

Marcus Clements

Head of Consumer Policy
Economics, Markets & Strategy
Email: ATP@orr.gov.uk

12 May 2021

Helen Wylde
Managing Director
East Coast Trains Limited
By Email

Dear Helen,

Approval of East Coast Trains Limited's (ECTL's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting ECTL's Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP policy document against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that ECTL's ATP meets the requirements of Condition 5 of the standard station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

We welcome the following initiatives, which we anticipate will be of benefit to passengers.

- The provision of additional support for carers;
- The creation of a guide specifically aimed at passengers with autism;

Please provide a branded version of all ATP documents by 9 June 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

ATPs must be reviewed by operators by the end of every calendar year. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,

Marcus Clements

ACCESSIBLE TRAVEL POLICY

Lumo is your brand-new service between London King's Cross and Edinburgh Waverley, providing regular, cost effective 100% electric train travel as an alternative to flying and just as time effective.

Welcome to our Accessible Travel Policy, our commitment to delivering a consistent, excellent service, making journeys easy, convenient and accessible for all our customers.

We will ensure that the needs of customers requiring assistance, their companions and assistance dogs, are properly considered in all aspects of service delivery, enabling them to travel confidently and independently. We also recognise the importance of improving the accessibility of the rail network. We will therefore work with other operators across our network (including Network Rail) to deliver accessibility improvements to facilities, systems and service delivery. Furthermore, we recognise the importance of implementing robust and customer focused processes that are consistent across the UK rail network and we will work proactively with stakeholders to achieve this goal.

Our Accessible Travel Policy is complemented by three other documents:

- **Our Accessible Travel Policy Passenger Leaflet:** Making Rail Accessible: Helping Older and Disabled Passengers: a summary of practical information about travelling on our services and the wider UK rail network.
- **Our stations accessibility information:** Available on our website at [Where We Go](#)
- **Our trains accessibility information:** Available on our website at www.lumo.co.uk, providing details of the accessible features on our trains.

You can find them online at www.lumo.co.uk and are available to download both in standard and accessible formats. Our Passenger Leaflet is available from any staffed station where we call.

We also offer our Accessible Travel Policy Passenger Leaflet and Accessible Travel Policy Document in different accessible formats on demand, specifically:

- Audio
- Large Print
- Easy Read
- Braille
- British Sign Language videos.

You can ask for a different accessible format by contacting our Customer Experience team or Passenger Assist team. We will respond to your request within seven days.

We will review and update our Accessible Travel Policy each year, using colleague, stakeholder and your own feedback to ensure it is up to date and reflects any changes to our services or to the stations we call at.

A. COMMITMENTS TO PROVIDING ASSISTANCE

A1 BOOKING AND PROVIDING ASSISTANCE

THE PASSENGER ASSIST SYSTEM

We're committed to providing reliable and easy to access services that allow customers requiring assistance to travel effortlessly. We will arrange any assistance that our customers may require, helping them access any part of our network with confidence using The National Passenger Assist System. The Passenger Assist System is a national system supported by all Train Operating Companies (TOCs) which allows operators to make necessary arrangements to assist disabled passengers or restricted mobility. We will work with rail industry partners to improve the consistency and reliability of the Passenger Assist service, particularly in relation to journeys that involve more than one operator.

WAYS TO BOOK YOUR ASSISTANCE

We will ensure that you are able to book assistance via Passenger Assist by booking by 22:00 the day before travel or giving us at least 6 hours' notice for same day travel (reducing to 2 hours for same day travel by 1st April 2022).

All our passengers can book assistance using our dedicated channels:

- Via our website: www.lumo.co.uk
- By email: – Passengerassist@lumo.co.uk
- By text relay: 18001 0800 031 8542
- By the Passenger Assist app
- By phone (free): 0800 031 8542

OUR PASSENGER ASSIST TEAM

Our Passenger Assist team are able to book tickets, seats and assistance for you at the same time on our services and on other operators where available. They will be able to recommend the most appropriate journey to suit your needs (such as fewer changes, longer transfer times, or the quietest time to travel). We will ensure that we will provide LumoFixed ticket options no less than 12 weeks prior to the departure date of our services and where we are unable to achieve this, we will inform you at the time of booking, so you can choose to contact us at a later date when there is availability. We do have a handy 'Cheap Ticket Alerts' service on our website at www.lumo.co.uk which will automatically notify you when LumoFixed tickets become available. Once everything is arranged for your journey, we will ensure you receive an email confirmation of what has been booked for you. This email will contain our commitments to you, including a booking assistance reference, and a

confirmation that we will assist you off the train at your final destination, as quickly as possible. At the train's terminating station, we will ensure that this is within a maximum of five minutes of the train arriving, wherever reasonably practicable.

Our Passenger Assist team is available 06:00 to 23:00 daily, excluding Christmas Day and Boxing Day. To make sure that our colleagues can give you the best service and can notify you if there is anything that will affect your journey, we recommend booking assistance before 23:00 the day before travel or six hours before your journey for same day travel. From April 2022 this will reduce to two hours prior to travel for same day travel.

We will ensure the Passenger Assist team is resourced to meet demand for this service by monitoring the volume of requests and response times and adjusting our service provision accordingly. As detailed in section B6 - Colleague Training, our Passenger Assist team receive training that ensures they understand the needs of our customers requiring assistance. The team have an in-depth knowledge of the accessible facilities and features of our network, enabling them to provide the most appropriate advice for your journey. They also check station accessibility information for stations outside of those at which we can, and which can be found on the National Rail Enquiries station web pages, as well as advice on connecting modes of transport e.g., bus, tube and trams where these are required.

[WHAT IF YOU HAVE NOT BOOKED ASSISTANCE?](#)

If you haven't booked assistance before your trip the station operator's colleague and our Customer Experience Ambassadors on board our trains will do their best to assist you. Without a booking, it may not always be possible for us to help you as quickly as you would like, as colleagues may not be available when you need them. We will still do everything we can to assist you onto the train and will inform your destination, and any interchange, station of your assistance needs. At Morpeth, whilst station colleagues are not present for the full duration of the train service, there are Help Points which can be used to contact the station operator who will arrange assistance for you. At this station it may take a little longer to arrange assistance out of staffed operational hours.

In collaboration with our industry partners, such as Network Rail and other Train operating Companies, we will identify areas where customers are most at risk of not receiving the appropriate assistance and ensure that mitigations are in place.

[ACCESS TO STATIONS](#)

Whilst each of the stations we call at are step-free, at times some features, such as access ramps may not be available or may be more challenging to use. Whilst booking your assistance with Passenger Assist, our team will be able to recommend journey options and find out what support you need. Where a station is inaccessible to you, we will arrange alternative transport to or from the nearest station that is, at no extra cost.

Similarly, if our team believes there is any risk of you not being provided with sufficient assistance at a particular station or stage of your journey, they may also provide an alternative journey plan, assistance, or transport to get you to your destination, at no extra cost to you. If you require further

information, such as a map of a station, please ask our Passenger Assist team which they will be able to email you or send by post.

If you need help when you get to an unstaffed station, you can either call the station operator's Passenger Assist team, whose phone number can be found on the welcome board at the station, or use the Help Point (where available) and you'll be able to speak to someone who can help.

When you have boarded the train, the Customer Experience Ambassador, who is on each train and deals with all customer related matters on board our trains, will communicate with colleagues at your destination station, where appropriate, to ensure you are provided with assistance to get off the train. Each station has a dedicated contact for assistance bookings that our colleagues can get in touch with if needed. There is also a handover protocol between operators that helps ensure you get the assistance you need.

[RAMPS TO/FROM OUR TRAINS](#)

We will help wheelchair or mobility scooter users on and off the train with a portable ramp, specially designed and tested for the purpose. You can find our restrictions on wheelchairs and mobility scooters in section A5 below. There are ramps on board our trains and at each of the stations we serve.

Our colleagues are trained to use the ramps safely and to support you on and off the train. If you need a ramp and have pre-booked assistance, our colleagues will be ready to help you board. If you haven't booked assistance, please let station colleagues know that you need a ramp as soon as you arrive, and they will ensure you get on the train safely. Our colleagues are not permitted to lift anyone into or out of a wheelchair, up steps or into a train seat.

[WHAT IF YOU HAVE A CONNECTION?](#)

If you have booked assistance with us, we will liaise with other train operators to provide the help you need at interchange stations. If you are unable to book, our onboard Customer Experience Ambassadors will be able to check the accessibility of the station you need to change at. If it is inaccessible to you (for example not all stations are staffed throughout the day) our colleagues can help you replan your journey. All the stations that our trains call at are staffed. However, at Morpeth colleagues are only present for part of the day. This might mean we suggest changing trains at a different station or that alternative transport from an accessible station, to your destination, is provided.

We can book the assistance for your entire journey, even if it includes travel on other operators' services. Our Passenger Assist team will provide enough time during your journey so that you can make your connections.

Sometimes the arrival or departure platform for a train can be changed at short notice. When this happens, the station operator's colleagues can help you get to the new platform as quickly and safely as possible. Aural and visual information will be updated, as quickly as possible, to help inform all passengers of any change. If there are no colleagues available, please use the Help Points provided.

WHAT IF YOU CONTINUE YOUR JOURNEY ON OTHER TRANSPORT?

Our Customer Experience Ambassadors will provide relevant onward travel information when arriving at destinations. If you require specific information, please ask them for this when they pass through or help you get off the train. They will be able to help you get on or off the train and will ask for assistance from station colleagues for you if this has not already been arranged.

The station operator's colleagues will help you to the relevant bus stop, pick up point, taxi rank or tram stop within the station boundary. They are also able to provide information about local transport, including bus services and taxi companies.

STATION FACILITIES AND SERVICES

We will ensure that the information regarding our services is up to date and passengers requiring assistance are aware of any limitations and/or temporary restrictions. Our Customer Experience Manager is responsible for updating the information relating to the accessibility of our trains provided on the National Rail Enquiries website. Information is also provided on the National Rail Enquiries website regarding station accessibility and details of the times assistance is available at stations, including:

- Level of accessibility from station entrance to platforms
- Staffing hours and assistance availability
- Meeting points for assistance
- Ramps for train access
- Accessible waiting rooms, toilets and set down/pick-up points.

For full details please see up-to-date stations facilities section on the National Rail Enquiries website www.nationalrail.co.uk/stations

ALTERATIONS TO FACILITIES

If a facility on board our train is out of order, such as an accessible toilet, that impacts your ability to travel, we will do everything we can to let you know. This information is displayed on the station customer information screens, our website in the Journey Check section and via our Twitter channel @lumotravel. Where possible, our Passenger Assist team will pro-actively contact you to help re-arrange your journey if this is necessary. This may not be possible as sometimes these facilities go out of use at short notice while in service. In these situations, the station teams, our Customer Experience Ambassadors, and our Passenger Assist team will work together to provide a solution or inform you before you board the train so you can make an informed decision about your travel.

WHAT ABOUT ASSISTANCE WITH YOUR LUGGAGE?

If you've booked some help for your journey, the station operator's colleagues can help you around the station with any luggage you have. However, they do not employ colleagues solely to carry customers' luggage and if you have not booked assistance, station colleagues may have to attend to

train safety before they can help you. You can find, on our website at www.lumo.co.uk, a list of the items we are not able to carry on board our trains.

Please be considerate with the amount and weight of luggage you bring with you. Our colleagues and our industry partners' colleagues must be able to lift the item(s) safely therefore, you may bring with you up to two large items (generally weighing between 15kg and 23kg) and one small item free of charge.

- Large items should not exceed 90x70x30cm
- Small items should not exceed 56x45x25cm

Please be aware that we do not accept bulky items or any piece of luggage that cannot be carried or packaged in a suitable manner. Whilst luggage assistance is provided free of charge, if you require assistance with additional bags beyond the limits above, you may wish to book a delivery service with our dedicated partner from First Luggage:

Enhance your travel experience by having your luggage delivered to your final station or destination. You can tailor your luggage courier requirements that best suit your needs. We have partnered with First Luggage who will provide a door-to-door luggage courier service throughout Great Britain, and many other countries. Their service is chargeable starting from £17 per item and is bookable with your train ticket from LumoLuggage. The courier option will make your travel experience easier, moving multiple, larger, or heavy luggage items so you don't have to worry about carrying these around with you. You'll be able to arrive at your destination, browse around the City shops, relax at your favourite wine bar, or take in the historical sights while you wait for your hotel check-in time. When booked via www.lumoluggage.co.uk customers will receive a 10% discount, First Luggage will then arrange for your luggage to be collected anywhere in the world and delivered to your chosen destination address without hassle or stress.

OUR ON-BOARD SEAT POLICY

When you book with our Passenger Assist team, it's a good idea to book seats or a dedicated wheelchair user space on the train at the same time. If a seat has not been reserved, it will be clearly communicated to you and confirmed in your booking confirmation email.

PRIORITY SEATS AND WHEELCHAIR USER SPACES

All our trains have priority seats which are close to the doors, and most can be booked in advance. Two wheelchair user spaces are available on each train, and our on-board colleagues will assist in ensuring these dedicated spaces give wheelchair and scooter users who have booked them priority.

