

Stephanie Tobyn
Deputy Director Consumers

Stephanie.tobyn@orr.gsi.gov.uk



OFFICE OF RAIL REGULATION

05 March 2015

Rachel Hughes
Serco Caledonian Sleeper
4th Floor
227 Ingram Street
Glasgow
G1 1DA

Dear Rachel

Approval of Serco Caledonian Sleeper Complaints Handling Procedure (CHP) and Disabled People's Protection Policy (DPPP)

Thank you for submitting your draft Complaints Handling Procedure (CHP) and Disabled People's Protection Policy (DPPP) for the Serco Caledonian Sleeper.

I am writing to confirm that we have reviewed them against the relevant guidance¹, and in light of the discussions we have had with you, we have approved both your CHP and DPPP. However, as discussed, we will require you to review both documents in approximately six months' time in light of your experience and any changes to our policy in this area.

As explained, we are in the process of finalising a consultation on the existing guidance on writing a complaints handling procedure, which was published by the Strategic Rail Authority in 2005. The purpose of the consultation is to seek views on whether the existing guidance remains fit for purpose and to identify areas where it can be improved. We will work with all stakeholders as part of the process of revising the guidance but will then expect all relevant licence holders to review their CHPs in light of any revised guidance that is published.

In addition, you will be aware that we are in on-going discussions with licence holders with regard to a number of issues raised in our open letter of 18 December 2014² concerning

¹ "Guidance on complaints handling procedures"
http://orr.gov.uk/data/assets/pdf_file/0004/4288/sra-complaints-handling.pdf and "How to write your disabled people's protection policy: a guide for train and station operators",
http://orr.gov.uk/data/assets/pdf_file/0015/5604/how-to-write-your-dppp.pdf

² http://orr.gov.uk/data/assets/pdf_file/0006/16377/dppp-compliance-and-approval-process.pdf





the compliance and the approval process for DPPP's. We are holding a workshop with the Association of Train Operating Companies and representatives group of licence holders on 9 March and expect to further clarify our position after that meeting. Subject to this clarification, we will expect all licence holders, including Serco, to review their DPPP's.

Finally, in specific relation to your DPPP, we discussed with you your approach to passengers travelling with assistance dogs and the accommodation of their needs. We welcome the changes you have made in this area, which we think will significantly improve the service that you offer to these passengers. However, it is important to recognise that our approval of your DPPP is not an endorsement of your policy's compliance with other relevant legislation, such as the Equality Act 2010. While we are happy to assist you in improving and developing your policy, it is ultimately for you to ensure that you are compliant with obligations in this area.

We will be in touch in the coming months to update you on developments and to discuss the timetable for reviewing your CHP and DPPP, copies of which are attached to this letter which will be published on our website.

If you have any questions in the meantime, please feel free to contact me.

Yours sincerely

A handwritten signature in black ink that reads 'Stephanie Tobyn'. The signature is written in a cursive, flowing style.

Stephanie Tobyn

Caledonian Sleeper Customer Complaints Handling Procedure

31st March 2015 to 30th March 2016

Dear Guest

I would like to extend you the warmest of Scottish welcomes on behalf of Caledonian Sleeper. We are a Scottish-based train-operating company run by Serco on behalf of Transport Scotland. We will run the Caledonian Sleeper for 15 years, starting from 1st April 2015.

Every evening except for Saturday we run two trains in each direction between Scotland and England, serving Inverness, Aberdeen, Fort William, Glasgow, Edinburgh, London Euston, and 42 intermediate stations including Dundee and Perth as well as Carlisle, Preston, Crewe and Watford Junction in England providing a crucial link between the highlands and lowlands of Scotland and London.

Listening to you is an essential part of who we are. Your feedback helps us to improve our services for the future and make amends for any problems you may have experienced when travelling with us. If you're not happy in any way, we'll take your comments or complaints very seriously and do everything we can to make things right.

This booklet explains our customer complaints procedure, how we deal with complaints and comments, and the service you can expect from us. This includes:

- how to make a complaint and who to contact;
- how to get in touch with us;
- how we will respond to your complaint;
- how we will deal with your complaint fairly;
- the types of compensation you can expect; and
- how we review and monitor the complaints we receive.

We define a complaint as 'any expression of dissatisfaction by our guests or potential guests about service delivery by Serco Caledonian Sleeper and/or about company or industry policy'. We aim to sort out all complaints, quickly and effectively, without the need to involve any other organisation. However, we've included information on independent organisations you can contact if you are unhappy with our response.

I personally review our customer complaints procedure every year and as part of the review process we consult Passenger Focus, Transport Scotland, London TravelWatch and the Office for Rail Regulation (ORR) before making any changes to the procedure.

Peter Strachan
Managing Director, Caledonian Sleeper

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1. Our customer complaints procedure

We aim to give our customers the best possible service. However, we understand that occasionally things do go wrong, and when this happens it's important to us that we do everything we can to put things right. If you are not happy with any part of our service, please let us know. We'll fully investigate your complaint and work with you to sort out the issue. Whoever was responsible – whether it was us, our contractors or our suppliers – we will do our best to explain what went wrong and why.

2. What this procedure covers

This complaints procedure describes how to let us know that you received unsatisfactory service from us or how to let us know if you are dissatisfied with any part of our company policy or procedure. This procedure applies to potential and actual guests.

Before we introduced our complaints procedure, we took the views of Passenger Focus and London TravelWatch into account and gained approval for the procedure from the Office of Rail Regulation (ORR). We recognise that time doesn't stand still and that over time you may come to expect more from us and our procedures. Each year we will take into account the views you have expressed over the previous months, review our procedure and if necessary revise it. We will consult Passenger Focus and London TravelWatch every year and if we make changes to the procedure we will pass them to the Office of Rail Regulation to approve.

3. What this procedure aims to do

Our customer complaints procedure is designed to make sure we deal with your complaint efficiently, fairly and effectively. We have made every effort to make sure our procedure is:

- **Easy** – to find and understand
- **Simple** – to use
- **Efficient** – backed up by the resources that mean we can respond to you promptly
- **Fair** – we will investigate your complaint fully and provide a fair response
- **Respectful** – of your point of view and your confidentiality
- **Effective** – deals with all of the points you raise so that both you and we are satisfied
- **Monitored** – regularly audited for effectiveness and satisfaction, and part of the process we use to make sure we continue to improve our services
- **Consistent** – with regulatory requirements, best practice and our guest charter

4. What to do if you are not satisfied - how to contact us

If you can, the first thing you should do is speak to one of our staff on board or call our Guest Service Centre ambassadors – they have the authority and the training to try to sort out your complaint immediately. If our on board staff cannot deal with your complaint to your satisfaction they will refer the matter to our Guest Service Centre ambassadors who will contact you for more information if necessary. Our Guest Service Centre contact details are below.

