



London Liverpool Street

Station Guide



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

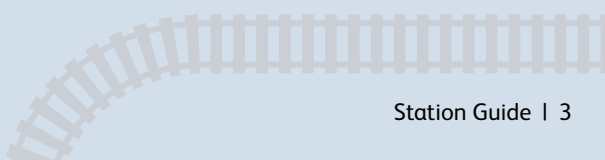
Including accessible facilities and
passenger assistance services.

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Introduction



Welcome to London Liverpool Street station

This leaflet sets out:

- The help that is available at the station for older, disabled and less mobile 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, disabled and less mobile 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 induction loops.

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

Station operating hours

Day	Time
Monday	03:10 – 01:03
Tuesday – Thursday	04:00 – 01:03
Friday – Saturday	03:10 – 01:03
Sunday	03:40 – 01:03



Train operators at our station are:



Greater Anglia – serving parts of East and North London, Cambridgeshire, Essex, Hertfordshire, Norfolk, and Suffolk including transfer to onward domestic and international travel via Harwich International Port, Southend Airport and Stansted Airport



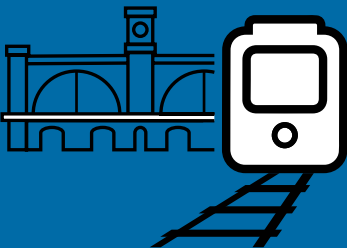
London Overground – services from Liverpool Street to Chingford, Cheshunt, and Enfield Town



Elizabeth line – services from Liverpool Street to Shenfield, Abbey Wood, Reading and Heathrow



c2c – serves East London and South Essex (Liverpool Street Station is the London terminus alternative to London Fenchurch Street when there is engineering work. At weekends some trains run to and from London Liverpool Street, via Stratford)



London Underground stations at London Liverpool Street Station



Liverpool Street Underground station (Central, Circle, Hammersmith & City and Metropolitan lines) is operated by Transport for London (TfL) and further information on their services can be found using their website www.tfl.gov.uk or on the TfL Go app.

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



Transport
for London

Station access

Step-free access to the main station is via:

- Bishopsgate (west) – located on upper balcony (lift between main concourse and upper balcony)
- Old Broad Street – located on upper balcony (lift between main concourse and upper balcony. For step free from here at exit turn right to avoid steps opposite exit)
- Broadgate – main concourse (exit into Broadgate Circle shopping centre, within the shopping centre there are lifts and ramps to street level, external premises, may not be compliant)
- Sun Street – upper balcony (lift between main concourse and upper balcony)
- Exchange square – main concourse

Step-free access to platforms 1–17

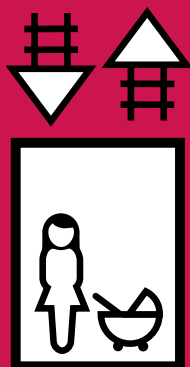
All our platforms are step-free.

Our platforms are long, so it may take a little time to reach your train. If you are unfamiliar with the station you may wish to seek support from one of our station team, to get you where you need to go on time.

Lift access to all floors

There are two passenger lifts:

- **Liverpool Street/Old Broad Street entrance balcony (adjacent to the Kindertransport Memorial)**
 - **Station concourse to London Underground ticket hall** – which gives access to the concourse for platforms, tickets, public toilets, customer lounge, retail, and catering
 - **London Underground – Ticket Hall**
- **Balcony Walkway next to the Parcel Office (before the Bishopsgate exit)**
 - **Roadway entrance to station concourse** – which gives access to the concourse for platforms, tickets, public toilets, customer lounge, retail and catering



Step-free classification

Under the industry step-free classification system, London Liverpool Street 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 Liverpool Street station all of our platforms are fitted with tactile paving/panels.

Arriving by car

There is no car parking at Liverpool Street Station. Pick up and drop off is only the road outside or the taxi rank:

- Pick up/set down: Primrose Street, (Central Roadway entrance), sat nav postcode: **EC2A 2JN**
- If the driver needs to help you out of the car and you require assistance into the station, they can use the marked accessible bay and contact the Station Team at the Station Reception (adjacent to platform 10)

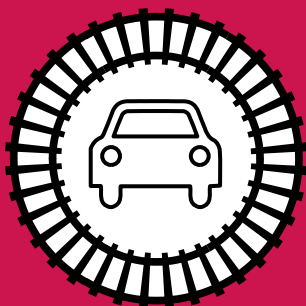
Note: Due to limited space and to avoid traffic congestion cars will be unable to wait at our drop-off and pick-up points.

Parking

There is no car park at the station. The nearest off site car parks (where charges may apply) are:

NCP at Finsbury Square 0.3 miles

Barbican Centre car park 0.8 miles



Buses

Buses arrive and depart from street level (mezzanine level of the station) step free access is available to and from the concourse via lifts.