If you don't book ahead, there are some non-reservable priority seats and there may be wheelchair user spaces you can use. This is on a first come first served basis and our colleagues will do everything they can to make sure you get a seat or a space for your wheelchair or your scooter, whether you've booked or not.

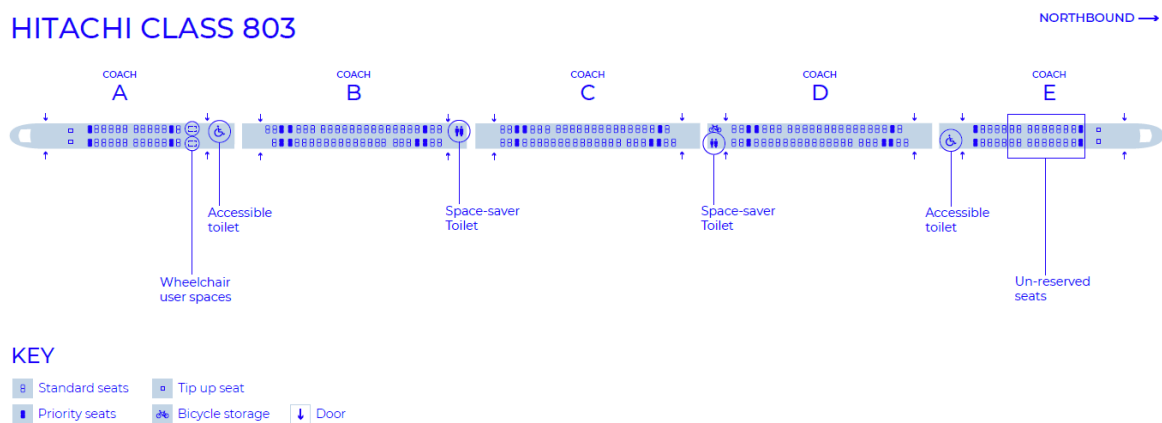
If someone else is using the seat or space you booked, let our colleagues know. They'll make sure you get your seat, or a different one, so you can carry on your journey as planned.

We always ask our customers to give up priority seats for people who need them more but it's not always obvious why someone needs a seat. We are therefore part of the Sunflower Lanyard and Thistle Assistance Card scheme which allows customers with non-visible disabilities to inform others discreetly that they may need assistance. More information on this can be provided by speaking to our Passenger Assist team.

We aim to ensure that disabled customers travelling in family groups or with companions, are booked to sit close together, wherever practicable.

On other train operator's trains that are not reservable, colleagues on the train or at the station will assist you in locating an appropriate seat.

This is the layout of our trains, where you can see the location of the accessible features.



On rare occasions we may use an alternative train to operate our service, but where we do so we will inform you as soon as we know in advance through our website, social media, Passenger Assist team and our app. We will ensure that any replacement train has comparable levels of accessibility as our current fleet.

ARE ASSISTANCE DOGS ALLOWED?

We're more than happy to welcome you, and your guide or assistance dog on all our trains. If you book assistance through our Passenger Assist team, they will reserve the seat next to you in seated accommodation, wherever possible, to ensure adequate space for your assistance dog to travel. Our Priority Seats have extra legroom so our Passenger Assist team will book these seats, where available, for you and your dog.

We will make sure that water bowls and stool bags are available on board should they be needed.

FOR OUR PASSENGERS WITH NON-VISIBLE DISABILITIES

We train our colleagues to identify and assist all passengers who may need some help and they all have an awareness of a number of schemes and cards including the Sunflower Lanyard and the Thistle card.

SUNFLOWER LANYARD

We participate in the Sunflower Lanyard and help card scheme. It's a project designed to assist customers with non-visible or hidden disabilities.

Wearing the Hidden Disabilities Sunflower lanyard or showing people your sunflower help card discreetly indicates to people around you, including colleagues and health professionals that you may need additional support, help or a little more time.

Supporting the Sunflower scheme is our way of showing customers that we care about everyone that uses our network and we want to make it as easy as possible for them to travel with us. The lanyards and help cards are available free of charge from many station ticket offices or alternately by contacting our Passenger Assist team on 0800 031 8542, using our website at www.lumo.co.uk or by contacting us on social media @lumotravel.

THISTLE ASSISTANCE CARD

We are training our colleagues to recognise the Thistle Assistance Card scheme, allowing them to provide help to their users.

This scheme, developed by SEStran, is available to everyone as a physical card or on their mobile phone. You can personalise this card and tailor it to your own needs, helping you inform our colleagues and guide them on how they can be most helpful.

Find out more on the website [The Thistle Assistance Card & App - SEStran](#) or you can e-mail thistlecard@sestran.gov.uk or call 0131 524 5153.

FOR CARERS

One in eight adults in the U.K. are carers. At Lumo, we understand that travelling can be a stressful moment and our colleagues are trained to support you as well. Our colleagues will do their best to talk to you on board our trains and to be aware any issues and concerns you may have.

Our colleagues are visible throughout the train and make regular announcements during the journey.

PASSENGERS WITH AUTISM

We have created a special guide to assist you on our trains. These include approximate timings between stations and under tunnels. This will shortly be available on our website www.lumo.co.uk and on our LumoGo app.

Our colleagues are trained to recognise and serve all our customers, regardless of their needs. They are mindful that everyone is different and may need more time than other.

BLIND AND VISION IMPAIRED CUSTOMERS

Our colleagues are trained to assist you regardless of your assistance needs, including if you have a vision impairment. Please let them know if you need extra help and they will make sure they help you.

We have designed our brand and train layout with so that those who are colour blind people find it easy to use.

Our website follows the Web Content Accessibility Guidelines v2.1 and has been audited by a wide range of users to ensure its usability. On it a tool allows you to switch colours so you can benefit from the same experience as all our customers.

A2 INFORMATION PROVISION

A2.1 ACCESSIBLE TRAVEL POLICY DOCUMENTATION INCLUDING ALTERNATIVE FORMATS

We will make sure that our Accessible Travel Policy and the Passenger Leaflet are widely available. These will inform you of the services and assistance that we can offer and how to obtain them. In addition to being available on our website to download, the Passenger Leaflet can also be obtained on request at stations we call at. We will work with our local community stakeholders and user groups, such as the Research institute for Disabled Consumers (RiDC) and the Rail Accessibility & Inclusion Forum for the North (RAIfN), to ensure the leaflet is available in appropriate locations. We will ensure that we place all information about accessing our services in a position that both wheelchair users and standing customers can obtain and access and are happy to provide alternative formats on request.

A2.2 STATIONS AND ROLLING STOCK ACCESSIBILITY INFORMATION

We will ensure that accessibility information relating to the stations at which we call and for our trains is readily available to you and kept up to date. To achieve this, we will maintain information in an online format which can be easily accessed via personal mobile devices, as well as in accessible formats. We provide the same information to National Rail Enquiries for their website.

STATION ACCESSIBILITY INFORMATION

You can find details to help you plan your journey on our website www.lumo.co.uk, where there is also information on the accessible features at each of the stations we serve. The same information for every station in Great Britain is provided on the National Rail website at www.nationalrail.co.uk/stations. This includes a journey planning tool called “Stations Made Easy” which helps you plan your route around a station.

We will regularly update information on our website so that you can find out about any disruptions which may affect disabled passengers. This includes any temporary restrictions, for example, because of building work or when facilities such as lifts and toilets at stations are out of order.

Our teams will work with station operators to enable live monitoring of accessible facilities, such as lifts, as technology emerges to support this. You can access this information via our app, website or

by talking to a member of our team. If you book assistance via our Passenger Assist team, they will advise you if there are any known disruptions in relation to accessibility.

TRAIN ACCESSIBILITY INFORMATION

Our fleet of five Hitachi trains are fully compliant with the Persons of Reduced Mobility – Technical Specification of Interoperability (PRM-TSI) regulations and include two wheelchair user spaces next to an entrance door and an accessible toilet.

You can find diagrams of our trains on our website. These show the layout and location of accessible features on board.

A2.3 PASSENGER JOURNEY INFORMATION (ONLINE, AT STATIONS, ON TRAINS)

We know that some customers don't travel frequently and may not know where or how to access important information, particularly during times of service disruption. This section explains how we will communicate accurate, clear and consistent information to all.

AT THE STATION

TRAIN DEPARTURES AND ARRIVALS

Stations we serve have a combination of customer information screens and automated public information providing accurate, clear and consistent aural and visual information.

At stations we serve, a train's departure platform will sometimes need to be changed at short notice. The platform number will flash on the information screen to indicate that it has changed, and similar information will be announced over the Public Address System as soon as practicable.

When a change occurs at staffed stations, where possible, the station operator's colleagues will provide assistance and information to help you reach the revised departure platform, if accessible to you, as efficiently as possible.

In the event the platform is not accessible to you, the station operator's colleagues will discuss options with you and can arrange alternative transport, for example a taxi, to the nearest station accessible to you, so that you can continue your journey.

At all the stations we serve, except Stevenage (where there are colleagues available 24 hours a day seven days a week), accessible Help Points are in place to enable you to speak with a member of the stations operator's Customer Information team who will provide any information, on behalf of ourselves, you require for your journey. Some also have Ticket Vending Machines or Information Touchscreens which can provide information.

If you have trouble reading the information screens or hearing the announcements, please let a colleague know. They can tell you if you need to be on a different platform and help you get there safely if you need some support.

CONNECTIONS AND WAYFINDING

Stations we serve have posters displaying information about the station, facilities and accessibility information. The posters include a station map, the contact details of the station operator's Passenger Assist team and information about other operators who use the station. Signage is generally provided, directing customers to platforms and key facilities such as accessible toilets where available.

Our colleagues and station colleagues will provide you with information on how to make connections with other modes of transport both prior to your journey and when travelling on our trains and through stations.

When booking through our Passenger Assist team, they will be able to inform you of the inward and onward accessible journey options.

DELAYS AND DISRUPTION

When you have assistance booked on our services and we know that the journey is no longer viable due to engineering works, industrial action, or severe weather for instance our Passenger Assist team will contact you to discuss your journey and make alternative arrangements or provide a refund if you choose not to travel. Where a potential issue is identified with less than 24 hours' notice and we were not able to contact you, station colleagues will inform you when you arrive and discuss alternative arrangements with you. Details of how to claim Delay Repay compensation can be found in our Customer Charter.

Our on-board colleagues are trained to recognise and help customers who may need assistance. They will communicate news of any service disruption and provision of alternative transport via the Passenger Information Systems or, where possible, in person. The provision of Help Points, at some of the stations we serve, give a link to assistance teams 24 hours seven days a week (except Christmas Day) who will also be able to assist you in re-planning your journey on our behalf.

ON THE TRAIN

Our trains have public address equipment and a visual display in each carriage showing the train's destination and the next stop.

Our on-board colleagues are trained to provide timely, helpful and clear announcements. The announcements will be made to provide sufficient time for customers, especially those with reduced mobility, to prepare to alight at least two minutes before arriving at each station.

Our team will make announcements about any alterations to the normal service, including delays. If you have hearing impairments, please advise our colleagues on board at the earliest opportunity.

A2.4 INFORMATION & MEETING POINTS, HELP POINTS AND CONTACT CENTRES

INFORMATION POINTS

Information points can be found in most of the stations we serve. They are located in key areas in the station, for example the concourse or in waiting rooms. Signage is provided to direct you, where these are not immediately obvious. Where stations do not have an information point, the ticket office will provide this service during hours of operation.

Station information points are generally staffed to the same times as the station's ticket offices and can provide you with information about:

- Station facilities.
- Train services, including timetables, connections, fares and the accessibility of trains.
- Delays, disruptions, diversions or emergencies taking place along the route which may affect your journey.
- Confirm your Passenger Assist arrangements.

They can also help with any other general enquiries you may have.

MEETING POINTS

There are designated Meeting Points at each of the stations at which we call. These are designed to give you a location to wait at for a colleague to meet you where you have prebooked assistance and do not require assistance from another form of transport.

The location of the meeting point is clearly signposted at each station and you will be informed of this as part of any assistance booking that is made. Further information on meeting points can also be found on the National Rail Enquiries website at www.nationalrail.co.uk

HELP POINTS

Help Points are available at most of the stations we serve, with the exception of Stevenage. However, this station is staffed 24 hours seven days a week. Colleagues on duty at the Help Point will be able to help you with local information, train running details, assistance requests and information related to other operators and stations. Help Points can also be used for emergency call.

All Help Points feature audio frequency induction loops for hearing aid users and feature buttons of different sizes so that they are accessible for vision impaired customers.

A2.5 OUR WEBSITE

Our website www.lumo.co.uk has been created with all our customers in mind. We are following the Web Content Accessibility Guidelines v2.1 and have audited it with a group of users with various accessibility needs.

Our website includes the ReciteMe tool which provides text to speech playback functionality, screen reader functions including style sheets, easy to adjust font sizes and colours, a magnifying glass, ruler, screen mask and browser accessibility functions, as well as dyslexia software, and an interactive dictionary.