Phone: 0330 060 0500

Phone lines are open:

- Monday to Friday: between 6am and midnight
- Saturday: between 8am and 4pm
- Sunday: between 3pm and midnight

These hours may vary slightly over Christmas and New Year – please check our website sleeper.scot for opening times. Our Guest Service Centre is not open on Christmas Day or Boxing Day.

Email: enquiry@sleeper.scot

Post: 1-5 Union Street, Inverness, IV1 1PP

4.1. Meet the manager

We also run 'Meet the Manager' sessions, at stations and on board our trains every three months. For more information, please see our website **sleeper.scot** and posters on the trains.

5. Our complaints procedure

We are a small company and need to balance the needs of all of our customers. We provide an email complaint and comment form which is available from our website and our Guest Service Centre. Also, our on-board staff can arrange to have one sent to you direct from the train.

We would prefer you to send us your complaint by email (please include your phone number). This way we can investigate your complaint and get back to you as quickly as possible – saving us both time. We will confirm that we have received your email and, if necessary, ring you to get more details. Please tell us if there is a particular time you would like us to call you.

Or, you can contact our Guest Services Centre by phone or by post. When you make a complaint, our Customer Relations team will enter your contact details and the details of the complaint onto our customer relations management system. This lets them see all the information on your case and pass it to the appropriate members of staff to investigate quickly. They can also track how the investigation is progressing.

If you have given us a phone number, we may try to deal with your complaint over the phone. If you agree at the end of the call that we have dealt with the issue, we will not contact you again.

If you are unhappy with our first response you can ask our Guest Experience Management team to review your complaint and how we have handled it. We will look at it again and respond to you, giving you the name and position of the manager who has reviewed your case and their findings.

If you are unhappy with our second response you can refer your complaint to Passenger Focus or London TravelWatch. These are independent organisations, set up to protect the interests of rail users. They can review your case and deal with us on your behalf. Our second response will also explain the role of Passenger Focus and London TravelWatch and include their contact details, in case you want to contact them.

5.1. Guests with specific needs

We understand that some people who have specific access requirements, or whose first language is not English, may have difficulties communicating with us. All documents that can be downloaded from our website are in Word format and our Disabled People's Protection Policy and Guest Charter are available in alternative formats such as Braille and audio. We handle these cases sensitively and respond in an appropriate format. We make allowances for customers who have sight or hearing difficulties and a Text Relay service is available when contacting our Guest Service Centre.

5.2. Complaints about another train operator

If you complain to us about another train operator we will do the following.

- Acknowledge your complaint within three working days and forward it to the relevant operator's Customer Relations Department within five working days. In our acknowledgement we will give you the full address and contact details of the other operator.
- Keep a record of the correspondence. The other train operator will respond to your complaint in line with its own complaints procedure.

5.3. Complaints involving more than one operator

If you make a complaint to us involving more than one operator, depending on how complicated the complaint is we will either:

- deal with our part of the complaint and tell you the parts the other operator will deal with; or
- organise a single response on behalf of all the operators involved.

We will co-operate with transport providers outside the railway industry if a complaint involves us and another transport operator.

5.4. Response times

When you complain to a member of our staff, on the phone or in person, we will try to deal with the complaint immediately.

If this is not possible, we aim to respond fully to all complaints within five working days. If you haven't received a full response within this time, we will update you on the progress of your case and continue to update you every five days until we can respond fully.

5.5. Response times during busy periods

As far as reasonable, we will try to make sure we meet our response times even when there is an unexpected increase in the number of complaints. However, if there are exceptional circumstances, such as a period of major disruption, we may, if Transport Scotland agree, increase these response times. If this happens we will tell you when we reply to your email. We will also put details on our website and put recorded messages on our Guest Services Centre phone lines. We will do our very best to reply to you as soon as we can.

5.6. Referring your complaint to Passenger Focus or London TravelWatch

If you have taken your complaint to either Passenger Focus or London TravelWatch and they ask us for information, we will give them a full response within 10 working days. Please note that once Passenger Focus or London TravelWatch are investigating your case, our Customer Service Development Manager may respond to them rather than to you.

6. A full and fair investigation

We promise we will investigate all complaints made to us, fully and fairly. We will follow this customer complaints procedure and make every effort to deal with all the issues raised in your complaint. If your complaint is not upheld we will explain our actions or policies which have led to the complaint and explain how you can contact independent organisations if you are unhappy with our second response.

When we investigate a complaint we will always check the facts, take steps to make sure we are impartial, and get reports from all appropriate staff and suppliers who may have been involved.

When we respond to your complaint we will confirm the outcome of our internal investigation and any action we have taken to prevent the complaint happening again. If the complaint is upheld, we will offer you compensation.

If the investigations involve our staff, we will tell you when these are necessary and tell you the role of the person carrying out the investigation. However, under the Data Protection Act, we are not able to tell you about any action taken against an individual member of staff.

6.1. Compensation

We will offer you compensation if it is appropriate. The amount we offer you will be in line with the National Rail Conditions of Carriage, our guest charter and our compensation policy.

Compensation will usually be offered as:

- Caledonian Sleeper vouchers, if your complaint is about facilities not being available on board (for example, there were no catering facilities available on your journey);
- National Rail Travel Vouchers, to be used for payment or part payment of a future journey;
- a complimentary ticket (or tickets) for a future journey; or
- a refund or partial refund using the same payment method you used to buy the original ticket.

Our guest charter explains our compensation policy, including the levels of compensation you can expect if services are disrupted. You can get our guest charter from our Guest Services Centre, staffed stations, on board our trains and from our website, sleeper.scot.

6.2. Unreasonable, aggressive or abusive customers

Our complaints procedure does not cover the following areas.

- Delays and cancellations to train services. Please see our guest charter for how to claim compensation if your train is delayed.
- Personal injury claims, which are dealt with on a case-by-case basis.
- Complaints which are unreasonably made or which you continue with after we have offered a reasonable solution (as judged by Passenger Focus, or London TravelWatch for journeys between Watford Junction and London).
- Any complaint which is associated with abusive or violent behaviour. Although your complaint may still be valid, we will treat it differently if it is about abusive or violent behaviour. We have a duty to protect our employees and in these circumstances this will be our first priority.

If you believe we have not met our customer service standards, we understand that you may feel upset. While we respect the rights of our customers to express their views, we will not tolerate aggressive, threatening or abusive behaviour of any kind.

