9SJ.**

There are 5 blue badge parking bays available. There is a maximum 5-minute waiting time allowed.



## Taxis

We have an accessible taxi rank located at the front of the station, Terminus Place.

Our staff are available to assist you to and from the taxi rank and the station between 7am and 10pm every day, whether you have booked assistance or not.

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.



# Buying a ticket

Ticket machines are located on the central concourse (opposite the ticket office), in the middle of the eastern concourse and on Sparrows Corner. They are accessible ticket machines. 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 – Sunday	06:00 – 22:00

Location: Central Concourse

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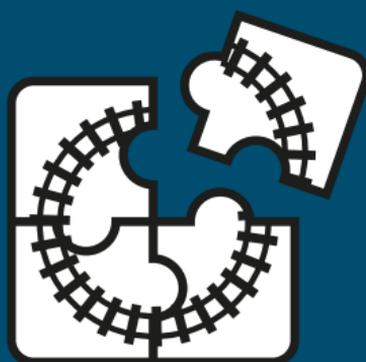
Distances from the concourse to trains can be lengthy at London Victoria so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to departure.

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 Victoria 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.

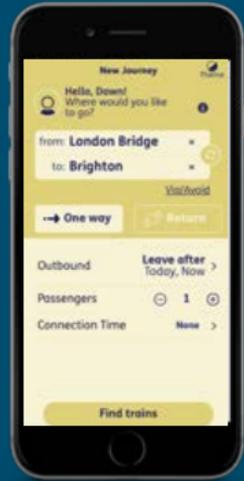
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## Booking in advance

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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### **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 Victoria 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 a passenger assistance desk adjacent to platform 7.



Our customer service team are based at the passenger assistance desk and can be identified by their purple tabard uniform. Their main role is to support the delivery of assistance. All of our station staff are also trained to assist passengers with visible and non-visible disabilities and can assist you to the passenger assistance desk.



## Passenger assistance desk opening hours:

Day	Time
Monday – Sunday	07:00 – 22:00

At our passenger assistance desk we can help you:

- Check-in for assistance you have previously booked
- Make a ‘turn up and go’ request for assistance if you 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.

London Victoria is a complex station with several interfaces with other transport modes. This section explains how you can change from one mode of transport to another, how to navigate within the station and the routes that are step-free.

Please note that we can only provide assistance on the station premises to/from London Victoria Underground, taxi rank and bus station. We are unable to provide assistance to Victoria coach station.

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## Underground

Victoria London Underground (District, Circle and Victoria lines) – when arriving at Victoria by Tube, our TfL colleagues will be happy to contact the assistance team at the assistance desk to assist you with your onward journey. When leaving Victoria our team will be happy to assist you to the TfL gateline for handover to our colleagues.



## Bus

There is a TfL bus station in Terminus Place at the front of the station. Most buses are accessible.

When departing Victoria, we are happy to assist you to your connecting bus, please just speak to a member of the team.

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

London Victoria 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 assisted travel desk where our team will provide assistance to your train.

Victoria is a complex station with many interfaces with other transport modes. We work as one team to make your journey as smooth as possible. Please note that we can only provide assistance on the station premises between National Rail, taxis, buses and London Underground services.

We will assist you to another mode of transport to complete your journey.



# 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:  
[@NetworkRailVIC](https://twitter.com/NetworkRailVIC) on Twitter.



# Station facilities

## Seating

Seating is located throughout the station including priority seating. All seats have charging points with USB and full plug sockets. Unfortunately there are no heated waiting facilities in the station, please refer to table below for details:

Location	Customer information screens	Priority seating	Heated
<b>Central concourse</b> The concourse is a large seated area for Passengers.	Yes	No	No
<b>Assistance desk</b> The assistance desk is located adjacent to platform 7. All seats are priority seats and staffed to provide additional help.	No	Yes	No
<b>Eastern concourse</b> The concourse is a large seated area for passengers.	Yes	No	No
<b>Platforms</b> Seating is available on platforms conveniently located at key points.	Yes	No	No

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## Toilets

Toilets including accessible toilets can be found on the central concourse.

There are further accessible toilets and a baby changing facility on the eastern concourse opposite platforms 1–2.

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.

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



## Showers including accessible showers

Please note there are no shower facilities available.

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## Left luggage

You can leave luggage in our left luggage facility which is located adjacent to platform 8.

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

Day	Time
Monday – Sunday	08:00 – 21:00

For more information

+44 (0)20 3468 4551

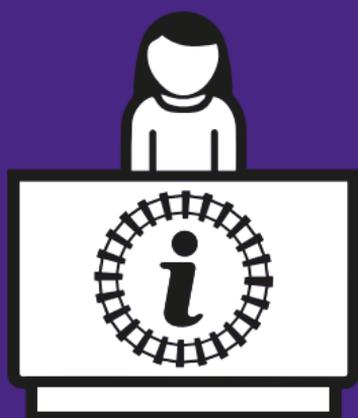
[victoria@excess-baggage.com](mailto:victoria@excess-baggage.com)



## Customer information screens

We have customer information screens on the central and eastern concourse 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 two information points located at the central and eastern 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 information desks.

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## Catering and retail

As our retail offering can change regularly, please visit our station website page here 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 Victoria station, visit

[London Victoria – 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 – [@NetworkRailVIC](https://twitter.com/NetworkRailVIC)

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

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## How to contact train operators



**Southeastern** – serving South East London, Kent, the South East Coast and the Medway Towns. There are typical off-peak metro services to Orpington and Sevenoaks as well as the main line services to Ramsgate, Dover Priory, Gillingham and Ashford International. From Platforms 1–8



**Southern** – serving South London, Sussex, Brighton and the South Coast. There are off peak metro services to London Bridge and Sutton and main line services to Bognor Regis, Brighton, Epsom, Ore, Portsmouth Harbour, and Southampton Central



**Gatwick Express** offer a fast service to Gatwick Airport from Platforms 13/14

# 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 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 Victoria 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/)