



Getting around London

Your guide to accessibility



Key to symbols



Access without
escalators or steps



Access via lift(s)



Access via ramp
(please be aware that
some ramps are steep)



More than 15 steps

**Platform to Tube train
step height:**



= level to 100mm



= 100mm to 200mm



Toilets in stations,
suitable for wheelchair users



Toilets in stations



Interchange with
Underground



Interchange with DLR



Bus station at this location



Interchange with
National Rail trains



Interchange with
Riverboat services



Taxi rank

The key to symbols above explains the symbols that we have used to convey accessibility information for DLR stations and Riverboat piers on the Thames. The accessibility information itself is given within the sections of this guide devoted to the DLR and River Services.

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Introduction



London is fast becoming one of the most accessible cities in the world, and we hope that this guide helps you to make the most of the transport options available to you, including assisted public transport

The guide explains how to use each mode of public transport, one by one.



For buses and London Underground we have provided you with the necessary information you will need to plan and make your journey, depending on your specific requirements, including the range of products available for different access needs.



For the Docklands Light Railway, we have provided alphabetical lists of all stations, complete with concise information on accessibility, changing between other means of transport and station facilities.

For riverboat services, we have provided a list of all operational piers on the River Thames in London that are served by riverboats, complete with information on accessibility, changing between other means of transport, and pier facilities.



The guide includes information on Freedom Pass, a scheme that allows free travel around London for people over 60 and eligible disabled people.



Also included are full explanations of Journey Planner and the Interactive Journey Map. These two facilities on the Transport for London website allow you to plan journeys and check station information with your own access requirements in mind.

We have included the following maps for ease of reference:

- Freedom Pass network
- Key bus routes in central London
- Tramlink map
- River map
- Tube map, including Docklands Light Railway
- Victoria Coach Station plan.



All of these maps are correct as of July 2009. Please be aware that as transport services change, these maps will also need to change. You can always request the most up-to-date edition of all maps produced by TfL via our 24 hour travel information helpline: **020 7222 1234**.

Safety and Security

As passenger numbers on the Capital's public transport network are increasing and the rate of crime on the network continues to fall, TfL is working in partnership with the British Transport Police (BTP), the City of London Police (CoLP) and the Metropolitan Police Service (MPS) to oversee the safety and security of passengers and staff on the network.

TfL is fully committed to making people feel safer and more secure while travelling and reducing anti-social behaviour and crime.

Owing to TfL's significant investment in keeping public transport a low-crime environment, the chance of you experiencing any form of crime on your journey is very low.

In fact, there are over 2,500 officers dedicated to patrolling the transport system in the Capital who provide a visible reassurance, 700 of these can be found on the Tube. Additionally, there are over 600 Revenue Inspectors with thousands of other members of staff on the network to help you if you need assistance.

CCTV is now fitted to all buses on the London Bus Network, improving customer and staff safety and providing evidence in the event of an incident. Over 13,000 CCTV cameras are also available across London Underground stations, covering ticket hall areas, walkways, platforms and trains with more being fitted as part of our investment and refurbishment programmes.

Many Tube, bus and Overground stations have Help Points which you can use to communicate with station staff or the Police, and most have induction loops for customers who use hearing aids.

On the Tube, every carriage is fitted with passenger emergency alarms. These when used will let the driver know assistance is needed. If any part of the train is in a station when you pull it, the train will stop; otherwise it will continue until it reaches the next station to make sure that you can be given the help you need.

For London buses' CentreComm is the emergency command and control centre. Working side by side with the Metropolitan Police control centre (MetroComm), CentreComm operates 24 hours a day, seven days a week to respond to issues on the bus network. In an emergency, drivers can immediately contact the control centre who would then liaise with the emergency services.

Overall, the transport network incorporates design elements to prevent and reduce crime and the fear of crime.

Increasing safety and security on public transport is a major priority for TfL, so be assured we will keep working to keep our transport network a low crime environment and reducing crime figures year on year.



Buses

Buses are a highly accessible way to travel around London. All of London's 8,000 buses on normal routes are now low-floor, wheelchair accessible vehicles. The ramps on all buses must be in full working order at all times. Any bus with a defective ramp is taken out of service, so you are assured of full accessibility at all times.

London's buses are now fitted with iBus, the on-board "next stop" announcements. The system means passengers know exactly where their bus is and what the next stop and final destination will be.

Wheelchair users are entitled to free travel on buses, as are Freedom Pass holders (see pages 21 to 23 for full details). Children and young people under the age of 18 in full-time education are also entitled to free travel on buses.

Journeys by bus and/or other forms of transport can be planned on-line using Journey Planner on the TfL website: [tfl.gov.uk](https://www.tfl.gov.uk) (see pages 18 to 19 for full information). Journey Planner enables you to plan journeys that do not involve the use of stairs, lifts or escalators.

If you do not have access to the internet, up-to-date information about bus routes, timetables and fares is available by calling the 24 hour travel information helpline **020 7222 1234**.

Bus spider maps

If you have access to the internet, you can view bus 'spider' maps on the Transport for London website: tfl.gov.uk. These diagrammatic maps illustrate the full range of bus routes that serve areas throughout London.



Using buses

All buses are low-floor vehicles (excluding Heritage buses covering parts of routes 9 and 15), which means that the doorways are close to pavement level when the bus stops and the doors open. This enables all customers, including people using wheelchairs, people with buggies, people with assistance dogs, and people with other mobility impairments, to get on and off buses easily*.

Every bus also has a retractable ramp, which connects the floor of the bus directly with the pavement, making access possible for wheelchair users. If you're unable to board a bus because of a broken ramp, please wait for the next one, and tell Customer Services as soon as possible on **0845 300 7000**.



* The wheelchair space on buses cannot take a wheelchair bigger than 70cm in width and 120cm in length.

Passengers using wheelchairs

On all buses, there is room for one person using a wheelchair. Wheelchairs can be accommodated up to a size of 70cm wide by 120cm long with a maximum weight of 300Kg.

On most buses you'll be boarding at the centre doors, where the ramp is located, so you might find it easier to position yourself a little way along the pavement, before the stop, to allow the driver to see you sooner.

When boarding the bus, the front doors will stay closed so passengers getting on don't obstruct you as you board. The centre doors will open so passengers can get off. The centre doors will then be closed and the wheelchair ramp extended. Once the centre doors are opened, it's safe for you to board the bus. It's best to board forward as it makes it easier to position yourself once on board.

Once on board, position yourself in the wheelchair space, with your back against the backrest and your brake on, to make sure your chair doesn't move when the bus does.

To leave the bus, press the button with the wheelchair symbol on it, next to the wheelchair space, shortly before your stop.



This button has a distinct sound and a light will appear on the driver's dashboard to let him know yours is the next stop. The bus will pull in close to the kerb. The front doors will stay closed to give you time to get off. The centre doors will open so other passengers can get off. The centre doors will close and the driver will extend the ramp. The centre doors will reopen so you can leave the bus. If, however, the ramp goes out of service after you have boarded, it is the responsibility of the bus operator to ensure that you can leave the bus safely.