We have the right to end any correspondence or communication that we believe to be 'frivolous, vexatious or abusive' in line with the guidelines issued by the Office of Rail Regulation.

We will consult the Office of Rail Regulation, Passenger Focus and London TravelWatch before we end any correspondence and tell you in writing the reasons behind our decision.

6.3. Confidentiality

We will not pass your personal details, or details about your complaint, to anyone else unless we have your permission in writing, or it is necessary to help the police, Members of Parliament, the Department for Transport, other train operators, Passenger Focus or London TravelWatch when they are investigating cases or crimes.

All of Caledonian Sleeper staff will keep to the Data Protection Act at all times. A copy of our personal data protection policy is available from our Guest Services Centre.

7. Monitoring and reporting

7.1. Monitoring

We actively monitor our customer complaints procedure to make sure it is effective.

- We monitor your phone calls, letters and emails to make sure we handle your complaint in a friendly, appropriate and professional manner.
- We sample and review responses we have made to you by phone and in writing to make sure we deal with complaints promptly and effectively.
- We enter details of complaints onto our customer relations management system, allowing us to analyse the number and type of complaints received and our response times.
- We invite feedback on complaints through our regular guest survey.

7.2. Management reports

Our monitoring processes help us assess whether we are handling complaints efficiently and make sure you are satisfied with our responses. Your feedback helps us identify where we can make things better.

To make sure our managers encourage improvement, we:

- send managers and directors feedback from our guests every week (our managers will use this information to identify and act upon areas for improvement);
- provide a summary of comments and complaints to the Serco board every four weeks; and
- monitor response times to make sure we have the correct resources in place to deal with complaints. This will also contribute to our Guest Excellence programme (our feedback programme on customer satisfaction that helps drive improvement).
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7.3. Claims for losses, property damage or personal injury

If you want to make a claim against us for losses, property damage or personal injury, please write to our Guest Services Centre by letter or email (see Contact information on section 4). They will either deal with your claim or pass it to our insurance and claims handlers.

The rail industry has an arrangement called the Claims Allocation and Handling Agreement (CAHA). We, like all train-operating companies, must keep to the CAHA and we will deal with your claims in line with this agreement. Under the CAHA, each train-operating company must have arrangements in place for compensating their own customers.

If another organisation is held to be fully or partly responsible, the insurance companies balance the payments without involving you. We have internal processes for handling claims by third parties. We regularly review these arrangements with our insurers and claims handlers.

8. Reviewing our procedure

We formally review this procedure every year, and any changes are made in consultation with the Office for Rail Regulation, Passenger Focus and London TravelWatch.

9. Contact information

We make it as easy as possible for you to contact us if you need to comment or make a complaint.

Please contact our Guest Services Centre:

1-5 Union Street
Inverness
IV1 1PP

Website: sleeper.scot

Email: enquiry@sleeper.scot

Phone: 0330 060 0500

Textphone: 01463231951

Phone lines are open:

- Monday to Friday: between 6am and midnight
- Saturday: between 8am and 4pm
- Sunday: between 3pm and midnight

These hours may vary slightly over Christmas and New Year. Our Guest Service Centre is closed on Christmas Day and Boxing Day.

Copies of our Customer Complaint Handling Procedure

You can find copies of our Customer Complaint Handling Procedure on board, at all staffed stations we serve and from our website (sleeper.scot). It is also available from our Guest Service Centre in alternative formats (Braille and audio).

10. Passenger Focus

If you are not satisfied with our response to your claim or complaint, you can appeal to an independent watchdog called Passenger Focus. You can contact them at:

RTEH-XAGE-BYKZ
PassengerFocus
PO Box 5594
Southend on Sea
SS1 9PZ

Website: www.passengerfocus.org.uk

Email: advice@passengerfocus.org.uk

Phone: 0300 123 2350

11. London TravelWatch

For complaints for stations between London and Watford Junction, please contact London TravelWatch.

London TravelWatch
169 Union Street
London

SE1 0LL

Website: www.londontravelwatch.org.uk

Email: enquiries@londontravelwatch.org.uk

Phone: 020 3176 2999

Caledonian Sleeper disabled people’s protection policy
Making rail accessible: guide to policies and practices
31 st March 2015 to 30 th March 2016

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1. Our strategy

Under the Equality Act 2010, we are committed to maintaining and improving current standards of accessibility for our older and disabled guests, as well as all other guests. We are also committed to meeting the standards set out in Guidance provided by the Office of Rail Regulation, which is responsible for approving our policies in this area. Our policy is to work with and involve groups representing disabled people, and other stakeholders such as Mobility Access Committee Scotland (MACS).

Accessible Travel Group

From 1st April 2015, we will create an Accessible Travel Group, made up of stakeholders such as Mobility Access Committee Scotland (MACS), our accessibility advisers and other relevant stakeholders. It will be chaired by our Guest Experience Director and will meet every six months to review the service we offer to our older and disabled guests and suggest improvements. Where possible, we will use these suggestions to improve our service. We will make the notes available upon request and more information in the remit and work plan is available on request.

Investment in new trains

The Caledonian Sleeper will benefit from an investment of over £100 million in new coaches, which will be in service from April 2018 onwards. In 2015 we will follow a design review process to finalise the design of our new trains, which will be compliant with the current accessibility legislation. We will ask for input from stakeholders during 2015, using public consultation to improve accessibility as part of this process. One of the ways we will publicise this consultation is through our on-board magazine.

2. Management arrangements

How we incorporate our Disabled People's Protection Policy into business and project planning

We consider accessibility in everything we do and introduce improvements as quickly as we reasonably can after an issue has been identified. Accessibility is a permanent item on the agenda at our directors' meeting and our Guest Experience Director monitors it using KPIs (key performance indicators, or standards we measure our performance against). The Finance and Commercial Manager reviews return on investment and reports to the board, who then report to the Accessible Travel Group. We will also provide data to ORR to help it monitor our performance in meeting the needs of older and disabled passengers.

Senior management reporting arrangements

Our Guest Experience Director is responsible for our disabled people's protection policy and reports to the Managing Director. The Guest Experience Director will make sure that accessibility is a central part of our business plans and of the planning stage of all major projects. The Guest Experience Director will be responsible for making sure that the needs of our older and disabled guests are met and ensuring that complaints are address and resolved through regular meetings with our staff.

How managers and staff are made aware of their responsibilities to disabled guests

All our managers and staff receive disability-awareness training at least once a year, supported by a monthly newsletter from our accessibility ~~consultant~~ adviser. All of our on-board staff have a duty to provide assistance and information to our older and disabled guests as well as suggesting improvements. These suggestions are recorded and reviewed by our Guest Experience Director. We operate a Management system with procedures which ensure that services and facilities for disabled passengers are provided according the operator's DPPP and the Departments Code of Practice.