Buses are operated by Transport for London (TfL) and further information on their services can be found using their website www.tfl.gov.uk or on the TfL go app.

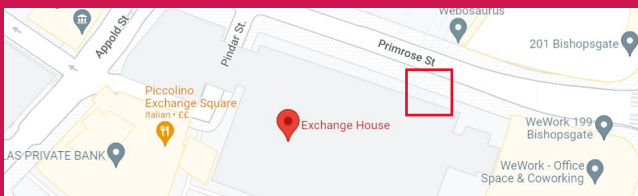
For information on how to interchange and buses between our station and the Underground and the help we can provide, please see page 21 of this leaflet, 'Interchanging'.

Taxis

We have one accessible taxi rank located at the front of the station outside McDonald's.

To access the taxi rank follow signs from inside the station. The exit is on the balcony level. Use Old Broad Street exit. There are lifts, stairs and escalators to move between the concourse and the balcony.

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:

- At the entrance to the ticket office
- On the main concourse

All of the ticket machines on the main concourse are equipped with smart card readers and one inside the ticket office.

Oyster top up is available from the ticket machines. Purchase of oyster cards are only available at the London underground ticket machines.

Our station team can also help you to buy tickets if required.

Ticket office opening hours

The ticket office is open during station operating hours.

The ticket office is located next to platform 10.

We do not have a height adjustable ticket counter.

Ticket vending machine operating times

Machines are available during station operating hours.

Passenger Assistance

Passenger Assistance at our station

We offer assistance to older, disabled and less mobile 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 luggage items of reasonable weight and dimensions (as per the National Rail Conditions of Travel). Note that luggage assistance on the London Underground is subject to availability

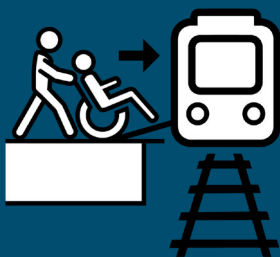
Distances from the concourse to trains can be lengthy at London Liverpool Street so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 10 – 20 minutes prior to departure.

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

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.

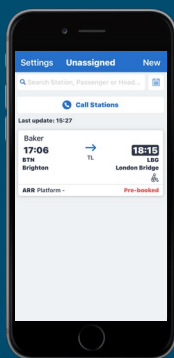
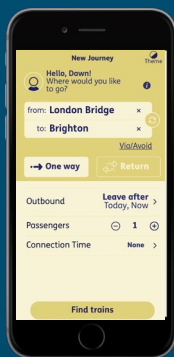
Booking in advance

There are several ways you can book assistance in advance:

1. **Contact the relevant train operator for your journey via their website.**
2. **Passenger assistance on a web browser passengerassistance.com.** 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. 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.



4. Visit the [National Rail Enquiries website](#).

5. 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 meeting point where one of our team will help arrange assistance with you.

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 Liverpool Street 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, passengers need to arrive at least 20 minutes before 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, go to the passenger information point, station reception or use a Help Point.

Help Points

Push button information points where you can speak to a member of staff 24/7. These are located at:

- Opposite platform 2 (retail wall)
- Platform 7/8 (buffer stop wall)
- Opposite platform 9 (retail wall)
- Platform 17 near gate line on eastern wall
- Customer lounge on far wall to entry doors
- Mezzanine level near McDonald's, Hope Square and the lift
- The concourse level near the main passenger lift between platforms 13 and 14 (concourse side)

Where to go when you arrive at the station

When arriving at the station the meeting point is on the main concourse near the ticket machines which are located opposite platform 10.

If there is no one at the kiosk any member of staff will be able to assist with your booked assistance or a turn up and go request.

Alternatively upon arriving at the station you can use a help point to request assistance.



Assisted travel information kiosk

Day	Time
Monday – Friday	07:00 – 22:45
Saturday – Sunday	07:00 – 21:45

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 in the customer lounge located next to the station reception, adjacent to platform 10.

Outside of these times, Assistance Services are still available by speaking to a member of staff on the concourse.

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 London Liverpool Street Underground, taxi rank and bus station.

Buses

- The bus station is located on the balcony at the Liverpool Street/Old Broad Street entrance/exit (Bus stops A, B, C & D)
- There are also bus stops on Bishopsgate



London Underground via steps.

Entrance to the London Underground is opposite platforms 4 – 7. On the concourse level (opposite platform 7) a lift can be found that links the National Rail to the London Underground ticket hall. **Please note however, step-free access is only available from platform 1 only, which serves Clockwise Circle Line, Hammersmith & City Line to Barking and Metropolitan Line to Aldgate.**

Information on bus and London Underground services is available on the Transport for London website at tfl.gov.uk or on the TfL Go app.