Passengers with buggies

Low-floor buses are designed to allow buggies to remain unfolded in the wheelchair space. Please make sure that buggies are safely positioned with breaks applied within the designated area. For everyone's comfort and safety, unfolded buggies cannot travel in the gangway.



Wheelchair users have priority over everyone else for use of the wheelchair space, since this is the only place in which they can travel safely. If someone in a wheelchair wishes to board, and the wheelchair space is occupied by buggies, buggy users will be asked to fold them and put them in the luggage space or keep them by their side.

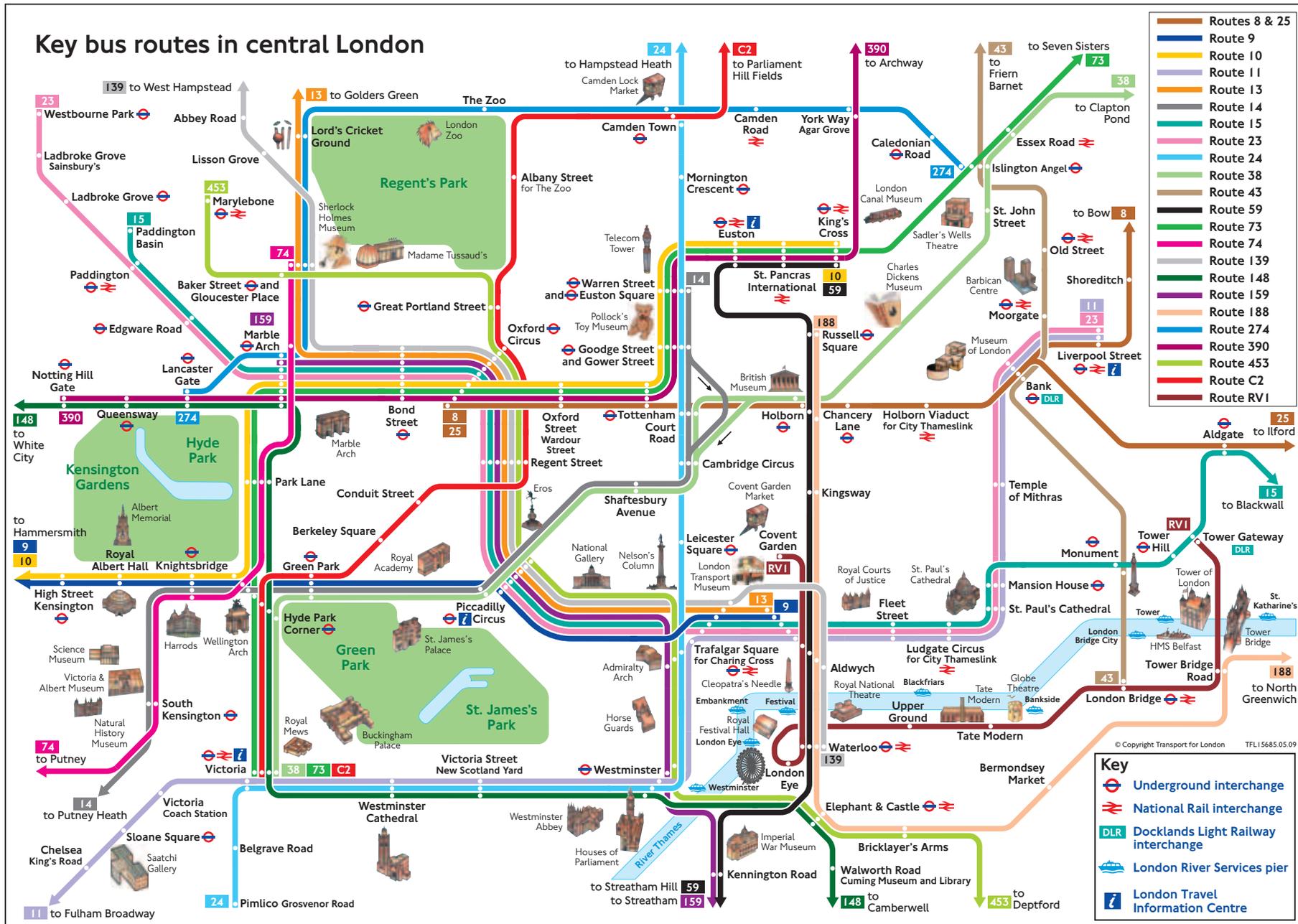
If you use a buggy, you should be able to board any low-floor bus unless (in the driver's opinion) it is so crowded that there is no room for you to travel safely. You will only be refused admittance when it is absolutely necessary. No-one already travelling will be asked to get off the bus.

Buggies that are too wide to be wheeled into the bus via the front door must be folded. Buggy users are not allowed to board through the centre doors of dual-door buses.

Passengers with assistance dogs

There is no limit on the number of assistance dogs the bus driver can allow on the bus, as long as there is space. London Buses welcome all assistance dogs, including guide dogs, hearing dogs, fetch and carry dogs, mental health companion dogs, and dogs that can sense when their owner is about to have an epileptic fit. All we ask is that your dog doesn't block the gangway.

Key bus routes in central London





Tube

A major investment programme is underway to deliver improved access across the Tube network. The station refurbishment programme is introducing improvements such as tactile strips on staircases and platforms, installing more help points and providing more seating on platforms. We also provide induction loops at all of our ticket offices, and have introduced clearer priority seating signs on our trains.

To reduce the step up from platform to train, we are installing platform humps in some locations. They raise the platform to the level of the train and are currently available at Brixton, Tottenham Hale, London Bridge, the Victoria line platforms at King's Cross St Pancras and at Waterloo & City line stations.

Over the next few years, the investment programme will introduce new trains on a number of lines, which will provide improved access. These will include features such as improved audio and visual customer information, more multi-purpose areas for wheelchairs, luggage and pushchairs, and lower floors to provide improved level access between the train and the platform.

By 2010, 25% of Tube stations will have step-free access between the street and the platform. By 2017, Crossrail will provide a number of new step-free stations, in particular in central London.

This guide will provide you with the necessary details for you to make an informed decision about your journey and to make you aware of the support while you are on the move.



Planning your journey

Journeys by Tube and other modes of transport can be planned on-line using **Journey Planner**.

Journey Planner allows you to plan journeys that do not involve the use of stairs, lifts or escalators, or those in which you may need to use wheelchair accessible vehicles (see pages 18 to 19 for full information).

The **Interactive Journey Map**, also on the TfL website, provides information about access to Tube stations and platforms, interchange with other modes of transport, and facilities at stations.

We also produce a range of products specifically for people with different access needs:

Step-free tube guide: This guide covers the Tube and DLR network showing stations that are step-free between the street and platform, plus information about the step and gap between the platform and train. It also shows where you can change step-free between different Tube lines, and between Tube lines with National Rail services.

You can order it by calling **020 7222 1234** or going online to **tfl.gov.uk/accessguides**.