Our Finance and Commercial Manager assesses the return on investment of improvements for disabled passengers as part of our planning process.

3. Monitoring and evaluation

So that we can monitor progress and check that we are improving accessibility in line with our vision to create an iconic guest experience we record all feedback, including complaints and compliments, and our Head of Guest Experience reviews it. Please see our Customer Complaints Handling Procedure available on on-board our trains, from the staffed stations we serve and from sleeper.scot. Feedback information includes the number of guests travelling on our Caledonian Sleeper using a Disabled Persons Railcard (DPRC), Passenger Assist bookings made by guests and delivered by staff, and comments received from our guests about accessibility. Our Guest Experience Manager produces the key performance indicators as part of a monthly trend report or as soon as they receive them. This makes sure that we can monitor how effective our policies and practices which deal with our older and disabled guests are and that we identify and deal with any day-to-day issues as quickly as possible. We will also commission an annual audit by our independent accessibility consultants..

Passenger Assist

We participate in Passenger Assist, the nationwide booking system for booking assistance. This can be booked via our Guest Services Centre (0330 060 0500 or book via textphone: 0146323195) or via the contact us form on our website (**sleeper.scot**). Each day, our guest ambassadors review all Passenger Assistance reservations for the Caledonian Sleeper made through our Guest Services Centre and other train operators to make sure that they have been made correctly and that we can provide appropriate assistance on board and at the stations we serve. We provide sufficient resource to maintain Passenger Assist and improve performance by measuring satisfaction through our Guest feedback programme. At present we are not able to guarantee to provide staffed assistance at all of the stations that we call at, since we are not the Station Facility Operator, and in some cases we will need to use taxis to move passengers to staffed or accessible stations. We are committed to providing the level of assistance described in the 2009 Guidance on how to write a DPPP and will work with other train operators to help us to achieve this.

We also carry out joint audits with other station operators to review how we provide services and facilities. Facilities and services for guests with disabilities are an important part of these audits.

We will carry out a review of our disabled people's protection policy within six months of the commencement of our franchise, submitting this to the ORR for re-approval by 31 September 2015 and Transport Scotland. Our review will include a report to Transport Scotland and Office of Rail Regulation (ORR). Our report will cover our progress in putting the policy in place and improving our services and will include any difficulties we have experienced when doing so. In subsequent years we will report to Transport Scotland and ORR, and review our policies, annually.

4. Improvements to access

Access to the stations we serve, and the facilities and assistance available, varies considerably. Most of the stations that we serve were built in the 19th century when the needs of people with disabilities were often not given much attention. Considerable improvements have been made at a number of stations across the national rail network and we will work with station operators to continue to improve the stations we serve. At present passengers can overcome these physical barriers by arranging assistance through Passenger Assist.

Any improvements will meet the persons of reduced mobility technical specification (PRM TSI) and the 'Accessible Train Station Guide for disabled people: A Code of Practice'. We have a budget of £25,000 a year for minor work to improve access at stations. Each year, our Guest Experience Director, working with our Stations Adviser, plans how we will spend this and our Accessible Travel Group. They consult the Disabled Persons Transport Advisory Committee, Passenger Focus, Network Rail and the relevant train-operating companies serving each station. This will also complement our existing station plans to roll out Caledonian Sleeper information totems at each of the stations we serve and improvement to waiting rooms and building showers at Stirling, Perth and Dundee by April 2018.

The Caledonian Sleeper will benefit from an investment of over £100 million in new train carriages. We will hold a design review process in 2015, open to all stakeholders, to make sure that we can use feedback to improve accessibility of our trains. Please speak to our Guest Services Centre or look at our website **sleeper.scot** for more information.

5. Working with others

Our Guest Experience Director will work with and involve groups representing disabled people and other stakeholders such as Mobility Access Committee Scotland (MACS). They will receive written updates, through our website, from our Accessible Travel Group, who meet every six months. We will also be supported by our accessibility consultants throughout our 15-year contract to run the Sleeper and we will meet with them each month to review our progress in improving access to our older and disabled guests.

We involve stakeholders across our route by covering accessibility issues as they arise during our regular stakeholder meetings with regional transport partnerships in Scotland, local authorities, councils and community rail partnerships along our route, and interest groups. Please contact enquiry@sleeper.scot to obtain more information. We also invite our guests and interested stakeholders to give us feedback at our 'Meet the Manager' event every three months, by contacting our Guest Service Centre, or on our website **sleeper.scot**.

6. Staff training

All of our staff will receive disability-awareness training every year. This includes guidance on providing assistance to guests with visible and hidden disabilities, including those with sight or hearing problems, physical and mobility difficulties, learning disabilities or cognitive loss, mental-health issues or speech difficulties, and those who have been temporarily disabled through illness, injury or surgery.

Our on-board staff also receive appropriate training on helping our older and disabled guests when boarding and leaving our trains and while on board. All of our staff who deal directly with guests will receive communication training and our guest ambassadors have been trained to communicate clearly. Our Franchise and Quality Manager provides an annual report to Transport Scotland and the Office of Rail Regulation on the training our staff have received.

7. Emergency procedures

We understand that our older and disabled guests may need particular assistance if their train or station has to be evacuated. We have detailed internal procedures for our on-board staff to follow when assisting older and disabled guests. All of our on-board staff are told about these procedures as part of their training and the procedures are updated regularly.

In most cases, it is often safer to stay on the train if there is an incident. If a train or station has to be evacuated, our on-board staff will help all guests, including those with mobility issues, leave the train, and arrange accommodation and travel for the rest of their journey if appropriate. The current trains do not have a public address system but all of our on-board staff have loudhailers to use if there is an emergency. Our staff also receive appropriate information during their disability awareness training about communicating with our guests who are deaf or hard of hearing and will seek those passengers out to advise them of what is happening in the event of an emergency.

Passenger Assist

The national Passenger Assist System gives us details of all our guests who have booked assistance, whether through our Guest Service Centre or not. This information is available to our on-board staff in the form of a guest list. Our control centre also has this information. Our staff and our control centre can refer to the list if we have to alter our plans for example due to bad weather or if there is an emergency on board. We also report the numbers of Passenger Assist bookings to Transport Scotland.