Our website also includes a functionality to change the colours so they can meet your needs.

To help you find the information you need, we also provide a homepage link to our Passenger Assist page, which explains the Passenger Assist service in a clear and concise manner. We use plain English and avoid the use of industry jargon. It provides the necessary contact information and provisions for you to book assistance and purchase a ticket to travel (including details of any national discounts available to disabled passengers or persons with reduced mobility). There is also a link to enable you to access the 'Making Rail Accessible' customer leaflet and details of how to obtain it in accessible formats. Furthermore, we provide guidance on how you can give feedback or make a complaint, and we include information on the availability of redress for when assistance has not been delivered as booked. Where other information is located elsewhere, we provide a connecting hyperlink on the Passenger Assist page.

QUESTIONS OR FEEDBACK ABOUT OUR WEBSITE

- We are always open to receiving feedback about our website, and any suggestions you have to improve its accessibility or usability. If you'd like to give us feedback, or ask a question, here's how to get in touch with our Customer Experience team: call them free on 0345 528 0409 (opening times 09:00 to 17:00, Retail Support 08:00 to 23:00 and Passenger Assist 06:00 to 23:00)
- Email customer experience@lumo.co.uk or go to www.lumo.co.uk

A3 TICKETING AND FARES

We know that the UK rail fares structure can be complex and to help you make the best choice when you travel, we have minimised the different types of fares that will be sold to you. We will only offer an Anytime Day Single and our LumoFixed Fares. Other products sold by our competitors such as the Any Permitted Anytime, Off-Peak and Super Off-Peak will still be accepted on our services.

BUYING A TICKET

You can buy tickets on our website, app, by phoning our Passenger Assist team, from the ticket office at staffed stations, on board our trains or from self-service ticket vending machines. Some types of tickets, like LumoFixed tickets are not available from ticket vending machines.

We are committed to providing you with impartial and accurate ticketing information and advice about the best ticket options for you, irrespective of which train operator provides the service you wish to use.

Where it is difficult for you to purchase a ticket before you travel, you will be able to buy tickets on-board the train or at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied.

RAILCARDS

Railcards are available for purchase on railcard.co.uk, at ticket offices and through our website. They are not only available as a physical card but also electronically on your mobile phone.

DISABLED PERSONS RAILCARD

A Disabled Persons Railcard is available to people with one or more of a range of disabilities. They are valid for either one or three years, and giving you and one companion discounts on all Standard and First-Class tickets throughout the National Rail network in Great Britain. A one-year Railcard costs £20 and a three-year Railcard costs £54.¹

If you have one, you'll receive a discount of up to 34% when you buy your tickets online or at a ticket machine. At the ticket office, you just need to show your Railcard when you buy tickets. You also need to carry your Railcard with you when you travel and present it when your tickets are checked. The same discount is available for one carer/companion.

If you don't already have a Disabled Persons Railcard, you can find out more and apply for one by going online to disabledpersons-railcard.co.uk, by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office. You will need to supply proof of disability as part of your application.

SENIOR RAILCARD

Senior Railcards are available to anyone aged 60 and over. They are valid for either one year or three years and give you up to a third off most Standard and First-Class tickets across the National rail network in Great Britain (time restrictions may apply). A one-year Railcard costs £30 and a three-year Railcard costs £70.²

If you have one, you'll receive a third off your travel when you buy your tickets online, at a ticket office or a ticket machine. At the ticket office, you just need to show your Railcard when you buy a ticket. You also need to carry your Railcard with you when you travel and present it when your tickets are checked.

If you don't already have a Senior Railcard, you can find out more and apply for one by going online to www.senior-railcard.co.uk, by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office.

OTHER RAILCARDS

Other Railcards are available for purchase, more information can be found on www.railcard.co.uk.

¹ Prices correct at time of publication

² Prices correct at time of publication

IF YOU DON'T HAVE A RAILCARD

In some cases, discounts are also available without a Railcard. If you have a visual impairment or are a wheelchair user, you are entitled to the concessions detailed below. Please be aware that these cannot be purchased from the ticket vending machines and should be purchased from the ticket offices. If there is no ticket office at the station where you board, you may pay the concessionary fare, without penalty, during the journey or at your destination.

BLIND OR VISION-IMPAIRED CUSTOMERS TRAVELLING WITH A COMPANION

If you are registered as blind or vision-impaired and you are travelling with another person, the concessionary discounts below apply to adult fares for both you and your companion. You cannot get a discount if you are travelling on your own unless you have a Railcard. To obtain the discounts detailed below you must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority, RNIB, or Blind Veterans UK.

PEOPLE WHO STAY IN THEIR OWN WHEELCHAIR FOR A RAIL JOURNEY

If you need to stay in your own wheelchair during a journey and you do not have a Railcard, you are eligible for the concessionary discounts below on both adult and child fares. The discounts below apply if you are travelling alone and are available to one adult travelling with you.

CONCESSIONARY FARE DISCOUNTS

Ticket Type (First or Standard Class)	Discount
Anytime Single or Return	34% off
Anytime Day Single	34% off
Anytime Day Return	50% off

In many cases, Advance tickets may cost less than the discounted Anytime Fare. Ticket office or on-board colleagues will make you aware if there is a cheaper fare available.

We will only offer Anytime Day Single as the walk-up product, in addition to our Lumo Fixed fares. However, we still accept Any-Permitted Anytime, Off-Peak and Super Off-Peak products.

TICKET MACHINES

Self-service ticket machines can issue reduced-rate tickets to holders of a Disabled Persons Railcard and their companions as well as holders of Senior Railcards. These ticket machines are designed to be accessible.

Some stations on the wider British railway network also have 'ticket collection only' machines to allow tickets bought in advance online or over the telephone to be easily collected. There are ticket machines which allow for both the selling and collection of tickets, at every station we call at.

TICKET GATES

Where there are ticket gates in operation, there will be at least one wide aisle gate. When the gates are operational, there will always be a station colleague on hand to help you use them. Station operators will ensure that these are locked open when the station is unstaffed, or when ticket gate colleagues are not in attendance.

PURCHASE OF LUMOFIXED

Where LumoFixed tickets are available for purchase (via any of the available channels, including online, at the ticket office or via telecommunications), you are advised to check that the required facilities (for example, accessibility of the train type, availability of wheelchair user space) are available before purchasing tickets. We recommend that you contact our Passenger Assist team who will be able to answer your questions. Alternatively, please go onto our website or www.nationalrail.co.uk/stations.

A4 ALTERNATIVE ACCESSIBLE TRANSPORT

We will ensure you can make as much of your journey by rail as possible but the accessibility of stations at which our services call and across the British rail network vary considerably.

There are no stairs or steps at any of the stations we call at, but if there is a physical feature at any of the stations which prohibits or restricts your ability to access, we will provide alternative transport to a convenient accessible station at no extra cost, from where you can continue your journey by rail. This can be arranged by us when you book assistance, and we will discuss with you the type of alternative transport you require so that we can make sure that the vehicle provided meets your needs.

When we are unable to run our services, our aim is to keep you moving. Twelve weeks before major planned engineering works, we take appropriate steps to assess the requirement for accessible transport and alternative accessible vehicles for use as substitute transport and where necessary, procure the use of such vehicles.

If a bus or coach service is required to replace a particular train, we expect our contracted supplier to provide step-free options (which meet Public Service Vehicle Accessibility Regulations (PSVAR) standards) wherever possible. We will only allow the use of vehicles that do not provide step-free access when all other options have been exhausted. In such cases, we will seek special authorisation to do so. Our contracted bus and coach suppliers receive disability awareness training as part of the driver's initial training and ongoing as part of their Certificate of Professional Competence training. Our suppliers are required to provide PSVAR compliant vehicles, and we will review our contracts annually to consider changes in the availability of such vehicles.

If a customer's accessibility requirements are not met by the provisioned rail replacement service, we will arrange an accessible taxi for them instead. We can book these from a range of firms, and we will make sure the colleagues at the station you're going to know you're coming in a taxi, so they are expecting you when you arrive. For planned disruption, such as engineering works, we will advertise on our website if our rail replacement coach or bus is accessible and if not, what alternative is available.

If you haven't booked assistance in advance, you should let the Station Operator's colleagues know as soon as you arrive and they will book one for you, but we cannot guarantee there will be one available right away.

A5 SCOOTERS AND MOBILITY AIDS

We understand that scooters are essential for many people, so we do accept these on board, accommodating customers in the wheelchair user spaces on our trains on a first come, first served basis. There are some restrictions though, so if you use a wheelchair or a mobility scooter, we're happy for you to travel with it on our trains but, there are a few things you need to know.

WHEELCHAIRS

All our trains accommodate manual or powered wheelchairs that:

- are no more than 700mm wide
- are no more than 1200mm long (including the footplate)
- weigh 300kg or less (including the weight of the customer)

ON THE PLATFORM

When you're using a wheelchair on the platform, do not exceed speeds of 4mph. Also, please stay behind the yellow line until it's time to board and secure the wheelchair brake when you don't need to move.

ON THE TRAIN

Once you're on board you can use the wheelchair user space or you can sit in a seat in the carriage.

MOBILITY SCOOTERS

If you have a mobility scooter, we're happy for you to use it on our trains and there's no need for a permit if it complies with the following limits:

Three Wheel Scooter

Length: 120cm

Width: 70cm

Four Wheel Scooter

Length: 110cm

Width: 55cm

All scooters should also:

- weigh 300kg or less (including the weight of the customer)
- have an anti-tip device

The difference in size acceptance between a three and four wheeled scooter is due to the turning circle required on board our trains.

No Lumo trains can safely carry mobility scooters outside the limitations set out in this policy.

ON THE PLATFORM

When you're using a mobility scooter on the platform, please don't go over four miles per hour (MPH). Also, please stay behind the yellow line until it's time to board.

Please take any luggage off your scooter before the train arrives, so it won't affect the balance if you use the ramp. Our colleagues can help you take the luggage on to the train.

ON THE TRAIN

Once you've got your scooter on board and safely stored in the wheelchair user space, please sit in a seat on the train if you can, so you can travel more safely. Please also follow any advice our colleagues give you to make your journey safe and comfortable.

FURTHER INFORMATION

Please also note that Lumo colleagues are unable to lift or physically manoeuvre the scooter. It is your responsibility to ensure that you can control your scooter and that you can board and alight the train safely. Although we can book assistance on other train companies' services, their scooter policies may differ, including the requirements for scooter permits. We can advise you of these requirements or provide contact details for the relevant train company to ensure your scooter is permitted. This should be done prior to making your journey if you intend to travel with another train operating company.

We will proactively participate in the development of a new nationwide policy for the carriage of scooters on trains across the UK rail network which seeks to introduce a consistent approach to scooters on trains, enabling customers to easily undertake journeys involving multiple train operator services.

A6 DELAYS, DISRUPTION AND EMERGENCIES

We understand that disruption to services and facilities can cause difficulties for customers requiring assistance. We are committed to improving the management of service disruption for all customers, including providing alternative transport and improved information.

When services are disrupted, we will do everything possible to ensure that our disabled customers and those with impaired mobility are able to continue with their journeys, proactively taking your needs into account in both our contingency plans and the service we provide on the day.

IN ADVANCE OF TRAVEL

When you plan your travel, our Passenger Assist team will be able to advise you of any planned engineering works or amended train operations that might affect your journey. They will advise you of the best options.

DURING YOUR JOURNEY

Announcements are made at stations to update customers during disruptions. Information screens are also updated with the latest travel information and you can use Help Points provided at stations to request more information. Severe disruption will also be communicated in the form of banners across the top of rail websites such as nationalrail.co.uk and our website.

If disruption occurs before the train has left the station, we normally offer the next available service if appropriate, (regardless of the operator) and the station team will help you to rearrange your booked assistance.

If platform alterations occur at short notice, the station operator's colleagues, where available, will be able to assist you to the correct platform. They will also:

- Update customer information screens at the station and make additional announcements.
- Seek to identify customers with disabilities and provide any assistance you need.
- Try to give sufficient time to allow you to board the re-platformed train.

Where facilities that affect disabled travellers are out of use e.g., accessible toilets, we will try to advise you of this before you join the train by displaying the information on our website, app and on the National Rail Enquires website/app. We'll also use the station customer information screens, and our Customer Experience Ambassadors will inform those who might need an accessible toilet before they board. We will also report the fault to our maintenance teams so that it can be fixed quickly. Our on-board colleagues will proactively go through the train to clean as they go and identify any issues that need to be reported to maintenance colleagues.

Where replacement transport is in operation we will provide, where possible, visual information on our information screens, automatic announcements or manual announcements to direct you to alternative transport.

If service disruption occurs whilst you are on the train our on-board team will be able to advise and assist you. Colleagues on each of our trains have the details of all customers who have booked assistance. If you haven't booked assistance in advance but require help or advice, make yourself known to a member of the team. All on board colleagues are encouraged to provide the highest levels of customer service and empowered to resolve appropriate issues "on the spot". If a train terminates before it has arrived at its destination, our on-board colleagues will arrange assistance for you for your onward travel.