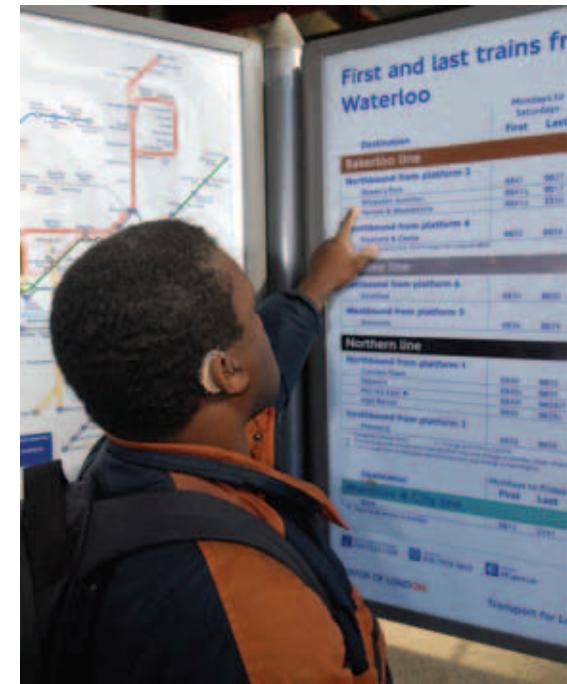
Direct Enquiries: This website contains detailed access information about every Tube station including the number of steps and the length of walking routes to the platform and at interchanges.

Describe Online: For visually impaired people, this website provides text guides to a number of stations. It describes the layout and routes around the station and can be used with screen reading software.

Tube toilet map: Shows the location of toilets and baby changing facilities on the Tube network, including which toilets are suitable for wheelchair users or those with mobility impairments. Available online.

We also provide a range of our standard information products in different accessible formats such as large print, black and white and audio maps.

For more details on London Underground Accessibility maps and guides go online to **tfl.gov.uk/gettingaround**.



To order copies of these maps and guides you can also go online to tfl.gov.uk/accessguides

If you do not have access to the internet, you can order all the maps and guides mentioned above as well as get up-to-date information about Tube services, timetables, fares and accessibility by calling the 24 hour travel information helpline **020 7222 1234** or the LU Customer Service Centre **0845 330 9880**. You can also use Textphone **020 7918 3015**.



Travelling on the Underground

Most tube stations are accessed via steps and escalators, so if you are unable to use these you should check before you travel using the resources in the previous section, to ensure your route is suitable.

If you need help buying a ticket, you can ask at the ticket office or ask a member of staff to help. All of our ticket offices are equipped with induction loops, which you can use by switching your hearing aid to the 'T' position.

A number of stations now have wide aisle automatic gates. These work in the same way as standard ticket gates but are wider, so they can be used independently by customers using wheelchairs and customers travelling with assistance dogs or pushchairs.

If you need assistance getting to the platform, you can ask a member of staff for help. They will escort you to your train and arrange for you to be met at your destination if necessary.

For your safety and that of others, if you are a wheelchair user, you will not be allowed to travel on escalators whilst in your wheelchair. Please ask a member of staff for help. All our staff receive regular training and will be able to help if it's safe to do so.

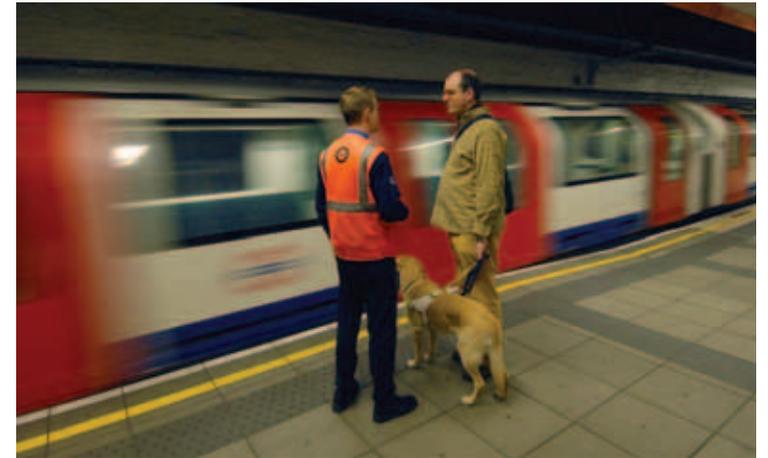
If you have a guide dog, staff will help you avoid escalators or stop them to allow you and your dog to walk. However, at busy times it may not be possible to stop escalators immediately, as it may cause overcrowding. If you feel able, you may carry your dog on the escalator.



Toilet facilities are available at some tube stations and may be located in the ticket hall or at platform level. Our **Tube toilet map** will provide all necessary information but if you want to know the exact toilet location check with station staff. If you need to use the toilet whilst travelling but find it locked, please ask a member of staff for assistance.

When boarding the train, be aware that with the exception of stations east of Westminster on the Jubilee line, there may be a gap between the platform and the train, and a step up or down onto the train. You may want to check our Step-Free Tube Guide for station specific information.

At some stations there are platform humps which raise sections of the platform to the same level as the train. These are currently available at Brixton, Tottenham Hale, Kings Cross (Victoria line only), London Bridge and the Waterloo & City line. Please note that only a few doors of the train will have level access on these platforms.