8. Communications strategy

We want to make sure that information about our services is accessible, including being available in a range of alternative formats. From 1st April 2015, our details are included in the 'Rail Travel Made Easy'-[website](#). Our guide for disabled passengers "Making Rail Accessible: Helping older and disabled passengers" will be available from our website, Guest Service Centre in Inverness and available on request from our Guest Services Centre...There is also a section on our website for our older and disabled guests that provides information on the services that we offer and how to book assistance. We also support local authority discounts for rail travel, and work with local authorities to publicise our disabled people's protection policy through relevant channels such as libraries and local councils and working with our partners: Visit Scotland, Visit England and MACS.

8.1. Guest Services Centre – contact details

Through our Guest Services Centre, guests can book a ticket, make a reservation, arrange passenger assistance, arrange an upgrade or buy extra services.

When you contact our Guest Services Centre, a member of our team in Inverness will answer your call. If you phone outside the hours listed below, you will hear a recorded message that tells you to call back during our opening hours, or, if it is an emergency, to call the National Rail Enquiry line on 08457 48 49 50. You can phone the National Rail Enquiry line directly if you have an urgent requirement.

Phone: 0330 060 0500

Textphone: 01463231951

Phone lines are open:

- Monday to Friday: between 6am and midnight
- Saturday: between 8am and 4pm
- Sunday: between 3pm and midnight

These hours may vary slightly over Christmas and New Year, but we will give at least seven days' notice, on our website, of any changes. Our Guest Services Centre is not available on Christmas Day or Boxing Day.

If you would like to contact us by letter, please do so by post.

Our address is:

1-5 Union Street

8.2. Website

Our website **sleeper.scot** will have been approved by the Plain English campaign logo by October 2015 which certifies that our website uses plain English. All of our documents from our website are available in Word as well as pdf format. Making our documents available in Word means that they can easily be used by screen readers or the font size can be increased for those guests with sight difficulties and translated for guests who do not have English as their first language.

We will work with our accessibility advisers in the first year of our franchise to make sure that we improve the accessibility of our website and work towards achieving industry-recognised W3C standards.

8.3. Signs

Clear and well-placed signs can make a big difference to all of our guests travelling to and from the stations we serve. We do not manage any of the 48 stations that we serve but we do work with the station operators to make sure that their signs meet industry 'best practice' and approved codes of practice and that consultation with local authorities takes place

9. Car parking

We strongly encourage station operators to consider the number and location of Blue Badge spaces they provide and to check that people are not misusing these spaces. If we receive any complaints about this service at stations we will pass them to the relevant station operator and tell the person making the complaint when we have done this.

10. Reviews

We review all of our policies, including this disabled people's protection policy, every year and include all relevant feedback in the review. In the first year of the franchise we will review our policy within six months, and submit it to the Office of Rail Regulation for re-approval by 31 September 2015. We also commission an independent audit of our accessibility performance.

Caledonian Sleeper

Making Rail Accessible

31 st March 2015 to 30 th March 2016

sleeper.scot

1 We are proud to run the Caledonian Sleeper

At the heart of the new service will be outstanding hospitality that reflects the best of Scotland. Led by our Guest Experience Director, we will aim to make our services more accessible, as improving access for disabled passengers will benefit others, including older passengers, pregnant women, and parents with small children.

Our disabled people's protection policy sets out how we currently meet the needs of passengers who are disabled or who have a problem with mobility. It also includes our plans for further improving accessibility and on-board services that will benefit all passengers who choose to travel with us.

2 Policy summary

Under the Equality Act 2010 we are committed to maintaining and improving current standards of accessibility to our services for our older and disabled passengers as well as all other passengers. We will report regularly on our progress against our KPIs (key performance indicators, or standards we measure our performance against). For more details on our KPIs, please see our other part of our Disabled People's Protection Policy, called the Guide to our policies and practices, which is available on our website, sleeper.scot. If you would like the policy in an alternative format, such as Braille or audio, please contact our Guest Service Centre (see section 8 for contact details).

Our policy is to work with and involve groups who represent disabled people, and other stakeholders such as Mobility Access Committee Scotland (MACS).

Accessible Travel Group

We will create an Accessible Travel Group. This will be made up of Mobility Access Committee Scotland, our accessibility advisers and other relevant stakeholders. This group will meet every six months to review the service we offer to our older and disabled passengers and suggest improvements. It will be chaired by the Guest Experience Director. Where appropriate, we will use suggestions to improve our service.

Investment in new trains

The Caledonian Sleeper will benefit from an investment of over £100 million in new train coaches from Transport Scotland. We will hold a design review process in 2015, open to all stakeholders, to make sure that we can use feedback to improve accessibility of our trains. Please speak to our Guest Services Centre or look at our website sleeper.scot for more information.

2.1 Review and update

We will review all our Disabled People's Protection Policy and use all relevant feedback we receive to improve our service to older and disabled passengers.

2.2 Working with others

Our Accessible Travel Group meetings are the main way we discuss accessibility issues. We also invite feedback through our website (**sleeper.scot**), by post, by phone and to our staff, to make sure we monitor and improve accessibility. We work with the Association of Train Operating Companies, other train-operating companies, Transport Scotland, the Department for Transport, and Network Rail to improve the Passenger Assist System, to:

- make it easier to book assistance before travelling and reduce the notice you have to give;
- make it easier to make repeat bookings for assisted travel service;
- send cancellation emails to manned stations to tell staff if you have booked an assisted travel service but changed your travel plans; and

- if you have booked help at an unmanned travel station, liaise with the relevant station operator to tell you the assistance arrangements, which in some cases may be a taxi to the nearest accessible station.

2.3 Assistance for passengers

We are fully committed to Passenger Assist, the nationwide system for booking travel assistance. Passenger Assist allows you to book help when travelling anywhere on the National Rail network, and all British train operators use it. This system can email you confirmation of your journey, as long as you book in advance and provide an email address when you book.

How to book Passenger Assist services

1. Book on our website at **sleeper.scot** using the 'Contact us' form.
2. Call our Guest Services Centre on this standard rate number – 0330 060 0500 (textphone 01463 231 951).
3. Text Relay service on 18001 0330 060 0500 (for people who are hard of hearing).
4. You can also book at any railway station in Great Britain which has a ticket office.

We recommend that you book travel assistance when you book your journey, and at the latest by 3pm on the day you travel. This makes sure that we are able to make necessary arrangements to help you on and off the train. If you have not booked assistance, we will still provide help if possible but we cannot always guarantee that it will be available if you have not booked.

If assistance cannot be provided we will provide clear and reasonable justification to you where this cannot be provided. We strongly encourage you to give us your mobile number and email address when booking so that we can contact you if there is going to be any problem with arrangements and tell you about alternative arrangements to make your journey as enjoyable as possible.