If you need to change your journey due to service disruption, our colleagues will assist you in arranging your revised journey and any assistance you require. If you have booked assistance, we will also inform other operators and stations about the changes to your journey, so they can still provide the assistance you need. If we are not able to run train services at all and you wish to travel

on a different day, we will help you to make a new booking. We will also arrange accessible transport to take you back to the station where you started your journey if this is more convenient.

If services are going to be disrupted for a longer period, or if we are aware more than 24 hours before you travel that there is going to be a problem, our Passenger Assist team will call or email customers who have booked assistance using Passenger Assist, and who will be affected by the disruption to make them aware of the changes and provide advice, including helping them make new arrangements where appropriate.

EMERGENCY SITUATIONS

Keeping you safe is our priority. Our emergency plans for trains include how to support people with a disability or who may be less mobile during an emergency. All our customer facing colleagues are trained in emergency procedures and they will supervise any action that needs to be taken. Safety information is provided on all our trains with clear diagrams and pictures, and in the rare event of an emergency on a train, our On-Board team will advise and help you. In nearly all cases the safest option is for all customers to remain on the train and wait for instructions until our team have fully assessed the situation. If you do have to leave the train between stations, the emergency services will provide equipment and help you get off the train safely.

Every station has a Local Station Emergency Plan detailing evacuation routes for all passengers, stating whether the route is suitable for wheelchair user access. If you are a wheelchair user and you are in an area where no safe evacuation route exists, a place of safety will have been pre-identified for you (accompanied by a colleague at staffed stations) to await rescue by a member of the emergency services. All local station emergency plans are shared with the local emergency services.

A7 STATION FACILITIES

Whilst we do not operate any of the stations our trains serve, we are committed to working with station operators to ensure that the information regarding station facilities and services is up to date and customers requiring assistance are aware of any limitations and/or temporary changes or restrictions.

A7.1 LEFT LUGGAGE

Both London King's Cross and Edinburgh Waverley have left luggage facilities, details of which can be found in our passenger leaflet.

LOST PROPERTY

All the stations we call at have a lost property service, details of which can be found in our Accessible Travel Policy Passenger Leaflet Lumo luggage.

You can tailor your luggage courier requirements that best suit your needs. We have partnered with Lumo Luggage who will provide a door-to-door luggage courier service. The courier option will make

your travel experience easier, moving multiple, larger, or heavy luggage items so you don't have to worry about carrying these around with you.

A7.2 BLUE BADGE PARKING

Car parking facilities are available at all stations across our network. At most stations there is a charge for long stay parking, and this may apply to blue badge parking bays also. Some of the stations also have a drop off area. Information about car parks at the stations we serve can be found at the station operator's website or on www.nationalrail.co.uk. Many larger stations have a tarmac or concrete surfaced car park, with designated parking spaces available for Blue Badge holders marked by the International Symbol for Access.

Station operators are responsible for the ongoing monitoring of the use of designated blue badge parking bays in station car parks to ensure that motorists without 'blue badges' are not using the designated blue badge parking bays.

We will liaise with station operators, at least annually, to review the demand to ensure that sufficient disabled car parking spaces are available.

A7.3 THIRD PARTY PROVIDED FACILITIES

Where services or facilities are provided by third parties, we will work with them to ensure that these operators are aware of the needs of our disabled customers. As service providers they will have their own obligations under the Equality Act 2010, but we will monitor the service they provide, share any feedback we receive and work together to improve the accessibility of facilities and services, including highlighting to them any deficiencies that have been brought to our attention.

A7.4 REPLACEMENT FACILITIES

When advertised facilities and services are not available at a station we serve and or on board our trains, we will make every effort to provide alternative facilities. Should the facilities on which you rely for your journey become temporarily unavailable on a train or at a station, we will work with our industry partners to ensure information systems are updated within 24 hours of notification of a problem and provide an estimated time for when the facility will be functioning again.

If we have your contact details our Passenger Assist team will endeavour to contact you by email, telephone or text relay, this includes:

- Where stations you were due to use have a physical constraint preventing use by some disabled people.
- Where significant temporary work affects station accessibility.
- Where changes to stations make them temporarily inaccessible (e.g., lifts or station toilets out of order).
- Where changes to train facilities materially affect disabled customers – e.g., the temporary use of inaccessible trains – where reasonably practicable to do so.
- Emergency engineering work.

STATION ENTRANCES

From time-to-time station operators may need to temporarily restrict access to stations, for example, due to improvement work. If this happens, we will work closely with station operators to ensure the needs of customers requiring assistance are considered and will provide adequate information and a suitable alternative if necessary.

A8 REDRESS

Our teams work hard to provide you with the help and assistance you need to be able to complete your journey with ease, however we recognise that sometimes, things do not go as planned.

If the assistance you have booked is not provided or does not meet your requirements, please let a colleague or the Passenger Assist team know at the time so that we can resolve the issue.

If you need to provide feedback after travelling, please contact our Passenger Assist team or our Customer Experience team. Contact details can be found in section A1 of this policy.

Where things have not gone as planned, we will use feedback provided to improve how we work and the approach of others who provide the assistance service on our behalf.

When you have booked assistance and it has not been delivered you will be eligible for compensation for your journey. When your assistance was booked for travel on one of our trains, we will provide both the compensation and a response. You can claim this by contacting our Passenger Assist team. If you were travelling on another train company's service for all or part of your journey, you can choose to complain to them directly, or we can liaise with them on your behalf.

If you are requesting Passenger Assist redress following an issue, you will need to provide a copy of your train tickets, along with your Passenger Assistance reference number, which can be found on your confirmation email.

Where assistance has not been provided due to a delay, and both Delay Repay and Passenger Assist redress could apply, you will be entitled to compensation for both issues, up to a combined value of your purchased ticket for that journey.

If you have experienced other issues with assistance which have not caused delay, please let us know, providing your Passenger Assistance reference number where available, and we will consider compensation on a case-by-case basis.

ESCALATION

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman.

The Rail Ombudsman is there to help resolve complaints between us and our customers. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will decide based on the evidence they've received. If you agree with their decision, then we must act on what they say.

You can appeal to the Rail Ombudsman if:

- You're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter') or
- We haven't resolved your complaint within 40 working days of receiving it
- No more than 12 months have passed since we sent you our final response

There are some complaints that the Rail Ombudsman won't be able to investigate, for example if it's about the way one of our services has been designed or it is about industry policy. If that's the case, then they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus, the independent consumer watchdog for the rail industry or London Travel Watch if your journey was to or from London. They will independently review your complaint and where appropriate, follow things up on your behalf.

On-line chat: www.railombudsman.org

Telephone: 0330 094 0362

Textphone: 0330 094 0363

E-mail: enquiries@railombudsman.org

Rail Ombudsman Post: FREEPOST RAIL OMBUDSMAN

B. STRATEGY AND MANAGEMENT

B1 STRATEGY

We are a brand-new operator aiming to reimagine the rail experience boosted with innovative solutions that are inclusive and focused on all our customers. Accessibility and Inclusion are core to our values, and we will support you if you require assistance with a dedicated, collaborative team. We have an agile business model which allows us to deliver excellent customer service to all by learning from passenger experiences and then implementing the required improvements.

We recognise the importance of providing consistency in approach and service provision across the rail network and we will proactively work with industry partners, such as Transport Focus, London TravelWatch and the Rail Ombudsman to deliver incremental and continuous improvement over the life of the franchise, engaging with customers and user groups.

We will draw on our relationship with other FirstGroup rail companies and the Rail Delivery Group (RDG) to develop and enhance the accessibility of the British rail network. We will take part in regular best practice sharing meetings hosted by First Group and make sure that we learn from the experience of our sister companies. We will also take note of ongoing research from our partners and assess how best to approach any recommendations.

With regards to specific initiatives we will work on, these are as follows:

- The Hitachi Fleet: We have invested over £55m in brand new trains. These trains offer high capacity, accessible seating, window blinds, windowless seats and an at-seat trolley service. They are fully electric, so are quieter, smoother and more reliable as there's less to maintain than conventional diesel trains.
- Shorter Passenger Assist notice period: Our investment in the Passenger Assist app and our fleet of trains enables us to reduce our recommended notice period for booking Passenger Assist journeys. This means that from April 2022, assisted journeys can be booked with just two hours' notice.
- Research Institute for Disabled Customers: Using their expertise to review our app, website, policy documents and passenger leaflet, as well as carrying out mystery passenger journeys for us and providing customer insights from their bespoke consumer panel.
- Purple Tuesday Campaign: Supporting this campaign to raise awareness of disability issues and the work that we are doing to make everyday rail travel easier and more accessible for disabled customers. This includes the sunflower lanyard scheme, our dedicated disability and equality training and digital usability testing of our website.



B2 MANAGEMENT ARRANGEMENTS

Our Customer Experience and Commercial Director is accountable for the development, delivery and success of our customer experience strategy. They oversee the development and implementation of our accessibility plans which are managed through robust business planning, project management and customer service delivery processes.

We will regularly engage with customer groups and charities to stimulate further suggestions for improvement that we can bring to our services, to make them even more accessible.

We will ensure that every member of our team understands their responsibilities in relation to improving the travel experience of our customers requiring assistance. Training programmes, online learning modules, internal briefing and communications such as newsletters, employee online information and apps all help ensure that accessibility and inclusion form a central pillar of our core values. This further reinforces how important it is for the needs of people with disabilities to be considered in all aspects of our business.

Our Customer Experience Manager and our Customer Experience Ambassadors ensure all aspects of our Accessible Travel Policy, including the Joint Code of Practice are delivered consistently and reliably across all aspects of the customer journey, partnered by our Engineering team in relation to the quality of our trains.

We will work with our Customer Contact provider and our communications and marketing colleagues to ensure that information and communication is provided in the most accessible way.

B3 MONITORING AND EVALUATION

We will closely monitor the delivery of all aspects of our Accessible Travel Policy and processes. This includes tracking compliance with this policy, legislative requirements and industry guidelines, as well as measuring our performance against our goals and targets in relation to accessibility, with particular focus on feedback from our customers. The results will inform and prioritise our efforts to deliver improvement in relation to accessible travel.

Our approach will include monitoring and evaluating:

- Response times in relation to Passenger Assist bookings on all channels.
- Any failure to provide booked assistance.
- The volume of booked assistance requests.
- The volume of turn up and go requests.
- Availability of accessible features e.g. accessible toilets etc.
- The delivery of improvement plans to their projected timescales.
- Customer complaints received in relation to any aspect of accessibility.
- The quality of the assistance provided by our colleagues and other parties, sharing insights through our One Team approach at stations.
- The availability of step-free facilities at each station we serve.

We will evaluate results every four weeks and carry out an in-depth annual review. We will share information and the results of our evaluation across industry forums such as RDG and with the Office of Rail and Road (ORR), fully complying with the ORR's Core Data reporting requirements including providing the ORR with details of any key actions to improve performance.

We will measure customer satisfaction in relation to our accessible services, to inform improvement and identify best practice, using:

- Mystery passenger journey exercises, where an auditor will be tasked to evaluate our colleagues' provision of assistance
- Feedback to our Passenger Assist team: as standard we will ask customers who use our Passenger Assist service to provide feedback and suggestions
- Feedback from charities, stakeholders and other organisations

Delivering continuous improvement is central to our business approach. All results will be collated into our monthly Customer Experience Report and shared across the business as appropriate to inform improvement strategies.

B4 ACCESS IMPROVEMENTS

We will comply with the PRM-TSI, National Technical Specification Notices and the Joint Code of Practice when developing proposals for improvement across our business. If compliance is not possible, we will apply for any necessary derogations but only after every effort has been made to comply with the relevant requirements.

INFORMATION AND ASSISTANCE

We will work closely with the RDG to support the improvement of the Passenger Assist system, providing an easy to use and reliable assisted travel booking service enhancing clear and direct communication between customers and our teams providing Passenger Assist.

We will use the RDG's accessibility application programming interface when it becomes available to enable customers to book Passenger Assistance using voice based smart home assistant technology.

We're always looking for ways to improve our website. We will conduct an annual audit of the accessibility of our website and consult with users and our accessibility to identify further areas for improvement.

Our website and app comply with the Web Content Accessibility Guidelines v 2.1.

ON TRAINS

Our trains are brand new and follow the latest guidance and regulations for accessibility provision, but we recognise it is essential to listen to your feedback and act upon it wherever possible.

All our trains have CCTV cameras in each carriage and CCTV recordings are kept so they can be used for internal and external security measures. Signage and our colleagues will remind customers that CCTV is in operation throughout the journey, so you feel reassured that this security feature is available.

STATIONS

All the stations at which we call are step free. We will however continue to work with station operators, providing support and funding, where we feel it is appropriate, to enhance accessibility at stations.

COMMUNICATIONS AND MARKETING

Our internal Accessibility Advocates are tasked with ensuring all our corporate communications and customer touchpoints are delivered in the most accessible way, including for those customers with visual or hearing impairments. These may include timetables, leaflets and posters, press releases, advertising, information on our website or social media or information we provide to third parties such as the National Rail Enquiries website. They will also ensure that all colleagues keep accessibility as a main priority in all they do.