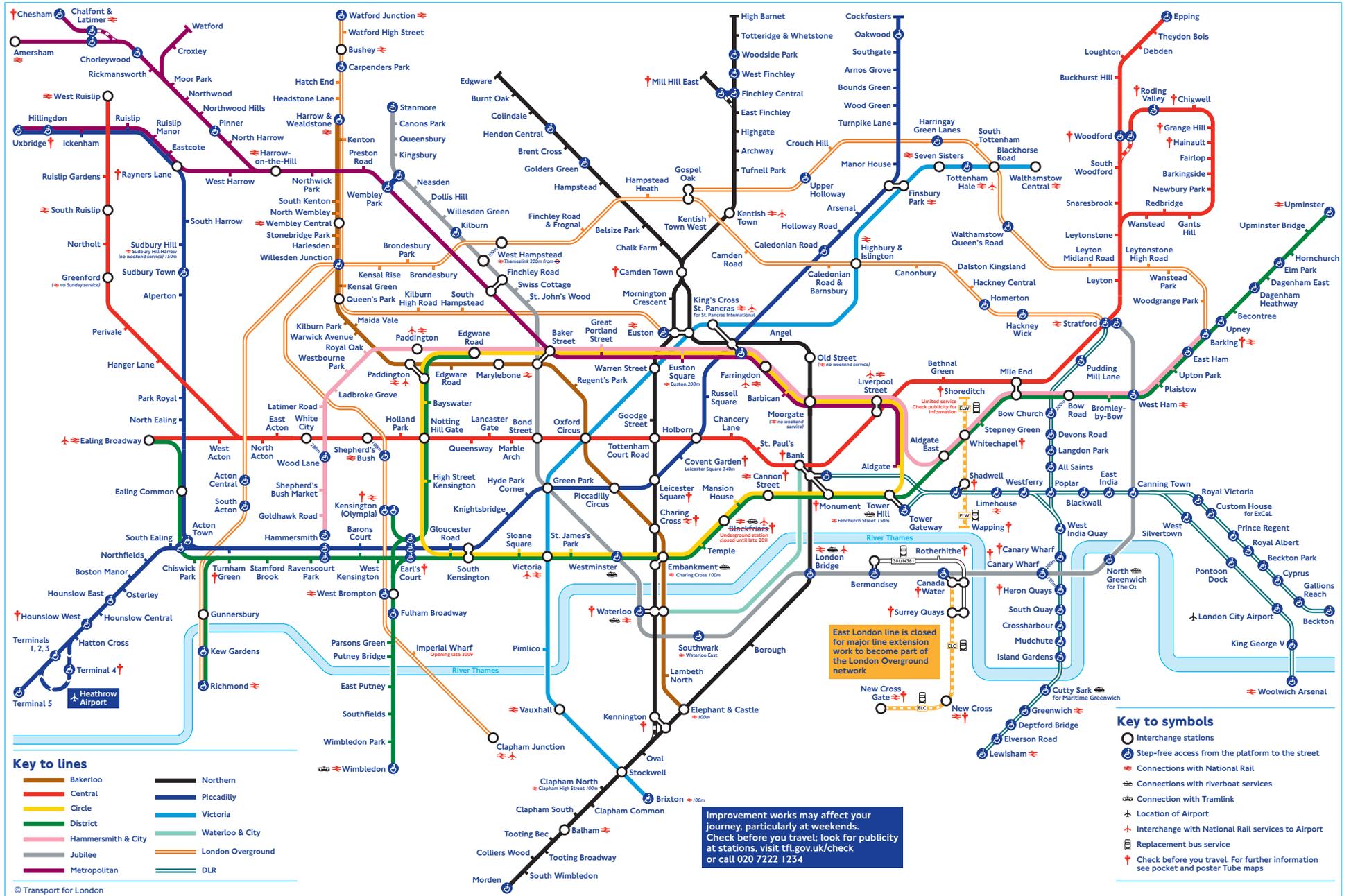
All train carriages have clearly marked seats which are designated for customers who are less able to stand. These are identified by notices and should be kept free or vacated for disabled passengers, pregnant women, older people, those travelling with children and anyone less able to stand. If you need a seat and no one offers, feel free to ask the people occupying the priority seats.

With the exception of the Metropolitan line, all trains have audio announcements which state the train destination, the next station and any interchanges available. The District, Jubilee, Northern and Piccadilly lines also have visual information displays in the train.

In the event of an emergency, you may be asked to evacuate a station or train. Staff will provide you with instructions and extra assistance if you so require.

If you need help while travelling on the Tube, please ask a member of London Underground staff and they will do their best to assist you. They can be contacted via a Help Point if you can't see them on the platform or in the ticket hall. The last Underground trains leave central London at around 0030.

Tube map





Assisted transport

Assisted transport is intended to provide older and disabled people for whom public transport is not always accessible, with the freedom to travel around London. Three services are available: Dial-a-Ride, Taxicard and Capital Call.

Information on these services and the Dial-a-Ride Travel Mentoring Service is provided on the following pages. To use these services, please follow the application process described in this booklet.

To be entitled to Dial-a-Ride, Taxicard or Capital Call membership, you must have a permanent or long-term impairment or disability, and be significantly unable to use public transport services.



Dial-a-Ride

Dial-a-Ride is a multi-occupancy door to door transport service for disabled people who cannot use buses, trains or the Tube. It can be used to pre-book journeys (usually on the day before travel) to go shopping, visit friends and family and other recreational activities. It cannot be used to travel to and from hospital appointments, local authority day centres or for school journeys as there are other services available for these purposes.

Dial-a-Ride uses a variety of vehicles including accessible minibuses, people carrier style vehicles and saloon cars. The majority of vehicles used by Dial-a-Ride are wheelchair accessible. Many can also accommodate scooters as long as the passenger can transfer to a vehicle seat.

To be eligible to use the service you must have a permanent or long-term disability which makes you unable or virtually unable to use mainstream public transport services some or all of the time.

For further information on how to join call the helpline on **0845 999 1999** or visit the TfL website tfl.gov.uk/dialaride.



Capital Call

Capital Call is an assisted transport service that uses licensed private hire minicab operators to provide trips for Taxicard members who live in a borough where there is a shortage of taxis available. When a member is unable to book a Taxicard journey because a vehicle is not available they can instead make a Capital Call booking.

Unlike Taxicard, there are no meter charges. You will be told the cost of your trip at the time of booking. Capital Call is a subsidised service, and all members of Capital Call are given an annual budget to cover the cost of trips. Capital Call bookings can only be made during normal office hours, but you can take your trip at any time.



If you are a Taxicard member, to find out if you live in a borough served by Capital Call you should call the Transport Co-ordination Centre, telephone: **020 7275 2466**.

If you are unable to use buses, trains or the Tube to travel to work, you may be entitled to assistance from the Department for Work and Pensions, through the Access to Work scheme. Full information on Access to Work can be found on-line at **jobcentreplus.gov.uk**.

If you do not have access to the internet, you can contact the Access to Work Business Centre for the London region:

**Access to Work
Jobcentre Plus
Harrow Jobcentre
Nine Elms Lane
London
SW95 9BH**

Tel: **020 8426 3110**
Fax: **020 8426 3134**
Text: **020 8426 3133**

atw-london-region@jobcentreplus.gsi.gov.uk

If you are going to hospital and you want a non-emergency transport service, please contact your doctor or consultant for details of non-emergency patient transport services provided by NHS Primary Care Trusts.



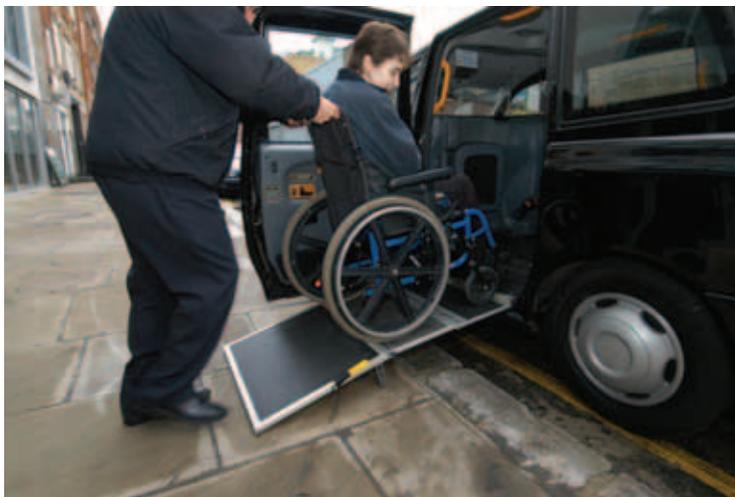
Taxicard

All London taxis are wheelchair accessible and Taxicard provides scheme members with subsidised fares for pre-booked journeys. Taxicard trips are provided by more than 6,000 London taxis including licensed private hire minicabs and in 2008/9 1.6m Taxicard trips were made.