2.4 Passenger Assist

Passenger Assist allows you to:

- assistance with buying tickets and booking seats and cabins;
- meeting you when you arrive at the station;
- helping you to get into the station from the taxi rank, where staff other than booking office staff are available;
- help you to move around the station, get on or off the train;
- guidance for blind or visually impaired passengers;
- installing a ramp to help you get on and off trains, and providing assistance to use it;
- helping you with your luggage, subject to National Rail Conditions of Carriage cross reference
- providing a taxi to take you from an inaccessible station, to an accessible one, free of charge;
- make onward travel reservations on services run by other train companies, if this is available;
- arrange assistance to and from connecting train services; and
- check the accessibility of our trains and the stations we serve.

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If the type of assistance that you need is not in the list, please call us discuss your needs and we will do our best to arrange the assistance that you need to use our services.

When you use Passenger Assist, we can provide you with information, such as which stations are accessible and which stations may have temporary restrictions preventing you from using them. If this is the case we can arrange transport, usually a taxi, for you so that you can join or leave our service at the nearest accessible station. Please see section 3.1 for more details.

All of the stations we serve are run by other train-operating companies. For the most up-to-date information, including information about recently installed facilities at the stations, please visit **sleeper.scot**. You can also visit the National Rail Enquiries website at nationalrailenquiries.co.uk. This has the 'Stations Made Easy' format for easy navigation. (You can also find this on the station operator's website.)

Network Rail runs Edinburgh Waverley, Glasgow Central High Level and London Euston stations. Assistance at these stations is provided by Network Rail, although you can book it through our Guest Services Centre.

ScotRail runs the other 41 stations that we serve in Scotland. Assistance at the station is provided by ScotRail station staff but you can book it through our Guest Services Centre.

Virgin Trains is responsible for managing Carlisle, Preston and Crewe stations. Assistance at the station is provided by ScotRail station staff but you can book it through our Guest Services Centre.

London Midland is responsible for managing Watford Junction. Assistance at the station is provided by London Midland station staff but you can book it through our Guest Services Centre.

If you are disabled and would need particular help in an emergency, please tell either our Guest Services Centre before your journey or our on board staff at the time you board the train.

If you will need help at stations we strongly advise you to plan your journey in advance, and to book through the Passenger Assist system, available from our Guest Service Centre. You can find details of times when assistance can be provided on the stations' pages on the National Rail Enquiries website.

3 Alternative assistance transport

3.1 Accessible stations

If you wish to use a station that is inaccessible to you (for example, because of stairs) we will book a taxi, at no extra charge, to take you between the inaccessible station and the nearest or most convenient one that is accessible to you. Please speak to our Guest Service Centre to discuss your individual requirements and whether you need an accessible taxi.

We endeavour to provide staffed assistance wherever it is required by passengers. On some occasions staff will not be available to help you access the platform or board the train at your nearest station. In these circumstances we will provide other accessible transport, usually a taxi, to the nearest stations that is accessible to you or where staff are available to assist you. We recommend that you book this service in advance, when booking your rail ticket, so we can make the necessary arrangements.

3.2 Disruption

If our services are disrupted, we will take all reasonable steps to provide alternative accessible transport to take you (and anyone travelling with you) to the nearest or most convenient accessible station, in line with the destination on your rail ticket. If there is no alternative accessible transport available, we will provide accommodation if required and onward travel the following morning to ensure you reach the destination on your rail ticket. There is no additional charge for this service.

3.3 Planned disruption

If there is planned engineering work, our Guest Services Centre will contact you in the way you said you would prefer when you booked Assisted Travel. They will tell you about any planned disruption and any alternative arrangements. There will be no charge to travel via alternative arrangements.

3.4 Unplanned disruption

If you have a ticket to travel on our services and the service is disrupted, we will take all reasonable steps to provide alternative accessible accommodation and transport, at no extra charge, to take you (and anyone travelling with you) to the destination on your ticket.

If a train cannot continue after starting its journey, our on-board staff will arrange assistance for you for the rest of your journey or for accommodation, if necessary. Our staff will keep you fully informed of the changes that have to be made to allow you to complete your journey.

3.5 Guest information

We provide up-to-date information about the accessibility of stations that we serve, and our trains, within 24 hours of being told of any changes. This information will be available from the National Rail Enquires website and on **sleeper.scot**.

We will also update our information in hard copy and alternative formats (large print, Braille and audio) at least once a year through our regular review of our disabled people's protection policy and passenger document.

4 Tickets and fares

We accept two types of tickets on board the Caledonian Sleeper:

- National Rail Anytime and Off Peak tickets, and BritRail passes, valid between stations served by Caledonian Sleeper for part or all of your complete rail journey. With these tickets you need to purchase an additional supplement/reservation to travel on the Caledonian Sleeper
- Caledonian Sleeper products - You can also purchase a dedicated Caledonian Sleeper ticket which is only valid for travel on the Caledonian Sleeper and includes a reservation for your chosen type of accommodation. These tickets offer great value for money if your journey is entirely on our services.

The table shows how you can buy tickets and make reservations. For a full list of fares, please see our website, **sleeper.scot**. Please note you can book Passenger Assist using our website, Guest Services Centre or by visiting any UK rail station with a booking office.

How to buy tickets

Method	Access	Getting your ticket
Website	sleeper.scot	Post Self-service ticket machine
Guest Services Centre	Phone: 0330 060 0500 Textphone: 01463 231 951	Post Self-service ticket machine
Any UK rail station with a booking office	Any station with a ticket office. For a full list, please see the National Rail Enquiries website, nationalrail.co.uk.	From ticket office

You will be able to pick up tickets and reservations for travel at any station with a self-service ticket machine. However, you will not be able to buy Caledonian Sleeper tickets or reservations from a self-service ticket machine.

If it is difficult for you to buy a ticket in advance because your disability or mobility problem means you cannot use the ticket machine to pick up your ticket, you can choose to receive tickets by post. If it is not possible to book in advance and receive tickets in the post, you will be able to buy tickets on board the Caledonian Sleeper without penalty and still receive reductions on your fare, if you are entitled to them.

4.1 Disabled Persons Railcard

We accept the Disabled Persons Railcard (DPRC), which offers discounts to you and your travelling companions on a range of rail tickets, across Britain. For more information please go to disabledpersons-railcard.co.uk/.

The table below shows the discounts available using the Disabled Persons Railcard on Caledonian Sleeper tickets. For a full explanation of our fares, please see our Guest charter or our website, [sleeper.scot](http:// sleeper.scot).