We understand that not all customers are aware of the different ways they can get assistance when travelling by train, so we will widely communicate that customers can request Passenger Assistance, and not only those with visible disabilities. We also want our customers to understand that booking Passenger Assist or using the Turn Up and Go service at a station is available for everyone who may need it, including those who are not travelling on their own.

We will launch and continuously update a communication campaign promoting empathy from the public towards customers who need assistance, as this helps to make everybody's journey more pleasurable.

B5 WORKING WITH DISABLED PASSENGERS, LOCAL COMMUNITIES AND LOCAL AUTHORITIES

We will engage with local stakeholders on how we can continue to improve access and services for customers requiring assistance, informing priorities and identifying and developing new initiatives.

We will work with local authorities, other local service providers, local and regional access groups and charities to promote the opportunities and benefits of accessible travel on our network. We will work with them to identify suitable opportunities to distribute our passenger leaflet where public services are provided in the communities our train services serve. We will use a wide range of other appropriate channels to promote the opportunities and benefits of travel by rail for customers requiring assistance. This will include:

- Promotion and information about travel online and social media e.g., video, and interactive media
- Promotion of Passenger Assist and how to book it
- Promotion of the Turn Up and Go service

Our Customer Experience and Commercial Director will represent us on industry forums such as the quarterly Rail Delivery Group Accessibility Group (RDG-AG) meetings and be an active participant in associated working groups.

We will play an active role in the RDG-AG, working with our fellow operators to improve the accessibility of the British rail network by sharing best practice and implementing consistent approaches. We will also attend Network Rail's Built Environment Accessibility Panel (BEAP).

We will widely consult and engage relevant stakeholders on our plans in relation to accessibility. This includes a continuous engagement with RiDC, who have also been consulted in the development of the policy. We will also engage with the Rail Access & Inclusion Forum for the North to gather further insight and feedback from customers. This will give the opportunity to customer who require assistance to report to our board of directors quarterly.

In addition to Transport Focus, London TravelWatch, the Disabled Persons Transport Advisory Committee and the Mobility and Access Committee for Scotland, and the Rail Ombudsman, we will also seek to work with:

- Government
- Members of Parliament
- Members of the Scottish Parliament
- Charity and Community groups
- Local government members and officers at Unitary, County, District and Parish level
- Local Enterprise Partnerships
- Chambers of Commerce
- Community Rail Partnerships and Rail User Groups
- RDG and the Rail Safety and Standards Board (RSSB)
- Fellow train and station operators
- Station adoption groups

We will provide an annual summary of how we have engaged with all stakeholders in relation to accessibility across our network in our annual Accessibility report.

B6 COLLEAGUE TRAINING

We recognise the importance training and development plays in delivering excellent customer service. We will provide all our colleagues with training and development appropriate for their role in relation to accessibility to ensure that they have the knowledge and skills to always provide consistently high quality, reliable and safe services appropriate to the needs of our customers requiring assistance.

The aims of this training are to:

- Enable our teams to identify and meet the needs of our customers, so we can ensure that the service we provide reflects their needs at all points of the journey.
- Understand the requirements of relevant legislation including the Equality Act 2010.
- Gain an appreciation of the different types of disability and what this means for customers.
- Learn about our policy and processes in relation to our Accessible Travel Policy including the accessible features of our trains and stations.
- Learn how to assist wheelchair and scooter users safely and the correct etiquette.
- Recognise customers with additional needs whether they be physical, sensory, or cognitive, visible, or non-visible and demonstrate effective ways of communicating with them, understand what the Sunflower Lanyard is for and how to assist people wearing them. Similarly, understanding what Thistle Assistance card is and being able to help all customers using this scheme.

Disability and awareness training also forms part of our corporate induction training for all new employees.

This training covers:

- Understanding disabled people and their everyday challenges
 - Through sharing the experiences of disabled customers who use our services, and exploring what behaviours encourage customers to have the confidence to travel by train.
- Equality legislation
 - Colleague will gain an understanding of the Equality Act 2010, its origins and how it influences their day-to-day duties.
- Defining Disability
 - Focusing on attitudes, colleagues will gain an appreciation of the broad range of disabilities and impairments which customers may have, and how best to meet their needs.
- Recognising Customers who need assistance
 - Considering all disabilities, including non-visible disabilities such as learning difficulties or mental-health, colleagues will gain skills and be provided with tools to help them identify those customers who may need assistance, and how best to provide this.

- The Railway Regulatory Framework
 - An appreciation will be gained of the policies, procedures and processes which exist throughout the industry for the benefit of customers with disabilities, including the Accessible Travel Policy, Minor Works scheme and Access for All.
- Passenger Assist
 - An in depth understanding of Passenger Assist, how it works, its features and benefits will be gained, with a solid understanding of the part they play in delivery of the service.

All employees, will also receive relevant training in:

- Communication
 - Understanding how best to communicate with customers with a range of disabilities, accompanied by a companion or not, and the importance of effective communication between colleagues providing assistance, e.g., communicating a change to an assistance booking.
- Accessibility in stations and on trains
 - Ensuring colleagues are aware of the importance of certain station features, where they can find information about other stations, and the process to follow should a facility become unavailable.
- Providing safe assistance (including providing assistance in an emergency)
 - Ensuring new and existing colleagues are aware of the safest way to provide assistance, including guiding blind or partially sighted customers or deployment and use of the ramp.

We will develop an appropriate refresher training programme to ensure that all our team meet the mandatory learning outcomes for the training listed above as appropriate to their role by 31st July 2023. We will devise future training programmes to ensure training remains current and each employee is re-briefed at least every two years. Our training programmes will be delivered in house and will ensure a consistency in training, as well as allowing the cross-pollination of ideas and experiences from another operator. The training will be developed with input from our disabled customers and partners and include the opportunity for our employees to engage directly with customers requiring assistance to aid better understanding of the real-life challenges that they can face when using the rail network. We will ensure that that our training reflects current legislation, data and language requirements and good practice.

We will provide a condensed version of our disability awareness training course, covering as a minimum Passenger Assist, Communication and Providing Safe Assistance to any contact centre team member, including where contracted on a temporary basis or through a third party.

We will work with our third-party suppliers to support them in delivering appropriate accessibility training to their team members, where their employees will interact directly with our customers e.g., contact centre teams, rail replacement bus operators, and cleaning teams; so that they are able to provide appropriate and high-quality assistance. This may include sharing training materials, agreeing training principles and/or providing introductions to disabled user groups.

We will include a report into the training we have delivered in relation to Disability Awareness every year as part of our annual Accessibility Report. Annual review and report

We will review the delivery of all aspects of our Accessible Travel Policy annually and our results will inform an annual Accessibility Report that we will. share with the ORR. This report will include:

- Progress against plan.
- The identification of any problems or challenges we've experience in delivery our goals and promises.
- Training results.
- A summary of key performance results in relation to Accessibility.
- A summary of stakeholder engagement in relation to Accessibility.



MAKING RAIL ACCESSIBLE:

HELPING OLDER & DISABLED PEOPLE

OCTOBER 2021

Welcome

We want all of our customers to have a safe, comfortable and enjoyable journey with us, so this is our commitment to you, our leaflet - Making Rail Accessible: Helping Older and Disabled Passengers.

We provide high speed rail services connecting Edinburgh Waverley, Morpeth, Newcastle, Stevenage and London King's Cross. Providing regular, cost effective 100% electric train travel as an alternative to flying and just as time effective.

We don't operate any stations, but we call at five which are operated by other train operating companies (TOCs) or Network Rail (NR) and we work closely with these companies, using a 'One Team' approach, to ensure excellent service is provided to all of our customers, especially the delivery of assistance for customers that need this the most.



CONTENTS

About this leaflet.....	5
-------------------------	---

HOW WE CAN HELP: 6

For immediate travel.....	6
---------------------------	---

If you can plan your journey in advance	7
---	---

What is Passenger Assist?	7
---------------------------------	---

Requesting assistance.....	9
----------------------------	---

To contact Passenger Assist:.....	9
-----------------------------------	---

Passenger Assist notice period	10
--------------------------------------	----

WHAT YOU CAN EXPECT: 11

Before you travel.....	11
------------------------	----

Journey planning and information.....	11
---------------------------------------	----

Tickets and fares	12
-------------------------	----

Help at the station	16
---------------------------	----

Meeting your assistant.....	16
-----------------------------	----

Accessible station facilities and hours of operation.....	16
---	----

Using unstaffed stations	17
--------------------------------	----

Connections to other train services	18
---	----

Platform alterations.....	18
---------------------------	----

Changing to other forms of transport.....	19
---	----

Accessible station features	19
-----------------------------------	----

Assistance cards and lanyards.....	21
------------------------------------	----

Station wheelchairs	21
---------------------------	----

Ramps	22
-------------	----

Luggage.....	22
--------------	----

Luggage courier service	24
-------------------------------	----

Bicycles.....	25
---------------	----

Left luggage.....	25
-------------------	----

Lost property.....	26
--------------------	----

Car parking	26
-------------------	----

Station teams.....	27
--------------------	----

On the Train..... 28

On-board colleagues	28
---------------------------	----

Seats on trains.....	29
----------------------	----

At seat catering: LumoEats.....	29
---------------------------------	----

Accessibility and our trains.....	30
-----------------------------------	----

Hitachi fleet accessibility summary	31
---	----

Train layout diagram.....	32
---------------------------	----

Wheelchair user spaces	34
------------------------------	----

Priority seats.....	35
---------------------	----

Assistance dogs	36
-----------------------	----

Walking frames and rollators.....	36
-----------------------------------	----

Scooter carriage.....	37
-----------------------	----

Passengers with autism.....	38
-----------------------------	----

If things do not go as planned..... 39

Planned disruption.....	39
-------------------------	----

Alternative transport.....	39
----------------------------	----

Disruption during your journey.....	40
-------------------------------------	----

Alternative transport.....	42
----------------------------	----

In the event of an emergency	42
------------------------------------	----

Redress	42
---------------	----



WHERE TO GET MORE INFORMATION

44

How to get in touch.....45

Contact Lumo Passenger Assist:..... 45

Contact National Assistance line:..... 45

How to provide feedback or make a complaint46

Contact Lumo Customer Experience Team 46

Assistance meeting points.....47

Step-free station access map.....48

ABOUT THIS LEAFLET

This leaflet provides information to help you plan your journey and obtain additional help. It explains:

- Everything you need to know about travelling with us, from planning your trip to arriving at your destination relaxed and refreshed.
- The additional assistance we can provide and how to obtain it.
- The information, services and facilities we provide for disabled or older passengers at all stages of your journey.
- How we will help you if your train is delayed.
- Where to get more information if you need it.
- How to contact us and provide feedback on our services in relation to your travel with us.



HOW WE CAN HELP:

And how to get assistance.

FOR IMMEDIATE TRAVEL

You can turn up at any station that is accessible to you and request assistance onto a train from a colleague at a staffed station, noting that colleagues are not always available at Morpeth. You can also use a Help Point (except at Stevenage where none are available but there are always station colleagues available) or by calling our freephone number 0800 031 8542 or using the Text Relay number 18001 0800 031 8542. We will provide the help you need as quickly as possible.

Accessibility information for each of the stations at which we call are detailed on our website at www.lumo.co.uk

Accessibility information for all stations across Great Britain is also available from our Passenger Assist team or from National Rail Enquiries at www.nationalrail.co.uk

We will always do our best to provide you with the help you need. All our customer facing colleagues are encouraged to look out for customers who may need assistance and offer appropriate help.

Every Lumo service has Customer Experience Ambassadors on board who respond to all customer related matters on board our trains. They will be wearing our uniform and will be able to assist you to get on and off our trains. Just make yourself known to them when the train arrives at the station or ask the station colleagues to do this for you if available. We do offer a 'turn up and go' service, so we will do everything possible to accommodate you where you have not pre-booked assistance.

During times of disruption, or if you wish to travel to or from a station which you cannot access without assistance (i.e. where access is restricted), it may be necessary to provide alternative transport (at no additional cost to you) to an alternative station. Please be aware this may take some time to provide whilst we source a vehicle appropriate to your needs.

IF YOU CAN PLAN YOUR JOURNEY IN ADVANCE

If you or a person you are travelling with is likely to need assistance during their journey, we can help you to plan ahead and make the arrangements you need. Please complete the online webform available at www.railhelp.co.uk/lumo or call our Passenger Assist team on 0800 031 8542.

WHAT IS PASSENGER ASSIST?

Our Passenger Assist team can provide the latest information on accessibility arrangements on stations and trains across Great Britain and help you arrange assistance before you travel. Assistance can be provided wherever you need it across the National Rail network using "Passenger Assist", (a system used by all British TOCs to coordinate travel assistance). As it is a national system you can use it to book assistance for your entire journey irrespective of the number of connections or train services you need to take, with just one call.