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

Using the station at busier times

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 information point, 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:

[@NetworkRailLST](#) on X (formerly known as Twitter).



Station facilities



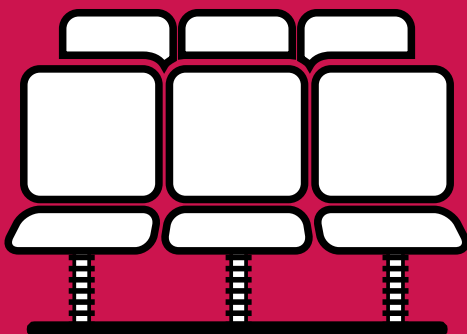
Seating

Seating is located throughout the station, all of which is available during station opening hours.

In addition to this we have a customer lounge where passengers can sit. This is located adjacent to platform 10.

Customer lounge opening hours:

Day	Time
Monday – Friday	07:00 – 21:00
Saturday – Sunday	09:00 – 21:00



For more information, please refer to table below:

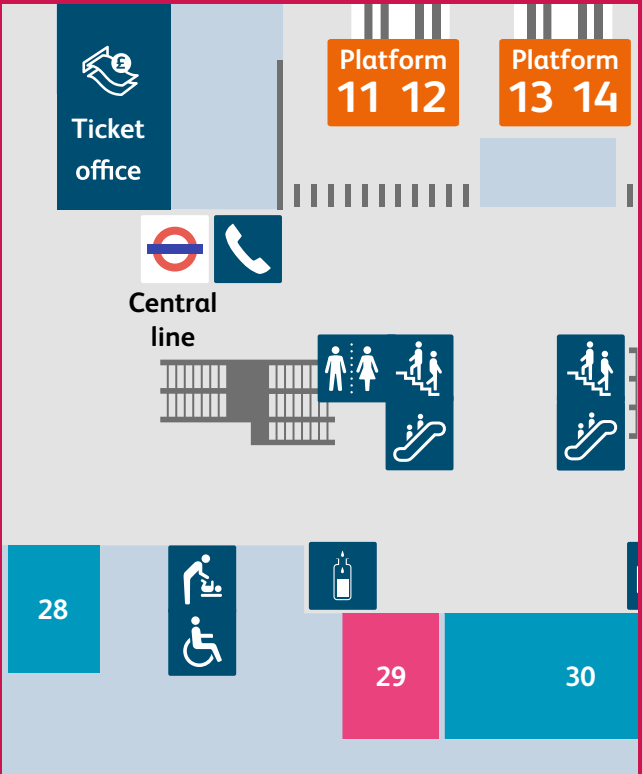
Location	Customer information screens	Priority seating	Heated
Central concourse The concourse is a large seated area for passengers	Yes	No	No
Eastern concourse The Eastern Concourse has seating around the Bishopsgate exit/escalators and stairs	Yes	No	No
Platforms Seating is available on platforms (Platforms 2 – 7)	No (Specific departure info only)	No	No
Customer travel lounge Seating is available during opening hours Mon–Fri – 07:00 – 21:00 Sat–Sun – 0900 – 21:00	Yes	No	No
Liverpool Street entrance next to McDonald’s Seating is available outside McDonald’s/Hope Square and next to the Kindertransport memorial	No	No	No
Platforms Seating is available around the balcony	Yes (From main departure board)	No	No

Toilets

Our accessible toilets, including baby change facilities are located on the main concourse opposite platform 11. Non-accessible toilets are down stairs, access via stairs is located opposite platform 11.

The accessible toilets are open during station opening hours, 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 for you.

We do not currently have a Changing Places facility.



Showers including accessible showers

Please note there are no shower facilities available.

Left luggage

There is a left luggage service available at Liverpool Street Station. This facility is located alongside platform 10, and is wheelchair accessible. Luggage must be a reasonable weight and dimension.

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



Opening hours:

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

Lost property

Lost property is also located within left luggage.

Opening hours:

Day	Time
Monday – Friday	09:00 – 16:00
Saturday – Sunday	CLOSED

For more information

+44 (0)20 3468 4552

liverpoolst@excess-baggage.com

Customer information screens

We have various customer information screens across the station which provide train information including train times and platform numbers.

We also provide audio announcements for all our train services and other customer related information.