Disabled Persons Railcard – discounts on fares

Fare types	First-class sleeper cabin	Standard sleeper cabin (solo or twin)	Standard sleeper seat
Caledonian Sleeper advance fare (travel by sleeper only)	34%	34%	34%
National Rail Anytime fare	34%	34%	34%
National Rail off-peak fare	34%	34%	34%

You can find more information (including information about discounts for older and disabled passengers) in the 'Rail Travel Made Easy' guide published by the Association of Train Operating Companies and available from disability-onboard.co.uk.

5 At stations

We serve 48 stations, all of which are managed by other operators. Access to stations varies considerably as most stations were built in the 19th century when the needs of people with disabilities were rarely considered. There is an ongoing plan of minor work at stations, which we will publish on our website, and we are working closely with the relevant station operators (ScotRail, Virgin West Coast, London Midland and Network Rail) to try to improve access for you at these stations.

A list of stations and the train operating company that operates them is shown in Appendix 1. Station operators are responsible for the maintenance, operation and upkeep of the station.

5.1 Station entrances

If for any reason the operators of the stations we use have to alter their facilities, and you have booked using Passenger Assist, we will let you know beforehand about any temporary or permanent changes by putting the information on our website. We will also keep you informed by phone or email depending on your contact preferences.

Please note the ticket gates are the responsibility of the station operators who operates each station.

5.2 Help points

Most of the stations that we serve have help points on the station platform. If you need assistance, please use the help points to speak to the station operator.

5.3 Spoken and visual information

At stations where there are spoken and visual passenger-information systems, station operators have a duty to make sure that the information displayed is easy to see and keeps to industry standards covering

train departures and other relevant messages, particularly in the event of delays or disruption. If this is not the case please let us know by speaking to on board staff or our Guest Service Centre and we will bring this to the attention of the station operator to resolve any issues.

5.4 Information display points

If you have arranged assistance at staffed stations, we recommend you go to the agreed meeting point to let staff know that you have arrived. There is a dedicated mobility assistance point at London Euston, Glasgow Central and Edinburgh Waverley.

For all other manned stations, please go to the ticket office if you did not arrange an alternative meeting place when you booked the assistance. Please speak to the Guest Service Centre to agree the meeting place for unstaffed stations.

Induction loops: Nearly all of the stations we serve have help points fitted with induction loops. These are usually on the platform, close to entry points, or at the ticket office. If you wish to find out if there is an induction loop at the station please see NRE Stations Made Easy for more information or ask our Guest Services Centre for more information.

Telephone help point: There are telephone help points at all 48 stations we serve and most have an induction loop. Help points are linked to the relevant station operator's communications centre. You can use the help points to check train running times, get help during disruption and report crime and emergencies.

Totem information points: We are currently introducing 'totem' information points across the stations we serve. All totems will be in place on the station platform by 2018 and will operate 24 hours a day. Totem information points are for information about Caledonian Sleeper services only and you will be able to contact our Guest Services Centre direct from them. All of the totems will have an induction loop and a large screen and have been tested by a group of passengers with disabilities.

5.5 Ticket machines

There are self-service ticket machines at many of the stations that we serve. Working with the station operator we commit to ensuring that where automatic ticket machines are provided at stations, they have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion.

As outlined in Section 4, we accept two types of tickets on board the Caledonian Sleeper:

- 1) National Rail Anytime and Off Peak tickets, and BritRail passes, valid between stations served by Caledonian Sleeper for part or all of your complete rail journey. With these tickets you need to purchase an additional supplement/reservation to travel on the Caledonian Sleeper

Please note you cannot buy reservations/supplements for Caledonian Sleeper using a ticket machine. These can only be bought from our GSC or our website sleeper.scot. You can pick up prepaid tickets for Caledonian Sleeper from a self-service ticket machine at the stations we serve. You will need the payment card you used to buy the tickets, and your booking reference number

- 2) Caledonian Sleeper products -You can also purchase a dedicated Caledonian Sleeper ticket which is only valid for travel on the Caledonian Sleeper and includes a reservation for your chosen type of accommodation. These tickets offer great value for money if your journey is entirely on our services and can be bought from our website sleeper.scot or our Guest Service Centre

You cannot buy dedicated Caledonian Sleeper products from a ticket machine. If you buy tickets from Guest Service Centre you will be able pick up pre paid dedicated 'Caledonian Sleeper' only tickets from self-service ticket machine at the station we serve. You will need the payment card you used to buy the tickets and your booking reference number.

If you want to buy tickets for other journey on services which are not -Caledonian Sleeper, the machines at the stations that we serve can issue discounted tickets to holders of a Disabled Persons Railcard (DPRC) and the holder's companion as well as the Senior Railcard and other railcards. These machines also meet the requirements of the 'Accessible Train Stations - Code of Practice' current at the time they were installed.

5.6 Ticket gates

There are automatic ticket gates at 10 Scottish stations and four English stations we serve. All of these stations have at least one automatic wide-aisle gate for passengers needing this type of access. The gates are staffed but if staff are not available to operate them, they will be locked in an open position.

Please note the ticket gates are the responsibility of each station operator who operates each station.

5.7 Ramps

There are ramps at all of the accessible staffed stations that we serve. We also have portable ramps on all of our Caledonian Sleeper trains. Our on-board staff, or station staff, will put the ramps in place to help you on and off the train. You do not need to pre-book this service if the station you wish to use is staffed. Please let on train staff know that you will need to use a ramp at your destination station and they will deploy the ramp upon request.

Our on-board staff can help you on or off the train at stations which are unstaffed or at stations where there are no staff available at the time to help you. For help going into unmanned stations, please call our Guest Services Centre.

5.8 Luggage

If you are travelling with luggage, we are happy to help you. However, please bear in mind that our on-board staff also have other duties so we are only aware you will need help if you have booked the service through our Guest Services Centre. If you aren't able to book, we will offer help whenever we can but unfortunately we cannot guarantee it.

There is no charge for our staff helping with your luggage. Please consider the weight, size and quantity of your luggage as the service will be limited by the individual staff member's ability to lift it. If possible, please only have one item of hand luggage (that you must be able to hold on your lap if necessary), plus up to two items of luggage each no bigger than 30cm x 70cm x 90cm (in line with National Rail Conditions of Carriage).

5.9 Left luggage

A list of left-luggage facilities at the stations we serve is shown in figure 3. All left-luggage facilities are staffed. Please see the luggage operator at the station for prices and further details.