You can only make a limited number of Taxicard trips each year. Fares start at £1.50 and are dependent on distance and other factors. To find out if you are entitled to a Taxicard, contact your London borough council or the London Councils Taxicard Unit:

London Councils – Taxicard
59½ Southwark Street
London
SE1 0AL

Telephone: **020 7934 9791**



Travel Mentoring Service

Dial-a-Ride offers mentoring support to disabled Londoners who want to broaden their travel horizons and make use of the many mainstream accessible transport options now available to them.

The Travel Mentoring Service can offer you help in planning an accessible route and can provide a mentor to come along with you for your first few journeys to help you gain confidence so you can become an independent traveller.

Mentoring is free of charge and can be provided between 8am and 6pm Monday to Friday. Travel Mentoring is aimed at encouraging independent travel and cannot be used as an escort service or to help passengers carry luggage.

Contact details:

London Dial-a-Ride
Progress House
5 Mandela Way
London SE1 5SS

Telephone: **020 7027 5822**
 E-mail: travelmentor@tfl.gov.uk
 Website: tfl.gov.uk/dialaride



Taxis and private hire

Transport for London licenses taxi and private hire services in London. Travelling by taxi or private hire vehicle is one of the most flexible ways to get around London and a convenient and easy method of travelling from 'door to door'.

Services operate across London, 24 hours a day, 365 days a year subject to local availability.

All taxis and private hire vehicles will carry assistance dogs at no extra cost.



Taxis

Often referred to as 'black cabs', taxis can be hailed in the street or at designated ranks situated in prominent places, including many mainline rail, Tube and bus stations. They can also be booked by telephone.

All licensed taxis are wheelchair accessible and most have a variety of other features to make access easier.

The fare payable at the end of the journey will be shown on the taxi meter. There is no extra charge for additional passengers or luggage. Up-to-date fares information for licensed taxis is provided on the Transport for London website, at tfl.gov.uk/findaride.

To book a taxi at any time of day or night, call One Number Taxi Bookings, on **0871 871 8710**. For more taxi companies visit tfl.gov.uk/cabs.





Licensed private hire services

Private hire covers a wide range of services, including minicabs.

Unlike taxis, journeys must be booked through a licensed private hire operator and vehicles cannot be hailed or approached on the street. Fares are at the discretion of the operator but most have set fares including a minimum fare per journey. You should ask the operator for a quote or estimate before you start your journey.



All licensed private hire, including minicab, drivers must wear their licence ID badge with a photo of them on it. Licensed private hire vehicles are generally saloon cars and you should check with the licensed operator on whether their vehicles meet your own accessibility requirements.

To get the numbers for minicab operators text 'HOME' to 60835 and the numbers for two local licensed minicab operators will be sent directly to your mobile phone. Customers on the 3 network can now also access the Cabwise service by texting their location (street name and partial postcode e.g. Victoria St, SW1) to the number **07797 800 000**. Visit [tfl.gov.uk/cabwise](https://www.tfl.gov.uk/cabwise) for more information and terms and conditions.

Visit [tfl.gov.uk/findaride](https://www.tfl.gov.uk/findaride) to search for licensed private hire operators in your area. You can search for licensed operators by type of service, area served and also whether they say they have wheelchair accessible vehicles available.

Call TfL's 24 hour travel information helpline on **020 7222 1234**, for further information on taxis and private hire vehicles.

Safer travel at night

If you are travelling home late at night, you should always use a licensed minicab, taxi or night bus.

It is illegal for a taxi or minicab driver to approach you offering a journey for payment. Remember any minicab journey not booked with a licensed operator is illegal, unlicensed, uninsured and unsafe.

Know what you're getting into.

- To get telephone numbers of licensed minicab operators in your area sent direct to your mobile phone, text 'HOME' to 60835
- Visit [tfl.gov.uk/findaride](https://www.tfl.gov.uk/findaride) to search for licensed private hire operators by the service offered and area served
- To book a taxi at any time of day or night, call One Number Bookings, on **0871 871 8710**.
- Call TfL's 24 hour travel information helpline **020 7222 1234**, for further information on taxis and private hire vehicles.

Journey Planner

Journey Planner is a facility on the Transport for London website: tfl.gov.uk. It is easy to use and free of charge.

Journey Planner allows you to plan journeys on public transport between any two locations in London. If you are unable to use stairs, lifts or escalators, you can plan journeys that do not involve these types of access. You can also choose which modes of transport you wish to use or avoid.

Journey Planner allows you to plan journeys anywhere in London using public transport, walking or cycling. It allows you to choose:

- The start and end points of your journey (by station or stop, postcode, address or place of interest)
- The date and time that you wish to travel
- Whether you want to use or avoid stairs, lifts or escalators during your journey
- The modes of transport that you wish to use or avoid, including walking or cycling
- Maximum walking and cycling times during your journey, and your approximate speed - slow, average or fast (see illustration overleaf).

My mobility requirements

I cannot use stairs

I cannot use escalators

I cannot use lifts

I use wheelchair-accessible vehicles

Select any of the above statements that apply to you.



Walking options

- I don't want to walk for longer than minutes
- My walking speed is
- I'd rather walk if it makes my journey quicker



It is easy to enter your own mobility and walking preferences when using Journey Planner. In order to enter your own requirements, you need to click 'More options' then scroll down to the correct part of the screen.

Once you have entered all of the information about the journey you need to make, and your preferences for how to make it, Journey Planner will provide full details of the journey that you have requested, according to your own requirements, including:

- The length of time it should take to complete each part of your journey, and the journey as a whole
- The types of interchange that you will need to make during your journey
- Easy-to-use maps of the start and end points of your journey
- Information about all the facilities available at Tube stations.

Journey summary [edit search options](#) [new journey](#) [return journey](#) [onward journey](#)

Departing: Tuesday 05 December 2006 at 14:58.
From: East Finchley
To: New Addington
Restrictions:

Route 1

Time	Details	Maps	Information
14:45	East Finchley Take the Northern Line towards Morden via Bank	start map end map area map	Av journey 28 mins time: Zone(s): 3, 2, 1
15:13	LONDON BRIDGE UNDERGROUND STATION: Reduced escalator service in operation until February 2007. The station will also operate a one-way system in the peak hours.		
15:20	London Bridge Take the Southern towards Tattenham Corner Rail Station	start map end map area map	Av journey 15 mins time: Zone(s): 1, 5
15:35	or First Capital Connect towards Brighton Rail Station or Southern towards Horsham Rail Station		
15:43	East Croydon Station Take the Croydon Tram Link towards New Addington	start map end map	Av journey 17 mins time:
16:00	New Addington		

Maximum journey time: 01:15
Interchanges: 2
 Not what you expected? [Click here for information on planned service disruptions](#)
 Please check ticket options and fare prices <http://www.tfl.gov.uk/faresandtickets>

All of the information about your requested journey is provided in a clear format. Included in the information is real-time news of any disruptions to your journey that you should expect, either owing to delays or engineering work in progress on the network.