Our Passenger Assist team can help with every aspect of planning your journey including:

- Booking assistance for getting on and off the train, as well as getting to and from the platform: This includes help at staffed stations connecting between train services and from the platform to and from onward transport, such as taxis, car parks and public transport where these within the station boundary.
- Requesting a ramp to be provided for getting on and off the train.
- Requesting help with luggage.
- Making seat reservations, including for dedicated wheelchair user spaces or priority seats on trains.
- Making onward travel and seat reservations on services operated by other train companies (where seat reservations are available).
- Providing information and reservations for travelling with scooters, assistance dogs or other mobility aids.
- Purchasing travel tickets, (including, where available cheaper Advance fares): This can be done at the same time you call to book assistance, all within a single transaction.
- Checking the accessibility and facilities on trains and stations across the British rail network.

Our Customer Experience Ambassadors are trained to remember that not all disabilities are visible and to respond to each and every person in line with their specific needs and wishes. Please note however, that colleagues are not able to accompany you throughout your entire journey, or provide personal care, such as help with eating, taking medication or using the toilet. If you need this kind of help you should travel with a companion.

Whether you have planned assistance in advance or you're making a spontaneous journey, we will always do our best to provide the assistance and help you need. Sometimes access to and from trains at the station you plan to use is not possible. This could be because the station is not staffed at the time you wish to travel, because of a physical feature, or where there is no second colleague on board the train service to provide assistance (all of our trains have a driver and second member of staff). In these instances we will provide alternative transport e.g. by taxi, to the nearest accessible station which meets your needs at no additional cost. When you book assistance or contact our Passenger Assist team we will discuss with you the type of alternative transport you require so that we can make sure that the vehicle provided meets your needs. Please be aware that where assistance has not been arranged in advance, this may take some time to provide whilst we source a vehicle appropriate to your needs.

REQUESTING ASSISTANCE

Our Passenger Assist team are available 06:00-23:00 daily, except Christmas and Boxing Day.

TO CONTACT PASSENGER ASSIST:

APP:

Download the Passenger Assist app from your app store

CALL:

0800 031 8542

ONLINE:

Visit www.railhelp.co.uk/lumo

TEXT RELAY:

18001 0800 031 8542

(for deaf or hard of hearing customers)

PASSENGER ASSIST NOTICE PERIOD

To make sure that our colleagues can give you the best service and notify you if there is anything that will affect your journey we recommend booking assistance before 22:00 the day before travel or six hours before your journey for same day travel.

We recognise that it is not always possible to know your arrangements with six hours' notice which is why we are committed to reducing the notice period required for booking Passenger Assist.

From 1st April 2022 we will reduce this further to two hours prior to the time of travel for same day travel. Whilst this refers to assistance in general, we may not always be able to guarantee the availability of the wheelchair user spaces as once the train leaves its origin station (where reservations are uploaded and displayed) further seat or wheelchair user space bookings cannot be made at present.

WHAT YOU CAN EXPECT:

Our commitment to customers at every stage of our journey

BEFORE YOU TRAVEL

JOURNEY PLANNING AND INFORMATION

We know it's important for you to be confident that information we give you is accurate and consistent, especially if your journey involves changing platforms and trains.

Our Passenger Assist team can provide advice to you about every aspect of your journey, from train times and station staffing hours, to the latest accessibility issues at each station and for rail replacement transport. They will confirm this information to you when you book assistance so that you know what to expect at every stage of your journey and they can provide you with a copy of the station access information for reference if required.

Additionally, we will ensure the information about our services displayed on our website, and the National Rail Enquiries website, is accurate and up to date. We will work with station operators so that where we receive notification of a change, for example, reduced availability of lifts or accessible toilets at stations or temporary restrictions because of building works, that they will update online information within 24 hours.

At stations, we will work with station operators to advise waiting passengers if we are aware that on-train accessible toilets or other accessible features are out of action, or when trains with different facilities are being used on our services.

TICKETS AND FARES

BUYING A TICKET

Tickets can be bought online at www.lumo.co.uk, via LumoGo which is downloadable from the App Store (iOS/Apple) or Play Store (Android), by contacting our Passenger Assist team, from the ticket office at staffed stations or at stations with self-service ticket vending machines. Please note that some tickets, i.e. Advance tickets are not available from ticket vending machines.

Sometimes engineering work can affect our timetables and changes can be made to these up to 12 weeks before the date of travel, so we'll release our cheaper Advance tickets after this date when we know there won't be any further changes to the timings of our services. You can sign up for our cheap ticket alerts notifier on our website, so that as soon as the Advance tickets for the date of travel for your journey become available, we'll get in touch.

Where it is difficult for you to purchase a ticket before you travel due to your disability, you will be able to buy tickets on board the train or at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied if you do buy your ticket from one of our Customer Experience Ambassadors on the train.

RAILCARDS

Disabled Persons Railcard

A Disabled Persons Railcard is available to people with one or more of a range of disabilities. They are valid for one year or three years and they give you and your companion a third off most rail tickets throughout the British rail network. A one-year Railcard costs £20 or a three-year Railcard costs £54.¹

1 Prices correct at time of publication

If you have a Disabled Persons Railcard, we'll give you a discount of up to 34% for travel at any time of day when you buy your tickets online or at the ticket machine. At the ticket office, you must show your Railcard when you buy them. You also need to carry your Railcard with you when you travel for when your tickets are checked.

If you don't already have a Disabled Persons Railcard, you can find out more and apply for one by going online to www.disabledpersons-railcard.co.uk, by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office. You will need to supply proof of disability as part of your application.

Senior Railcard

Senior Railcards are available to anyone aged 60 and over. They are valid for one year or for three years and give you up to a third off most rail tickets for journeys throughout Great Britain. A one-year Senior Railcard costs £30 and a three year Senior Railcard costs £70.²

If you have a Senior Railcard, we will give you a discount when you buy your tickets online or from our Customer Experience Ambassador. If you purchase your tickets at the ticket office you must show your Railcard when you buy them. You also need to carry your Railcard when you travel for when your tickets are checked.

If you don't already have a Senior Railcard, you can find out more and apply for one by going online to senior-railcard.co.uk, by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office.

2 Prices correct at time of publication

Veterans Railcard

A Veterans Railcard is available provided you have served for at least one day or more in Her Majesty's Armed Forces (Regular or Reserve). Merchant Mariners who have seen duty on legally defined military operations are also eligible. They are valid for either one or three years and giving you and one companion discounts. A one-year Railcard costs £30 and a three-year Railcard costs £70³.

If you have one, you'll receive 1/3rd off Lumo travel when you buy your tickets online at www.lumo.co.uk. You will need to carry your Railcard with you when you travel and present it when your tickets are checked. You can find out more and apply for one by going online to www.veterans-railcard.co.uk, by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office. You will need to supply proof of your eligibility as part of your application.

CONCESSIONARY FARES

If you are blind or vision-impaired and travelling with a companion or you travel in your own wheelchair, you are entitled to the concessions detailed below. You do not need a railcard to be eligible. Please be aware these cannot be purchased from the ticket vending machines and should be purchased from station ticket offices or the Passenger Assist team. As we are an Open Access Operator you may pay the concessionary fare on board our train, without penalty, during the journey. If we are unable to do this on board, you may do this at your destination.

Blind or vision-impaired customers travelling with a companion

If you are registered as blind or vision-impaired and you are travelling with a companion, the concessionary discounts below apply to adult

³ Prices correct at time of publication

fares only for both you and your companion. You cannot get a discount if you are travelling on your own, unless you have a Railcard. You must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK.

If you are blind or vision-impaired, you can buy one adult season ticket that enables a companion to travel with you on National Rail services only at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. Please take evidence of your visual impairment with you to prove your eligibility.

Customers who stay in their own wheelchair for a rail journey

If you remain in your own wheelchair during a journey and you do not have a Railcard, you are eligible for the concessionary discounts on both adult and child fares. The discounts apply if you are travelling alone and are available to one adult companion travelling with you.

Concessionary fare discounts

The following discounts apply to both First or Standard Class tickets, although please note that we offer only Standard Class accommodation on our trains:

- Anytime Singles or Returns 34% Off
- Anytime Day Single 34% Off
- Anytime Day Return 50% Off

In many cases, Off-Peak, Super Off-Peak or Advance tickets may cost less than the discounted Anytime Fare. Our Passenger Assist team, Customer Experience Ambassador or ticket office colleagues will make you aware if there is a cheaper fare available at the time of purchase.

HELP AT THE STATION

MEETING YOUR ASSISTANT

If you have booked assistance please go to the designated meeting point at the station (listed at the end of this leaflet for the stations at which we call) and confirmed by the Passenger Assist team, where you will be met by the colleague assigned to assist you. You can also make yourself known to any colleague in the ticket office, on the ticket barrier (where available) or the platform.

Alternatively, if you have requested assistance from the station drop off/pick up point, taxi rank, other public transport or car park within the station boundary, a colleague will be on hand to assist you.

We recommend that you arrive at the station at least 30 minutes before the departure of the train.

Station teams will assist you to the platform, helping you to collect any tickets you might need on the way and ensure you successfully get on the train.

ACCESSIBLE STATION FACILITIES AND HOURS OF OPERATION

All stations at which we call benefit from customer information screens and public address systems which give updates on train running.

All stations at which we call, with the exceptions of Stevenage, have Help Points on platforms, (Stevenage is staffed 24/7).

Morpeth is only staffed for part of the day, so there are times when our services call there where we may use our own team to help you when you have booked assistance. At stations at which we call where lifts are provided these are currently available at all times. At other stations across the network station operators are installing technology which means that lifts can remain available 24 hours per day, but this is a rolling programme, so it's best to check with the National Rail website or with our Passenger Assist team prior to travel.

You can access the full details of all the facilities at each station either from the relevant train company's website or on the National Rail Enquiries website www.nationalrail.co.uk/stations or by calling our Passenger Assist team.

USING UNSTAFFED STATIONS

Morpeth only has colleagues at set times of day or days of the week. You can find details of the times when colleagues are available at and when assistance can be provided for all stations on the National Rail network at www.nationalrail.co.uk/stations We recommend that you check the station staffing hours before you travel.

If you can access Morpeth (which is a step free station) without the need for assistance, our On Board team will be pleased to help you get on and off the train. Our Customer Experience Ambassador will get off

the train and check the platforms at these stations before they close the doors of the train, so please get their attention and ask them for assistance to get on the train.

There are no Help Points at Stevenage but there are colleagues who can help you. If you require assistance at an unstaffed station to get to or from the platform, or are planning to get on another operator's train (where there may not be a second colleague on the train to help passengers on and off), we advise you to contact our Passenger Assist team in advance of travel. The Passenger Assist team will be able to discuss your needs with you and book your assistance, arrange alternative transport to the nearest most convenient accessible station or advise of alternative options. The Passenger Assist team contact details for the station operator are displayed on Welcome Posters near each station entrance in the event that you arrive at the station and are not able to access the platform unexpectedly.

CONNECTIONS TO OTHER TRAIN SERVICES

When making train connections, please allow yourself enough time to transfer between trains. Our Passenger Assist team will advise you on connection times when you are making your booking. In some cases, especially where an interchange takes place at a larger station, they may recommend allowing a longer connection time to those displayed in journey planners on websites or apps to allow enough time to cross the station. Where alternative journeys are recommended, our Passenger Assist team can amend seat reservations and tickets to match, ensuring no additional cost is incurred to you.

PLATFORM ALTERATIONS

If platform alterations occur at short notice:

- Station colleagues, where available, will assist you to the correct platform.
- Colleagues will update information screens and make announcements.
- Colleagues will look out for customers who may need assistance and will help where required.

Our colleagues will try to give enough time to allow those needing extra help to board the re-platformed train.

If you need to change your journey as a result of a platform change or due to service disruption, our colleagues will coordinate your revised journey and any assistance you require. If you have booked assistance we will also inform other operators and stations about the changes to your journey, so they can still provide the assistance you need.

CHANGING TO OTHER FORMS OF TRANSPORT

If you are changing between modes of transport (e.g. from train to bus), station assistance teams can provide assistance to help you make the connection, as long as the interchange is within the immediate station area.

We work with station operators to encourage taxis operators that provide services from their stations to provide wheelchair accessible vehicles.



ACCESSIBLE STATION FEATURES

All stations at which we call have posters displaying information about the station, facilities and accessibility. The posters include a station map, the contact details of the station operator's Passenger Assist team and those of any other operators who use the station.

There are Information Points, Help Points or station colleagues at all the stations at which we call except for Stevenage. These Information and Help Points allow you to get information about services and accessibility, timetables, fares, connections and confirmation of any assistance booked through Passenger Assist. Where stations do not have an Information Point you can contact our Passenger Assist team or speak to station colleagues for more information. We work with station operators so that, at staffed stations, they place timetables, posters, information leaflets and other materials in a position that both wheelchair users and standing customers can access.

Where there are Help Points at stations, colleagues answering these Help Points will be able to help you with local information, train running details, and information relating to other operators and stations.

All the stations at which we call are fitted with audio and visual real-time customer information systems, giving clear and consistent information regarding train departures and delays or disruption. This includes up to date train running information on customer information screens on all platforms where services call. Audio announcements are also made when there are any changes to the schedule and when a train is approaching.