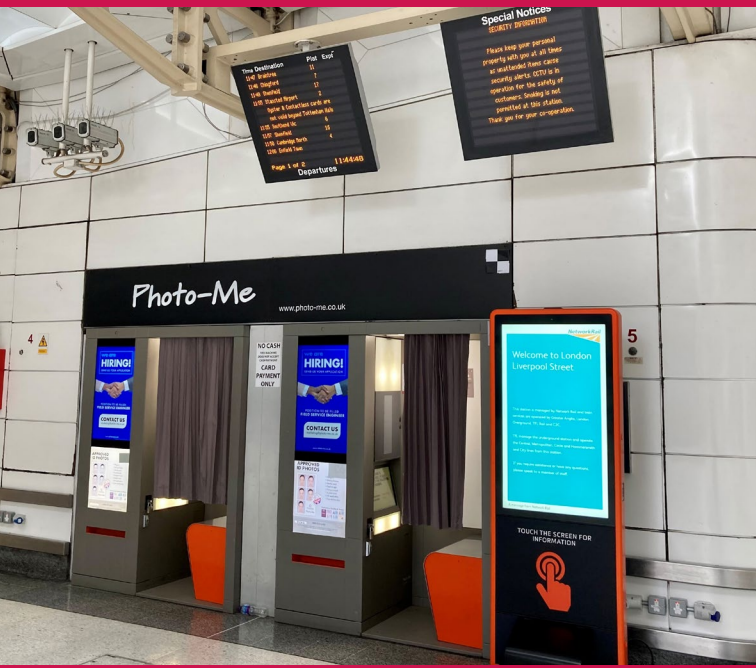


Customer information screens are located on the concourse, balcony and customer lounge with train departure information. Along with the main departure board, we have both fixed and mobile information screens.

Mobile customer information screens located near to the platforms provide more detailed information about upcoming departures from that platform such as the number of carriages. In times of disruption they will also be updated.

BSL Customer Information Screens

There are mobile customer information screens with information in British Sign Language at the station. They provide information on train departures and updates during disruption.



Information point

The passenger information point is located on the main station concourse, where staff will be able to help you with information about the station and our services including access to local area, tourist and other transport information.



Help Points

Push button information points where you can speak to a member of staff 24/7. These are located at:

- Opposite platform 2 (retail wall)
- Platform 7/8 (buffer stop wall)
- Opposite platform 9 (retail wall)
- Platform 17 (near gate line on eastern wall)
- Customer lounge (on far wall to entry doors)
- Mezzanine level near McDonald's (Hope Square and the lift)
- On the concourse level near the main passenger lift
- Between platforms 13 and 14 (concourse side)



Hearing loops

There are hearing loops situated at the passenger information point and at help points.

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 Liverpool Street station, visit:

[London Liverpool Street – Facilities, Shops and Parking Information](#)



Getting in touch



If things go wrong

We value and welcome your feedback, so please share your experience with us. You can do so in the following ways:

At our managed stations: Employees are trained to help you if you have any questions. Speak to any Network Rail member of staff at one of our managed stations and they will attempt to resolve your query.

National Helpline: 03457 11 41 41, open 24 hours a day, seven days a week including bank holidays. If the query can't be resolved immediately, we will log your feedback and look into the matter.

Online: www.networkrail.co.uk/contactus where you can submit a station complaint form.

You can access frequently asked questions or choose to provide feedback to Network Rail from this link, which is also where you will find our online contact form.

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 opening hours:

Day	Time
Monday – Friday	07:00 – 21:00
Saturday – Sunday	08:00 – 20:00

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,
Waterloo General Office,
London, SE1 8SW**

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

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

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

Website: www.railombudsman.org

Post: **FREEPOST – RAIL OMBUDSMAN**



How to contact train operators



Greater Anglia

**FREEPOST: GREATER ANGLIA
CUSTOMER RELATIONS**

Telephone: 0345 600 7245 (Option 8)

Text Type: 18001 0800 028 28 78

Email: contactcentre@greateranglia.co.uk

Website: greateranglia.co.uk

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

Assistance during your journey: 0800496 1345



London Overground

**Telephone: 0343 222 1234 (24 hours a day, 364
days a year, except Christmas Day)**

Textphone: 08001 123 456

**Post: TfL Customer Services
9th Floor
5 Endeavour Square
London E20 1JN**



Elizabeth Line

**CentrePhone: 0343 222 1234 (08:00 to 20:00
seven days a week)**

**Textphone: (18001) 0343 222 1234
(08:00 to 20:00 seven days a week)**

24 hour travel information: 0343 222 1234



C2C

Email: contact@c2crail.co.uk

Telephone: 0345 744 4422

**Post: c2c Customer Relations, FREEPOST
ADM3968, Southend, SS1 1ZS**

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 Liverpool street Accessibility Forum has been set up to consult future changes to the station with our disabled passengers, helping to ensure we build a station fit for all.

National Freephone Passenger Assist

Telephone: **0800 022 3720**

Textphone/minicom: **0845 60 50 600**

Textphone Free SMS Passenger Assist Forwarding Service: **60083** – text your requested journey from your phone and you will receive an instant message with the number you need to dial from your textphone unit.

www.disabledpersons-railcard.co.uk/travel-assistance/