A large print version of Journey Planner is also available on the Transport for London website.

Interactive Journey Map

There is an Interactive Journey Map on the Transport for London website: tfl.gov.uk. Like Journey Planner, the Interactive Journey Map is easy to use and free of charge.

When you open up the Interactive Journey Map, you can click on any Tube or DLR station, and a list of headings will appear. You then select the heading that you require for full information.

The Interactive Journey Map carries links to a wide range of other on-line maps, including a Real-Time Map, which shows disruption on the Tube and DLR.



The Interactive Journey Map gives you the following information about stations on the Tube and Docklands Light Railway:

- Station facilities, including toilets, cash machines, car park and pay phones
- The type of access that there is to the station's Ticket Hall and platforms, and to trains themselves
- Train timetables (Tube stations only)
- A map of the local area (Tube stations only)
- A list of destinations that can be reached by bus from stops near the station, and the bus route numbers
- Links to the relevant bus timetables
- A list of destinations that can be reached by National Rail from the station (rail interchange stations only)
- Links to riverboat information where relevant
- The location and opening hours of the Travel Information Centre, if the station has one.

If there is a bus spider map for the local area, this is also included. Bus spider maps are diagrams that clearly illustrate all bus routes serving a given area.

Freedom Pass

Freedom Pass gives you free travel on buses, Tube, trains, London Overground, Docklands Light Railway and trams in London. There are also discounts on riverboat services for Freedom Pass holders - see page 119. You can apply for a Freedom Pass if you live permanently in a London borough and if you are aged 60 or over or fall into one of the following categories:

- You are blind or partially sighted
- You are profoundly or severely deaf
- You are without speech
- You have a disability, or have suffered an injury, which has a substantial and long-term adverse effect on your ability to walk
- You do not have arms or have long-term loss of the use of both arms
- You have a learning disability
- You would, if you applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have your application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol.

A map showing where and when Freedom Pass holders may travel is provided on page 24.

Freedom Pass is paid for by your local council. You can apply for your Freedom Pass at your Post Office or town hall, depending on the borough in which you live.

There are services on which Freedom Passes are not valid, including:

- Sightseeing tours
- Hotel Hoppers
- Services for special events, e.g. Wimbledon
- Some cross-boundary services
- Private school services

For full information on how to apply, travel benefits, and full terms and conditions, visit the Freedom Pass website: freedompass.org.

If you do not have access to the internet, call **020 7934 9633** or send an e-mail to mobility@londoncouncils.gov.uk.

How do I apply for a Freedom Pass as a disabled person?

If you think you are entitled to a Freedom Pass, you need to contact your council who will tell you how to apply:

Barking & Dagenham: 020 8227 2334
 Barnet: 020 8359 4131
 Bexley: 013223 44823
 Brent: 020 8937 4001/4002
 Bromley: 020 8313 4672
 Camden: 020 7974 5919
 City of London: 020 7332 1224
 Croydon: 020 8686 4433 ext 6211
 Ealing: 020 8825 8000
 Enfield: 020 8379 1000
 Greenwich: 020 8921 2388
 Hackney: 020 8356 6825
 Hammersmith & Fulham: 020 8753 5134
 Haringey: 020 8489 1865
 Harrow: 020 8424 1732
 Havering: 01708 434 997/434 343
 Hillingdon: 01895 250202
 Hounslow: 020 8583 5208
 Islington: 020 7527 2000
 Kensington & Chelsea: 020 7361 2390
 Kingston Upon Thames: 020 8547 6085
 Lambeth: 020 7926 5555
 Lewisham: 020 8314 6560/8971
 Merton: 020 8545 4490
 Newham: 020 8430 2000 ext 45318
 Redbridge: 020 8708 7258/4501
 Richmond: 020 8831 6191
 Southwark: 020 7525 2141/2306
 Sutton: 0208 770 4537
 Tower Hamlets: 020 7364 5803
 Waltham Forest: 020 8496 6307
 Wandsworth: 020 8871 8871
 Westminster: 020 7641 2266

How do I apply for my first Freedom Pass if I am aged 60 or over?

If you live in Barking and Dagenham, Havering, Sutton or Wandsworth, you need to apply directly to the council:

Barking & Dagenham on 020 8227 2334
 Havering on 01708 433 997/434 343
 Sutton on 020 8770 4537
 Wandsworth on 020 8871 8871

If you live in one of the following boroughs you will need to apply for your Freedom Pass at the Post Office:

Barnet, Bexley, Brent, Bromley, Camden, Croydon, Ealing, Enfield, Greenwich, Hackney, Hammersmith & Fulham, Haringey, Harrow, Hillingdon, Hounslow, Islington, Kensington & Chelsea, Kingston upon Thames, Lambeth, Lewisham, Merton, Newham, Redbridge, Richmond upon Thames, Southwark, Tower Hamlets, Waltham Forest, Westminster.

If you are applying for your Freedom Pass at the Post Office, please make sure you take all the right documents with you, including a completed application form.

What you need to bring:

- A completed application form - available from the Post Office
- One recent passport sized photographs of yourself
- Proof of your name, age and address

The list of things you need to bring continues on the next page.

What you need to bring as proof of your name and age (one item from the list below):

- Current Freedom Pass
- Letter of pension entitlement
- Current passport
- Medical card
- Birth certificate (unless your name has changed)
- Pink driving licence (paper or photocard)

What you need to bring as proof of your address (one item from the list below):

- Current council tax bill/letter/payment book
- Current council/housing association rent book/statement/letter
- Current television licence
- Residential utility bill (excluding mobile phone bills) dated in the last three months
- Residential bank/building society statement dated in the last three months
- HM Revenues and Customs letter dated in the last 3 months
- Department for Work and Pensions letter dated in the last 3 months
- Occupational pension letter dated in the last 3 months
- Residential credit card statement dated in the last 3 months.

If you forget your proof of name, age or address the Post Office will not be able to give you a Freedom Pass.