At times of disruption, colleagues will also be able to provide you with information about how services are running and the best alternative arrangements. They will update information screens as soon as they can and make announcements to keep customers informed of the situation.

We strive to work proactively with other station operators to provide easily accessible facilities, from accessible ticket offices with height adjustable counters, to hearing loops, etc., and will keep you updated about our progress on our website.

ASSISTANCE CARDS AND LANYARDS

Sunflower Lanyards

Along with other operators we promote Sunflower Lanyards to passengers with non-visible disabilities who want railway colleagues to be alerted to their possible need for assistance during their journey. These lanyards include cards which are recognised by all rail operators across the British rail network. The cards are designed to discreetly inform railway colleagues as to any specific needs a passenger may have. For further information on how to obtain card go to the website: www.hiddendisabilitiesstore.com

Thistle Assistance Cards

Our colleagues recognise the Thistle Assistance Card scheme, allowing them to provide help to users. This scheme, developed by SEStran, is available to everyone as a physical card or on their mobile phone. You can personalise this card and tailor it to your own needs, helping you inform our colleagues and guide them on how they can be most helpful to you. For information on how to obtain a card go to the website www.thistleassistance.com, e-mail thistlecard@sestran.gov.uk or call 0131 524 5153.

STATION WHEELCHAIRS

All stations except Morpeth have wheelchairs (information about which is displayed on the National Rail Enquiries website on each station page) which can be used by colleagues to assist customers with transfers around the station.

Station wheelchairs, in some locations, are power assisted, and enable colleagues to help more than one customer at a time, increasing the amount of assistance provided to customers. If you are not comfortable using these please inform a colleague.

At London King's Cross larger assistance buggies are also available.

RAMPS

All our trains have ramps available to avoid the step from the train to platform or vice versa. Our Customer Experience Ambassadors will use the ramp to help you on or off the train at any stations where there are no station colleagues available to assist you.

LUGGAGE

Here at Lumo, we understand our customers wish to keep their luggage close by but depending on the size, this may not always be possible.

We encourage all our customers to travel light for their ease, safety and comfort as space is limited onboard.

Please note we only allow three items per person. A maximum of one large suitcase, a carry-on bag and one piece that must be small enough to fit on your lap if required.

Luggage carried that exceeds these limits is carried at our discretion and may be refused. A charge will be levied for conveying additional items of luggage, or for excessively large or bulky items. This will not exceed half the adult single fare for your journey.

SMALL BAGS

Small bags can be tucked under your seat.

MEDIUM BAGS

Cabin-style bags should go above your seat in the overhead racks, keeping those personal items close at hand. There's also space between some seats where you can stow smaller cases safely.

LARGE SUITCASES

Suitcases up to 80x57x30cm fit nicely in the racks at the ends of the coaches.

VERY LARGE BAGS

These may need to be placed in a dedicated lockable storage area onboard, please ask a member of our Ambassadors for its location and they will do what is reasonably practicable to assist you. The maximum bag size on our trains is 90 x 70 x 30cm - if your case is bigger unfortunately in fairness to fellow customers you won't be able to bring it onboard due to the comfort and safety of all our customers.

We do apologise in advance but luggage that cannot be stored safely or is oversized will be refused carriage.

All sizes and number of bags will be monitored by the Ambassadors.

Please do not place any luggage on our seats as this may cause damage to the material and future customers clothing.



PUSHCHAIRS

Pushchairs are welcomed onboard but will need to be folded and stored in the luggage racks at the end of the carriages or in the overhead racks.

We would like to remind you not to store any luggage or prams in the dedicated wheelchair user spaces or around the exit door areas.

LUGGAGE COURIER SERVICE

Enhance your travel experience by having your luggage delivered to your final station or destination.

You can tailor your luggage courier requirements that best suit your needs. We have partnered with firstluggage who will provide a door-to-door luggage courier service throughout Great Britain, and many other countries. Their service is chargeable starting from £17 per item and is bookable with your train ticket from lumoluggage.co.uk

The courier option will make your travel experience easier, moving multiple, larger, or heavy luggage items so you don't have to worry about carrying these around with you. You'll be able to arrive at your destination, browse around the City shops, relax at your favourite wine bar, or take in the historical sights while you wait for your hotel check-in time.

When booked through lumoluggage.co.uk customers will receive a 10% discount, First Luggage will then arrange for your luggage to be collected anywhere in the world and delivered to your chosen destination address without hassle or stress.



BICYCLES

All non-folding bikes will need a prebooked reservation before you travel. Bike reservations to a maximum of two per train, can be

made during booking the process. Please be advised the maximum tyre size to safely secure and stow a bicycle, within our dedicated compartment, is 5cm in width. With safety in mind, we regret bicycles with an above 5cm tyre width cannot be conveyed and won't be accepted for travel even if a prebooking has been made.

Folding bikes are welcomed onboard Lumo and won't be subject to prebooking requirements.

LEFT LUGGAGE

With the exception of London King's Cross and Edinburgh Waverley, there are no left luggage services at the stations at which we call. Contact details are displayed in this the table:

Station	Operator	Location	Contact
London King's Cross	Excess Baggage Company	Main concourse	020 3468 4690
Edinburgh Waverley	Excess Baggage Company	Platform two near the Calton Road entrance	0131 516 9834

LOST PROPERTY

Details of lost property for each station is shown in the table below:

Station	Operator	Location	Contact
London King's Cross	Excess Baggage Company	Main concourse	0330 024 0215
Stevenage	Great Northern	Ticket Office	www.greatnorthernrail.com/lostproperty
Newcastle	LNER	Main concourse	0116 366 3587
Morpeth	Northern	Ticket Office	0800 200 6060
Edinburgh Waverley	Excess Baggage Company	Platform 2 near the Calton Road entrance	0330 024 0215

CAR PARKING

At those stations with car parks, there are marked bays for Blue Badge holders. Please check to see whether these spaces are provided free of charge. At some locations there may be a charge.

We work with station operators to ensure that they always locate parking bays for Blue Badge holders in accessible locations close to the

station and ensure that spaces are larger than standard spaces to allow for easier access.

For details of parking facilities at stations please visit nationalrail.co.uk and go to the 'station services and facilities' section.

STATION TEAMS

We work with station operators to ensure they provide colleagues with regular training, briefings and updates so that they can always provide you with the most up to date information regardless of which operator you are travelling with, including information about other operators' services and the accessibility of other transport from the station such as buses.

On occasion, when you arrive at the station, colleagues may already be providing assistance to another customer. If they are not immediately available, we ask customers to remain at the designated meeting point.

Where assistance has not been arranged in advance, colleagues will endeavour to provide the help you need, but this will be on a first come first served basis, and those customers who have booked their assistance in advance will be prioritised.

ON THE TRAIN

ON-BOARD COLLEAGUES

All our trains have Customer Experience Ambassadors who have received comprehensive training in how to support older and disabled passengers.

They will provide timely, helpful and clear announcements and will ensure these are made in sufficient time for customers, especially for those with reduced mobility, to prepare to get off the train. Additionally, all our trains have public address equipment and a visual display in each carriage showing the train's destination and the next stop. Our team will make announcements about any alterations to the normal service, including delays.

If your hearing, vision or mobility is impaired, please advise our Customer Experience Ambassador as soon as you can (e.g. when your ticket is being checked), if you have difficulty hearing or seeing on train information. Please also let us know if you require assistance to access the train's facilities or if you may need particular help.

Where Passenger Assist has been booked, we aim to provide a member of colleagues to help you off the train as soon as possible. Where trains terminate their journey (such as Edinburgh Waverley or London King's Cross) it can take a little longer to meet you, however we will endeavour to assist you within five minutes of your train's arrival. If you need help getting off the train and have not booked assistance in advance, you should advise the Customer Experience Ambassador when they pass through the train who will arrange this for you.

SEATS ON TRAINS

Seat reservations can be made on all our services free of charge, when you buy your ticket.

We strongly recommend older or disabled customers reserve a seat to ensure you can access the onboard facilities which have been designed to meet your needs.

Reservations can be made up to 12 weeks before the date of travel on some services and as little as 15 minutes before the train begins its journey on some operators. This also applies to the priority seats, wheelchair user spaces and companion seats.

If you have been provided a seat reservation with your ticket and need to make use of a priority seat or wheelchair user space, our Passenger Assist team can make this change, and where possible will reserve companion seats for those travelling with you.

AT SEAT CATERING: LUMO EATS

Whilst booking your travel experience with Lumo through our Website www.lumo.co.uk or App LumoGo, you'll be directed to our dedicated customer refreshment, pre order, book before you travel service. You'll be able to enjoy hot or cold items and have them delivered direct to you in the comfort of your seat once we depart Kings Cross and Edinburgh Stations. If you are booking some six months in advance of your travel experience and are unable to decide what takes your fancy, you'll have the option to revisit our Website www.lumo.co.uk or our App LumoGo prior to your travels and make to your pre-order selection. We have partnered with specialist suppliers that can cater for the majority of dietary requirements and have carefully selected seasonal product ranges to suit most needs.



Once onboard and after we depart the station, our Customer Experience Ambassadors will commence an at seat trolley service, you'll be able to purchase a range of hot and cold drinks, snacks and alcoholic refreshments while you sit back and relax watching our entertainment system available through our Lumo App LumoGo. The range of products that we offer is as inclusive, sustainable, and local as possible, but please bear in mind that our selection varies and is subject to last minute change. Our on-board trolley menu will be available on the Lumo Website and App LumoGo for you to look through before your journey with us.

Our Customer Experience Ambassadors will be able to accept most forms of card payments but please note that we don't accept cash onboard our trains.

If, for any reason, we are unable to serve food and drinks on your service, we will endeavour to inform you advance of your train departure. This information will be available through the journey check section of our website www.lumo.co.uk, our App LumoGo and displayed on information screens on platforms. We will also give you a full refund to your method of payment for any items we cannot provide.

ACCESSIBILITY AND OUR TRAINS

We operate one type of train, known as the Hitachi Class 803 100% electric Fleet.

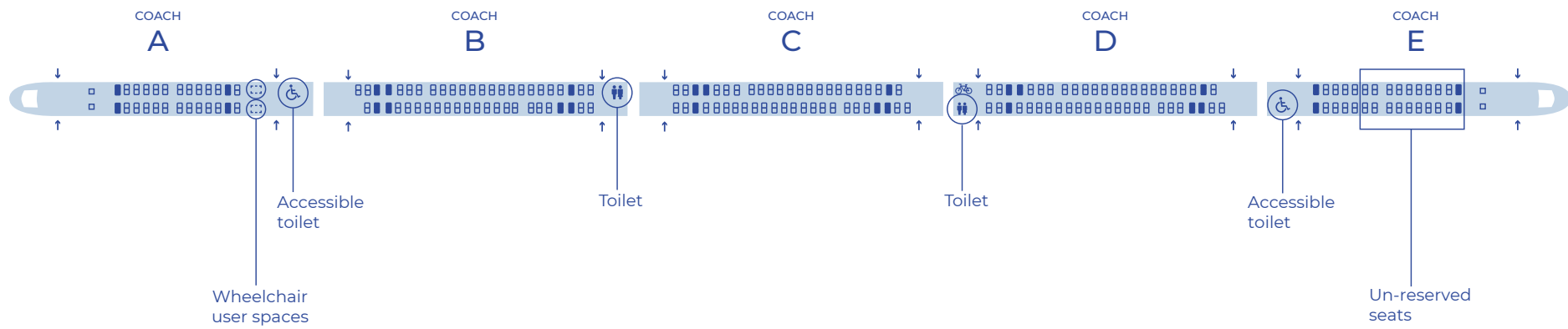
All our trains are compliant with Persons of Reduced Mobility - Technical Specification for Interoperability (PRM-TSI). A copy of our train layout and on board facilities can be found overleaf.

HITACHI FLEET ACCESSIBILITY SUMMARY

Facilities	Availability	Location
Accessible Toilets	Yes	Accessible toilet in carriages A and E equipped with baby changing facilities
Wheelchair User Spaces	Two	Located in carriage A
On Board Ramps	Yes	Located in carriage A
Passenger Information System	Yes	Audio/Visual announcements with digital customer information screens in all coaches.
Priority Seats	Yes	52
Contrasting grab rails	Yes	
Tactile or Braille Notices	Tactile signage on toilet doors, inside toilet facilities, call for aid points	
On Train colleagues	Minimum two	

HITACHI CLASS 803

NORTHBOUND →



KEY

- Standard seats
- Tip up seat
- Priority seats
- 🚲 Bicycle storage
- ↓ Door



WHEELCHAIR USER SPACES

All our trains have dedicated wheelchair user spaces available. These are conveniently located close to entrance doors and near to a universal accessible toilet.

The wheelchair user spaces are accessible by wheelchairs with a maximum width of 70 centimetres, a maximum length of 120 centimetres and a maximum weight of 300kg, (including the weight of the user).

Each train has two wheelchair user spaces located in Carriage A. The wheelchair user spaces are A53 and A54 respectively.