Figure 3: Left luggage

Facility	Stations
Luggage lockers	Glasgow Queen Street, Aberdeen, Inverness, Fort William
Left-luggage facilities (staffed)	Glasgow Central, Edinburgh Waverley, London Euston

5.10 Showers

Disabled access showers are available at London Euston, Glasgow, Edinburgh Waverley, Aberdeen and Inverness. Access to showers is dependent on ticket type, please see our Guest Charter for more details.

6 Train information

For the first three years of our franchise, we will run the existing trains on all of our routes. You can find more information, including pictures of the inside of the train, on our website **sleeper.scot**. For each journey, passengers who are travelling in cabins will receive a tour from our on-board staff to make sure they are familiar with all of the facilities in the cabins. Passengers in the seated coach receive a brief overview of facilities when they board the train. Please see Figure 4 for the accessibility of Caledonian sleeper trains.

Figure 4: Accessibility -Caledonian Sleeper

Accessible cabin	Yes (two per full-length 16-coach train)
Wheelchair access	Yes (accessible cabins only)
Accessible toilet	Yes (one per coach with accessible cabin)
Standard toilet	Yes (two per coach without accessible cabin)
Boarding ramp available	Yes
Priority seating	No
Spoken information	No
Visual information	No
Staff available on board	Yes

We will introduce new Caledonian Sleeper trains by April 2018. These will have significantly improved access compared with current trains. We will ask for feedback from you through our design review. We will advertise details of the review process on our website and through our on board magazine during 2015.

6.1 Spoken and visual information

Because the Caledonian Sleeper service runs during the night, we do not issue spoken or visual announcements except during an emergency. Until the new trains are running in 2018, there will be no public address system on board the Caledonian Sleeper.

If you wish to receive aural or visual updates during the journey (for example to let you know that you are approaching your stop), you can request this when you board from our on board staff and they will speak to you at the appropriate time.

If there is an emergency, and you have told our staff on board about your disability, they will make sure that you have enough time to prepare to leave the train. We have detailed evacuation procedures and all of our on-board staff receive regular training in evacuation procedures and ensure that help is provided to passengers with disabilities.

6.2 Wheelchairs and scooters

You can take wheelchairs on board. Unfortunately, due to restrictions, we can only accept wheelchairs that are no wider than 70cm and no longer than 120cm, and the combined weight of passenger and wheelchair must be less than 300kg. Please ensure that your wheelchair meets these requirements before travel. Due to current restrictions, we are not able to take mobility scooters on board. We will review this throughout our contract and update our policy if possible.

6.3 Assistance dogs

Assistance dogs travel free on our services. We prefer all assistance dogs to travel in a cabin, (either occupied on a solo basis or with someone known to the assistance dog owner), for the comfort of other passengers that may suffer from allergies. If you book to travel in a standard sleeper seat with an assistance dog we will, subject to availability, upgrade you, free of charge, to a cabin. When you are booking your ticket, please let us know if you are travelling with an assistance dog by the latest 3 pm, so our on-board staff can know to expect you and your assistance dog and reserve a cabin in advance. We will review this policy based on usage in the first year of franchise and agree any changes with Transport Scotland and Office of Rail Regulation.

If you do not want to book in advance and are travelling with an assistance dog, you will be able to travel subject to our normal rules of availability.

Our policy on pets is outlined in our [Guest Charter](#).

6.4 Catering

Each of our trains offers a full catering service from our lounge car, offering evening meals, breakfast, snacks, hot and cold drinks and alcohol. We also offer adapted cutlery for passengers who may want to use it. All menus are available in large print and online from [sleeper.scot](#), allowing you to plan your journey in advance.

If you have a mobility problem which means that you are not able to eat in the dining car, please speak to our on-board staff who will be able to deliver food to your cabin.

7 Making connections

7.1 Connections to other train services

We realise you may need extra time to make train connections and to transfer between trains. Please speak to our Guest Services Centre who can advise you about the time required when booking. Further journey planning information can be found from [Traveline Scotland](#) on 0871 200 22 33.

Providing you have booked assistance our on board team will assist you from the train to the station staff who will provide assistance to make your connecting train. If you haven't booked assistance please let our on board staff know so they can arrange upon your arrival at the connecting station.

Where trains are re-platformed at short notice, our on board staff will make you aware of this, and provide information relating accessible substitute transport if required.

7.2 Connections with other transport providers

Please see [sleeper.scot](#) for connections with other transport providers. If you have any questions, please contact the Guest Services Centre.

8 Contact details

We would like to hear from you about this document and how we can make our service more accessible. Your comments are always welcome and you can contact us in the following ways.

Caledonian Sleeper
Guest Services Centre
1-5 Union Street

Inverness
IV1 1PP

Phone: 0330 060 0500
Textphone: 01463 231 951
Email: enquiry@sleeper.scot
Website: **sleeper.scot**

Calls may be recorded. The maximum call charge from a BT landline is 9p plus up to 9p per minute. Business rates and calls from other networks may vary.

8.1 Alternative formats

We want to make the Caledonian Sleeper as accessible as possible. Please contact our Guest Services Centre or email enquiry@sleeper.scot to request large print, Braille and audio versions of this document and our DPPP policy. We will send you the requested version within seven days of your request.

Appendix A: Accessible station facilities

Figure 5 below shows the stations that we serve. For more information on accessibility at these stations, please see Stations Made Easy on the National Rail Enquiries website at nationalrail.co.uk/stations_destinations/default.aspx. This site can provide the most up-to-date information. If you need more details, please contact the Guest Service Centre or the station operator.

Figure 1: Stations that we serve

Station	Operator	Phone number
Watford Junction	London Midland	0344 811 0133
London Euston	Network Rail	08450 000 033
Glasgow Central		
Edinburgh Waverley		
Crewe	Virgin	0845 000 8000
Preston		
Carlisle		
Glasgow Queen Street (Low level)	ScotRail	0845 601 5929
Dalmuir		
Dumbarton Central		
Helensburgh Upper		
Garelochhead		
Arrochar & Tarbet		
Ardlui		
Crianlarich		
Upper Tyndrum		
Bridge of Orchy		
Rannoch		
Corrour		
Tulloch		
Roy Bridge		
Spean Bridge		
Fort William		
Carstairs		
Falkirk Grahamston		
Stirling		
Dunblane		
Gleneagles		
Perth		
Dunkeld & Birnam		
Pitlochry		
Blair Atholl		
Dalwhinnie		
Newtonmore		
Kingussie		
Aviemore		

Station	Operator	Phone number
Carrbridge	ScotRail	0845 601 5929
Inverness		
Inverkeithing		
Kirkcaldy		
Leuchars (for St Andrews)		
Dundee		
Carnoustie		
Arbroath		
Montrose		
Stonehaven		
Aberdeen		
Motherwell		