Not valid on London Midland and Southern services between Harrow & Wealdstone and Watford Junction

FREEDOM PASS

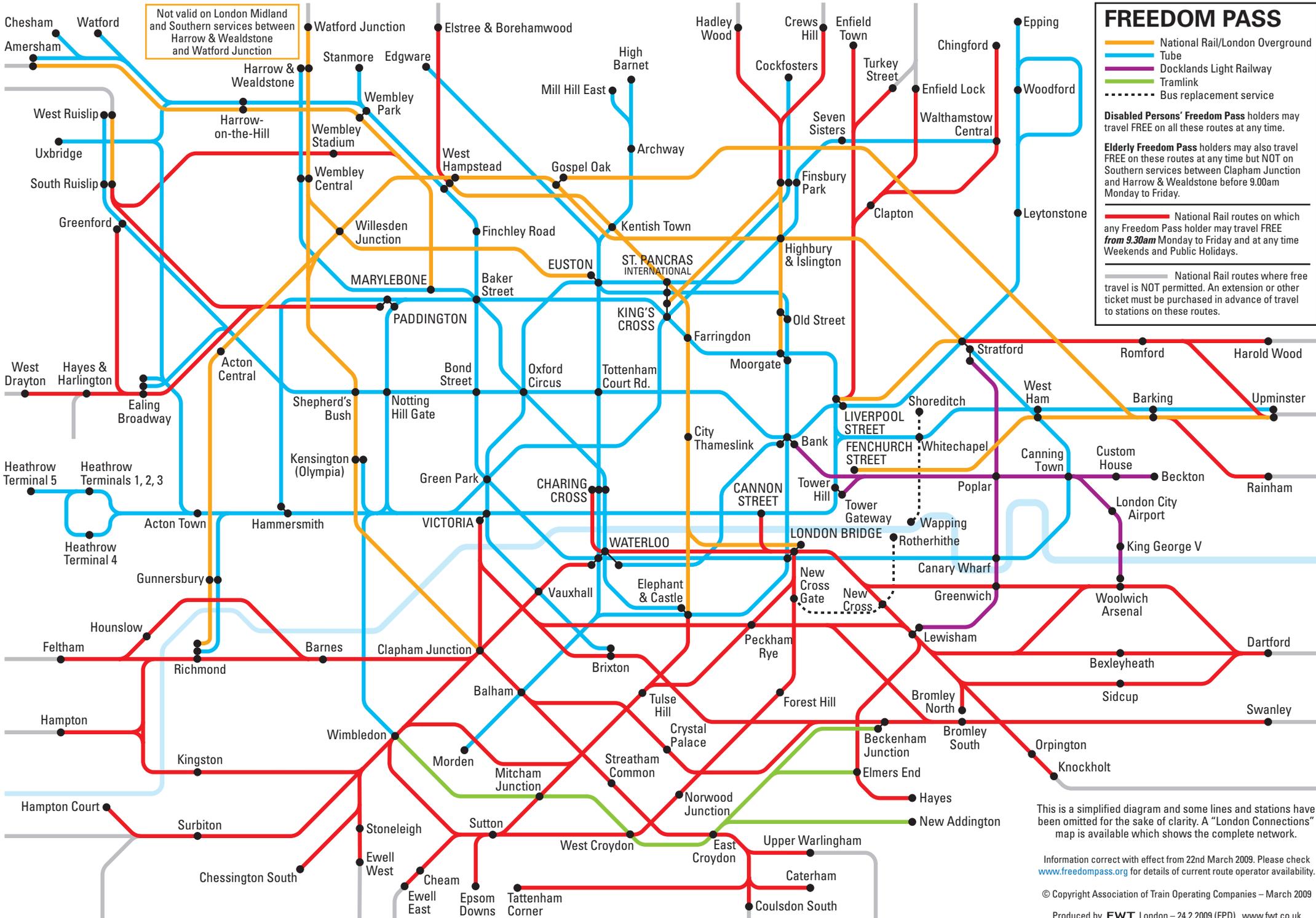
- National Rail/London Overground
- Tube
- Docklands Light Railway
- Tramlink
- - - Bus replacement service

Disabled Persons' Freedom Pass holders may travel FREE on all these routes at any time.

Elderly Freedom Pass holders may also travel FREE on these routes at any time but NOT on Southern services between Clapham Junction and Harrow & Wealdstone before 9.00am Monday to Friday.

— National Rail routes on which any Freedom Pass holder may travel FREE from 9.30am Monday to Friday and at any time Weekends and Public Holidays.

— National Rail routes where free travel is NOT permitted. An extension or other ticket must be purchased in advance of travel to stations on these routes.



This is a simplified diagram and some lines and stations have been omitted for the sake of clarity. A "London Connections" map is available which shows the complete network.

Information correct with effect from 22nd March 2009. Please check www.freedompass.org for details of current route operator availability.

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Produced by **FWT** London – 24.2.2009 (FPD) www.fwt.co.uk



Coaches

Journeys within London by coach and/or other modes of transport can also be planned on-line using Journey Planner on the TfL website: tfl.gov.uk.

Journey Planner allows you to plan journeys that do not involve the use of stairs, lifts or escalators.

If you do not have access to the internet, up-to-date information about coach routes, timetables and fares is available by calling Travelline on **0871 200 22 33**.

Transport for London does not operate coach services, but it does operate Victoria Coach Station (VCS), which is the main point of departure and arrival for coach services in and out of London.

VCS comprises two buildings, one for departures and one for arrivals. VCS is a predominantly step-free environment. A plan of Victoria Coach station is provided on page 26.

Most coach services are fully accessible.

There are other coach set down/pick up points in addition to VCS throughout London, including:

- Heathrow Airport
- Golders Green
- Stratford
- Coach stops in central London.

Mobility assistance

If you have a mobility impairment, you can pre-book Mobility Assistance at Victoria Coach Station by either phoning the Mobility Lounge on **020 7027 2520** or by completing the Mobility Assistance on-line request form on the TfL [website tfl.gov.uk/vcs](https://tfl.gov.uk/vcs).

Please ensure that this form is submitted at least 24 hours prior to your departure time.

The Mobility Assistance service is free of charge, but please note that a small charge may be payable if you also require the service of a porter. Customers can arrange to be set down or picked up by a taxi, licensed minicab or private car at the Mobility Lounge.

If you are arriving by coach and intending to continue your journey by other means, you should notify your coach driver, who will then request that Mobility Assistance is provided for you on arrival at VCS.

If you are departing from one of the Green Line coach stops in Bulleid Way on a specific coach service, VCS staff will assist you in reaching the departure stop. As with coaches arriving at VCS, if you are arriving at one of the Green Line stops and need help in continuing to your next point of departure, help can be requested by calling the Mobility Lounge once you have arrived.

Plan of Victoria Coach Station

KEY

- Coach departure gates 
- Buses towards Sloane Square and Pimlico 
- Buses towards Victoria and Westminster 
- Coach information 
- Toilets 
- Disabled toilets 
- Baby changing facilities 
- Bureau de change 
- Cash machine 
- Hotel bookings 
- Left luggage 
- Refreshments 
- Taxi rank 
- Telephones 





Tramlink

London Tramlink comprises three routes:

- 1: Elmers End to Croydon
- 2: Beckenham Junction to Croydon
- 3: New Addington to Wimbledon

A Tramlink map is provided on page 29, clearly illustrating the three routes in operation. All trams on these routes are fully accessible.



Journeys by tram and/or other modes of transport can also be planned on-line using Journey Planner on the TfL website: [tfl.gov.uk](https://www.tfl.gov.uk) Journey Planner allows you to plan journeys that do not involve the use of stairs, lifts or escalators.

Up-to-date timetable information for all three Tramlink routes is provided on the Transport for London website.