Each wheelchair user space has a table, plug socket with USB charging point, and call for aid button. Our On Board team will ensure that these spaces are kept free for use by wheelchair users. We have signage to inform other customers of the need to keep these areas clear.

COMPANIONS

There are two allocated companion seats per wheelchair user space. These are seats A49, A50, A51 and A52 in carriage A. Companion seats can be reserved through our Passenger Assist team when a wheelchair user assistance request is made.

Where a wheelchair user is travelling with a companion and assistance has not been booked, our Customer Experience Ambassadors will endeavour to make the companion seat available.

TRANSFERRING TO A FIXED SEAT

There are two options available to customers wishing to transfer from a wheelchair to a fixed seat whilst on board.

Customers who need their wheelchair positioned close to the seat enabling transfer with minimal steps should access the wheelchair user spaces in carriage A and transfer to one of the designated companion seats. An additional companion seat can be booked to ensure two seats are available.

Customers using a station wheelchair can get on at any carriage, and then make use of the Priority Seats on board.

Our Passenger Assist teams can discuss your preferences with you and book assistance and reserve seats based on these.

PRIORITY SEATS

All our trains have 'Priority Seats' in each carriage for customers who need them. These seats which are suitably marked, are located near the doors and have additional legroom, which may be useful for people travelling with an assistance dog. You can reserve these seats through Passenger Assist.

We do ask our passengers to give up Priority Seats for people who need them more, but it won't always be obvious why someone needs to use a seat. Our Customer Experience Ambassadors will be happy to help ensure priority use of these spaces is given to customers who need them.



ASSISTANCE DOGS

We welcome guide or assistance dogs on our trains and they can travel in all carriages.

Dogs are not permitted to occupy seats for hygiene and safety reasons, but we can reserve a seat, free of charge, under/in front of which they can lie. We will aim to book a priority seat so that there is additional legroom for your dog and you are closer to the exit doors.

WALKING FRAMES AND ROLLATORS

Walking frames and rollators may be carried on board our services. We recommend booking assistance to help with any luggage you may have, to help you with getting on and off the train, and to assist you to your seat. Where your journey starts or ends or a transfer is needed at a larger station, it may be best to make use of a station wheelchair or buggy. Our Passenger Assist team can assist you with making suitable arrangements.

If you use a walking frame or rollator, we would recommend that you make use of the priority seating which is available throughout the train. Once on the train, please fold your walking frame or rollator and store it in one of the luggage racks provided or between the seats.

SCOOTER CARRIAGE

We understand that scooters are useful for many people. We therefore accept these on board all of our services. Accommodation is provided in the wheelchair user spaces on our trains on a first come, first served basis. There are some restrictions though because of their size, weight and manoeuvrability. Your safety and the safety of our other customers and colleagues is our top priority.

If your scooter fits within our maximum dimensions and has a combined weight of less than 300kg when you are riding it, it can be taken onto all of our trains.

THREE WHEEL SCOOTERS

Max. length: 120cm
Max. width: 70cm

FOUR WHEEL SCOOTERS

Max. length: 110cm
Max. width: 55cm

The difference in size acceptance between a 3 and 4 wheeled scooter is due to the turning circle required on board our trains.

These dimensions have been informed by the Technical Specification for Interoperability (TSI) for wheelchairs and risk assessments. The weight limit is determined by the maximum allowed weight on the ramp between the platform and the train.

For your safety, we will ask you to transfer from your scooter to a seat whilst travelling. This is also recommended by scooter manufacturers.

If you have a scooter which is folded and carried as luggage it can be taken on any of our trains, however if it cannot be folded, it will need to comply with the dimensions detailed above. You will not be allowed to take it onboard if it doesn't. You may wish to consider requesting a station wheelchair to help you when travelling instead.

If you are travelling with a scooter, we recommend contacting our Passenger Assist team who will be able to arrange assistance for you when getting on or off the train.

Remember that when making a journey that involves more than one train company you may find that each operator's policy relating to scooters varies. Our Passenger Assist team will be able to help by both booking assistance and advising you on each operator's policy on scooter carriage.

Full details of our trains, with diagrams illustrating the layout and the location of facilities and features of relevance to disabled passengers, are shown on our website at www.lumo.co.uk

PASSENGERS WITH AUTISM

We are creating a special, simplified guide to assist you when travelling on our trains. This will be available on our website www.lumo.co.uk Our colleagues are trained to recognise and serve all our customers, regardless of their needs. They are mindful that everyone is different and may need more time than other.

IF THINGS DO NOT GO AS PLANNED

Whilst we hope it doesn't happen, sometimes there can be disruption during your journey which affects our services.

When services are disrupted, we will do everything possible to ensure that our older and disabled customers are able to continue with their journeys, proactively taking your needs into account in both our contingency plans and the service we provide on the day.

PLANNED DISRUPTION

Planned disruption is any change to the regular train service which we are aware of in advance, such as engineering works, or on occasion, where we run an amended timetable due to significant or expected issues relating to weather or changes to the railway infrastructure.

When you plan your journey, our Passenger Assist team will be able to advise you of any planned disruption that might affect your plans and advise you of the best options.

ALTERNATIVE TRANSPORT

Where planned disruption requires train services to be replaced by road transport, through our contracts we insist that our suppliers and local transport companies provide accessible coaches or buses in line with the Public Service Vehicle Accessibility Regulations (PSVAR). Twelve weeks before major planned engineering works we take appropriate steps to assess the requirement for accessible transport and alternative accessible vehicles for use as substitute transport and where necessary, procure the use of such vehicles.



If we are not able to provide an accessible coach or bus (which is possible during unplanned disruptions), a taxi suitable for your needs will be provided at no extra charge to you.

DISRUPTION DURING YOUR JOURNEY

AT THE STATION

Station colleagues will make announcements at stations to update customers (where announcing facilities are available) during disruption and will update customer information screens with the latest travel information.

Customers can also use Help Points provided at stations (where available), or find updates on our app, social media profiles or via journeycheck by visiting www.journeycheck.com/lumo

Our timetable posters at the entrance to stations or on station platforms show contact details for both our Customer Experience and Passenger Assist teams who can also provide help and advice.

Severe disruption will also be communicated in the form of banners across the top of rail websites such as www.nationalrail.co.uk and www.lumo.co.uk

If disruption occurs before the train has left the station, we will arrange to move your booked assistance to the next appropriate service.

If platform alterations occur at short notice, station colleagues, where available, will be able to assist you to the correct platform. Station operators will also,

- Update information screens and make announcements.

- Look out for customers who may need assistance and will help where required.
- Try to give enough time to allow those needing extra help to get on the re-platformed train.

ON TRAIN

Where facilities that affect disabled travellers are out of use e.g. accessible toilets, we will try to advise you of this before you join the train and discuss alternative arrangements with you. We will also report the fault to our maintenance teams so that it can be fixed quickly.

If service disruption occurs whilst you are on the train, our On Board team will be able to advise and assist you. The Customer Experience Ambassador on each of our trains has the details of all customers who have booked assistance. If you haven't booked assistance in advance but require help or advice, you should make yourself known to a member of our team. All On Board team colleagues are encouraged to provide the highest levels of customer service and empowered to resolve appropriate issues "on the spot". If a train terminates before it has arrived at its destination, the Customer Experience Ambassador will arrange assistance for you for your onward travel.

If you need to change your journey due to service disruption, colleagues will coordinate your revised journey and any assistance you require. If you have booked assistance, we will also inform other operators and stations about the changes to your journey so they can still provide the assistance you need. If we are not able to run train services at all and you wish to travel on a different day, we can help you to make a new booking or you can apply for a refund.

ALTERNATIVE TRANSPORT

If the level of disruption requires us to provide alternative transport, we will work with our suppliers and local transport companies to provide accessible coaches or buses, however, this is not always possible, particularly at short notice. If we are not able to provide an accessible coach or bus, a taxi suitable for your needs will be provided at no extra charge to you.

IN THE EVENT OF AN EMERGENCY

Keeping our customers safe is our priority. Our emergency plans for trains include how to support older or disabled passengers during an emergency. Similarly, we work with station operators to ensure that all stations have suitable emergency plans in place. All our colleagues are trained in emergency procedures and they will supervise any action that needs to be taken. Safety information is provided on all our trains with clear diagrams and pictures, and in the rare event of an emergency on a train, our On Board team will advise and help you. In nearly all cases the safest option is for all customers to remain on the train and wait for instructions until our team have fully assessed the situation. If you do have to leave the train between stations, the emergency services will provide equipment and help you get off the train safely. If we need to evacuate from an unstaffed station, station operators will use the station Public Address System and Customer Information Screens to alert you.

REDRESS

Our teams work hard to provide you with the help and assistance you need to be able to complete your journey with ease, however we recognise that sometimes, things do not go as planned.

If the assistance you have booked is not provided or does not meet your requirements, please let a colleague or our Passenger Assist team know at the time so that we can resolve the issue.

We welcome customer feedback, therefore if you would like to provide feedback after travelling, please contact our Passenger Assist team. Contact details can be found in section 4 of this leaflet.

Where things have not gone as planned, we will use feedback provided to improve how we work and the approach of others who provide the assistance service on our behalf.

We will coordinate a response to your complaint, should your journey have involved multiple train companies, and we will provide you with a full explanation, including why it happened and what mitigating actions we intend to take as a result.

Where both Delay Repay and Passenger Assist compensation could apply, you will be compensated for both issues, up to a combined value of your purchased ticket for that journey.

Where you have experienced other issues with assistance which have not caused delay, please let us know, providing your Passenger Assistance reference number where available, and we will consider compensation on a case by case basis.

We will also always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure. We will take each case on its merits and respond appropriately.



WHERE TO GET MORE INFORMATION

You can find more information on our wider commitments as an organisation to our older and disabled travellers and our strategy for delivering improvements in our Accessible Travel Policy on our website, www.lumo.co.uk, along with full details of the accessibility of our trains.

Our Accessible Travel Policy documents are available from our website.

If you want another copy of this leaflet it is also available from all staffed stations where our services call and is widely available in community facilities along our route.

We will review and update our Accessible Travel Policy each year to include any changes to our operations or services.

We offer this leaflet and our Policy document in alternative formats, specifically:

- Braille
- Audio
- Large Print
- Easy Read
- British sign language video

You can ask for an alternative format by contacting our Customer Experience team or our Passenger Assist team and we will send them out to you. We will respond to your request within seven days.

HOW TO GET IN TOUCH

For any queries about the accessibility of our trains or to plan assistance, contact our Passenger Assist team who are available 06:00 – 23:00 daily, except Christmas and Boxing Day.

CONTACT LUMO PASSENGER ASSIST:

Online: www.railhelp.co.uk/lumo

By social media: Twitter: @lumotravel

Call: 0800 031 8542

Text Relay: 18001 0800 031 8542
(for deaf or hard of hearing passengers)

Alternatively, you can contact the national assistance line:

CONTACT NATIONAL ASSISTANCE LINE:

Call: 0800 022 3720

Text Phone: 0845 60 50 600

Text Message: Text 60083 and National Rail Enquiries will send you a text message with the number you need to dial from your textphone.

HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT

We really value your feedback, therefore if you have any comments on this document, the accessibility of, or any aspect, of our service or stations, we'd love to hear from you.

Additionally, if you are interested in getting involved in our Rail Accessibility Forum for the North who discuss and offer feedback on the accessibility and inclusivity of our services, we'd like to hear from you.

You can contact our Customer Experience team, which include Customer Relations team are available from 09:00 to 17:00, Retail Support team 08:00 to 23:00 and Passenger Assist team 06:00 to 23:00, seven days a week, except Christmas Day and Boxing Day when we are closed.

CONTACT LUMO CUSTOMER EXPERIENCE TEAM

Call: 0345 528 0409

Online: Visit www.railhelp.co.uk/lumo and complete our easy to use webform to provide your feedback.

By Post: FREEPOST LUMO CUSTOMER SUPPORT

Our Customer Experience team will respond to you, and if requested to do so will reply in an alternative format e.g. large print.

If you are not happy with how a complaint is dealt with, please contact the Rail Ombudsman on:

Website: www.railombudsman.org

Email: info@railombudsman.org

Call: 0330 094 0362

Textphone: 0330 094 0363

Post: FREEPOST - RAIL OMBUDSMAN

Twitter: @RailOmbudsman

ASSISTANCE MEETING POINTS

Station	Meeting Point
Edinburgh Waverley	Mobility Office opposite platform 4 or Customer Information Point on the main concourse
Morpeth	Ticket Office - note specific staffing hours detailed at www.nationalrail.co.uk
Newcastle	Customer Information Point on the main concourse
Stevenage	Ticket Office
London King's Cross	Customer Information Point next to the ticket office on the main station concourse

STEP-FREE STATION ACCESS MAP

A Edinburgh Waverley

A Morpeth

B Newcastle

A Stevenage

A London King's Cross

There is a steep ramp bridge to platforms 5-8 at Newcastle. Staff assistance may be needed.

Key

A Station has step-free access

B Some step-free access.
Check before travelling at nationalrail.co.uk/Stations

