

## London Waterloo

## Station Guide



Information for older and  
disabled passengers.

Including  
accessible  
facilities and  
passenger  
assistance  
services.



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# Introduction



## Welcome to London Waterloo 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 to Friday	04:30 – 01:05
Saturday	04:30 – 01:50
Sunday	05:30 – 01:05

## Train operators at our station are:



**South Western Railway** - services from London Waterloo to the south and south west of England including Bournemouth, Southampton and Reading.

# London Underground stations at Waterloo

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Waterloo is served by the Bakerloo, Jubilee, Northern and Waterloo & City Lines.

Waterloo 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 23 of this leaflet, '[Interchanging](#)'.



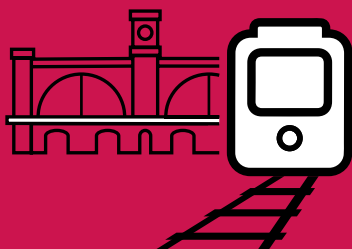
Transport  
for London

# Station access



We are dedicated to the improvement of Waterloo station and the layout of the station has changed and will continue to change over time.

Information about these changes is available on the National Rail Enquiries website, by asking any member of our team at the station or following us on Twitter [@LondonWaterloo](#).



## Step-free access to the main station is via –

- Exit 1 on Station Approach, near platform 1.
- Exit 2 (upper level) on Station Approach next to the taxi rank.
- Exit 2 (lower level) on Waterloo Road, next to the London Underground Jubilee Line ticket hall.
- Exit 3 on Station Approach, near the centre of the concourse.

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## Step-free access to platforms

There is level access from the main concourse to platforms 1 – 19

There is ramp access with a slight slope to platforms 20 – 24. We would advise passengers with reduced mobility to seek assistance.

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 step-free access from the mainline station to the Underground Ticket Halls via lifts.

There is step-free access from the Jubilee Line Ticket Hall to the Jubilee Line underground platforms via lifts.

There is step-free access to the Waterloo & City southbound platform, but please note that this is accessed via a steep sloping ramp with a gradient that does not meet accessibility criteria. Please contact London Underground for further information.

**Important:** There is no step-free access from the Underground ticket hall level to the Bakerloo and Northern lines.

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## Balcony & Waterloo East Station entrance

Step-free access is available by using our lift near the centre of the balcony.



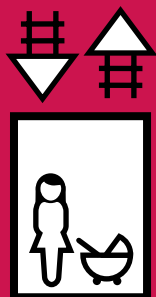
## Lift access to all floors

- At Exit 2 between Waterloo Road/Jubilee Line ticket hall and main concourse level/taxi rank
- In the middle of the station, between concourse and balcony level
- Multiple lifts connecting platforms 20-24 with main concourse, lower concourse, and London Underground ticket hall level.

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## Step-free classification

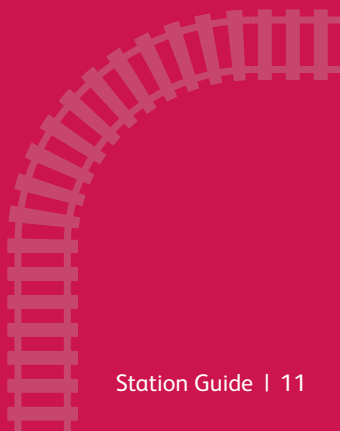
Under the industry step-free classification, Waterloo station is Category A, this means the station has step-free access to and between all platforms, at all times trains are running, via level access and ramps. There are four step-free entry and exit points.



## 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 Waterloo, all of our platforms are fully fitted with tactile paving/panels.



## Arriving by car

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

- There are two accessible parking bays outside the station reception on Station Approach just beyond the taxi rank. These are intended for pick-up and drop-off. A limited number of pay and display bays are also available with step-free access to the station from the kerb

Day	Time
Monday – Friday	08:30 – 18:30

Maximum stay is 4 hours.

- Sat Nav postcode for pick-up and drop-off point: **SE1 8SW**

**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.

## Taxis

We have an accessible taxi rank located on Station Approach, outside Exit 3, opposite platform 11 from the main concourse. To access the taxi rank, follow the signs from inside the station.

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

There are accessible ticket machines at various points on the main concourse.

Our ticket machines are all equipped with smart card readers.

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

## Ticket office opening hours

Day	Time
Monday – Thursday	06:45 – 22:00
Friday – Saturday	06:45 – 22:30
Sunday	08:00 – 22:00

## **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.

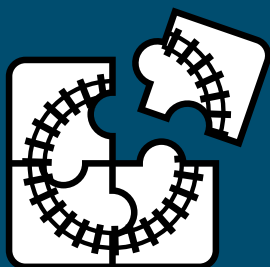
Distances from the concourse to trains can be lengthy at London Waterloo so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to train departure.

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 Waterloo 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

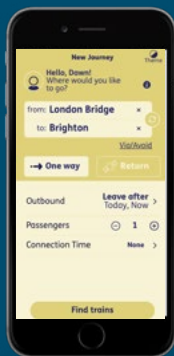
Assistance for any journey, including journeys with multiple connections using multiple train companies, can be booked in advance, or can be requested on the day from a member of staff.

### 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 the information desk where one of our team will help arrange assistance with you.

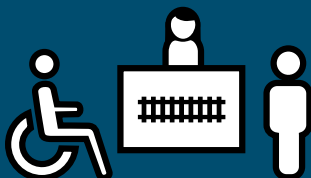
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## Booked assistance

London Waterloo is a very busy station for delivering assistance, so you may wish to book your assistance ahead of time.

When arriving at the station by train and it is the final stop, we aim 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, or 10 minutes during times of disruption.

To book assistance in advance or for help to plan your journey, please contact the train operator you are travelling with (contact details at the back of this leaflet). If you are unsure which train operator you are travelling with, you can call National Rail Enquiries on **0800 022 3720**. They will refer you to the appropriate train operator to make your booking request.



## **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 desk at the times it is open.

## Where to go when you arrive at the station

We have an Assisted Travel Desk located on the main concourse opposite platform 12. 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.

You can also request support from any of our customer service team; note we have a dedicated team who support the delivery of assistance to our customers, and they can be identified by the purple tabards that they wear, but any member of the railway team can assist you to our dedicated assisted travel desk.



## Assisted Travel Desk opening hours:

Day	Time
Monday to Thursday	06:45 – 22:00
Friday and Saturday	06:45 – 22:30
Sunday	08:00 – 22:00

There is a comfortable seating/waiting area exclusively for our passengers, marked as priority seating.

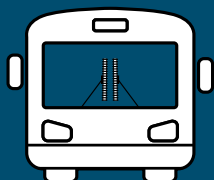
Outside of these times, passenger assistance services are still available, by speaking to a member of staff on the concourse.

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## Replacement transport

In some circumstances, alternative accessible transport might be offered **during planned works or times of disruption**.

We will work with your train operator to help you make your journey, this may include the train operator arranging alternative accessible transport where appropriate.



## Interchanging

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

Please note that we can only provide assistance on the station premises. Access from street level to the station and all platforms are step-free.

Buses depart from a number of different points around the station.

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

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



## Using the station at busier times

Waterloo 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 you require assistance to travel through the station during busier times our team is 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.



## Assistance to interchange

Waterloo 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.

- **Waterloo London Underground (Jubilee line, Waterloo & City Line, Bakerloo and Northern Lines)** – when arriving at Waterloo by tube, our TfL colleagues will be happy to assist you to our Assisted Travel desk. When leaving Waterloo our team will be happy to assist you to the TfL gateline for handover to our colleagues.
- **TfL Bus station** – when departing Waterloo, we are happy to assist you to your connecting bus. Please let a member of the team know if you wish to do this. We regret that we are unable to collect you from arriving buses at Waterloo. If you need information on how to change to another mode of transport at the station, please speak to staff on the station.



# 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.



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:

[@LondonWaterloo](#) 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
<b>Main concourse</b> The concourse is a large seated area for passengers.	Yes	Yes	No
<b>Balcony level</b> There are limited seats in this area.	Yes	No	No
<b>Platforms</b> Seating is available on platforms conveniently located at key points.	Yes	No	No

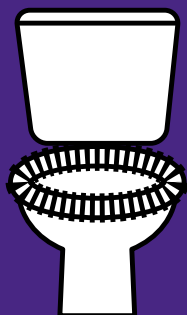
## Toilets

Our accessible toilets are located:

- on the main concourse opposite platform 19, at the entrance leading to the female toilets (Radar key or intercom access).
- on Station Approach outside exit 3 on the left (Radar key access).

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.



## Showers including accessible showers

There are no showers available at London Waterloo.

## Left luggage



**Please note:** this facility is temporarily unavailable.

Passengers can leave luggage in our left luggage facility, which is located opposite the ramp to platform 20–24. This facility is accessible.

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

Opening hours are:

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

### For more information

+44 (0)20 3468 4670

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

## Hearing loops

Hearing loops are located at each window in our ticket office.

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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 Waterloo station, visit

**London Waterloo – 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).

**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 - [@LondonWaterloo](https://twitter.com/LondonWaterloo).

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.

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## 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

The logo for South Western Railway, featuring the text "South Western" above "Railway" with a blue stylized train icon to the left of "Railway".

South Western  
Railway

South Western Railway  
website:

[www.southwesternrailway.com](http://www.southwesternrailway.com)



# 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 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

London Waterloo 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/)