If you do not have access to the internet, up-to-date information about Tramlink routes, timetables and fares is also available by calling the 24 hour travel information helpline **020 7222 1234**.



Using trams

It is easy for all customers to use trams. All access to trams is step-free. There is no need to use ramps or any other special features to board. You simply turn up and go. Additionally, all tram travel is free for wheelchair users, irrespective of whether or not they hold a Freedom Pass.

At Wimbledon Station there are passenger lifts to provide connections to other rail services as well as to and from street level. To assist blind passengers and people with visual impairments, each stop has a tactile strip along its entire length, a safe distance from the platform edge.

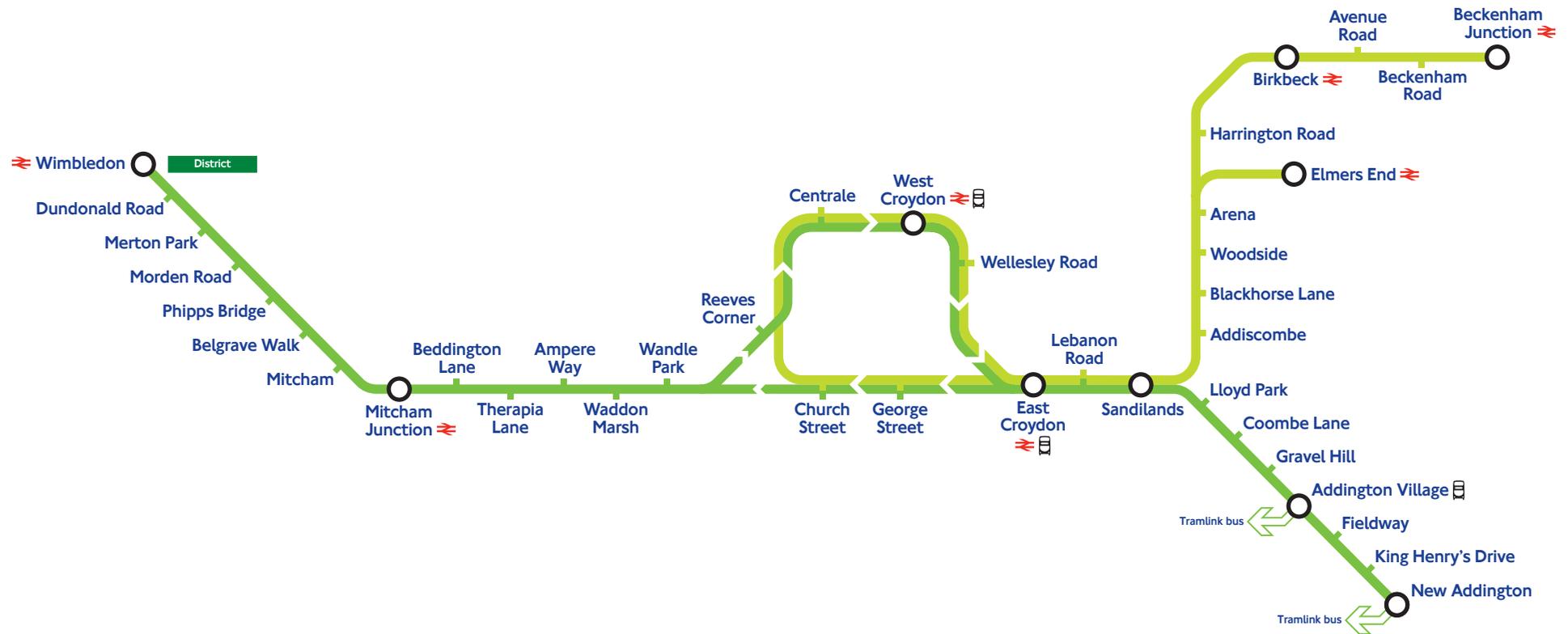


The design of the trams themselves makes special provision for passengers with disabilities. People using wheelchairs can easily wheel on and off the trams and there are two dedicated spaces for them to travel in each tram. Next to the wheelchair space is a specially sited intercom, which allows you to speak to the driver in an emergency, and an easy reach stop request button. All doors have an opening button on them at an accessible height.

There are priority seats for elderly and disabled people, or those travelling with small children, in each section of the tram which are denoted by a lighter seat covering and are within easy reach of the stop request buttons. The name of the next stop will be announced as the tram leaves the previous stop.



Tramlink route map



Key to symbols

- Interchange stations
- ⇄ Connections with National Rail
- 🚏 Interchange with bus stations



Riverboats

Riverboat services call at over 20 piers on the River Thames in London. There are two commuter services, and a wide range of leisure services.

A map showing operational piers on the Thames in London is provided on page 36, clearly illustrating all interchanges with bus, rail, Tube and Docklands Light Railway services.

Many operators offer 50% off the normal advertised adult fare on production of a valid Freedom Pass at the time of travel. Many operators offer a third off normal advertised adult and child fares on production of a valid Travelcard or Oyster card loaded with a valid Travelcard when purchasing a ticket. Some restrictions apply.

Oyster cards with pre-pay are not accepted.

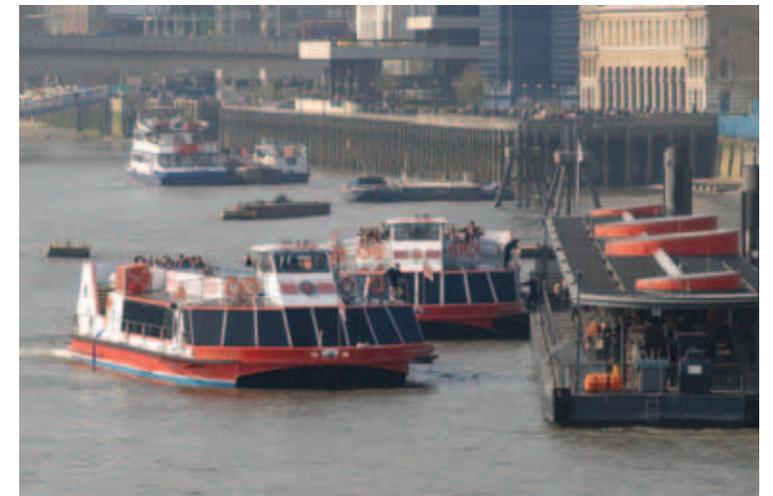


Journeys by riverboat and/or other modes of transport can also be planned on-line using Journey Planner on the TfL website: tfl.gov.uk. Journey Planner allows you to plan journeys that do not involve the use of stairs, lifts or escalators.

Up-to-date timetable and fares information for all services is contained in the guide to river boat services, which is published each April and October. The current guide can also be downloaded from the Transport for London website (tfl.gov.uk) as a Portable Document Format (PDF) file.

If you do not have access to the internet, copies of the current guide can be requested by calling the 24 hour travel information helpline **020 7222 1234** and via textphone **020 7918 3015**.

The Woolwich ferry is a free service operating between Woolwich and North Woolwich. This service is accessible to wheelchair users and powered buggy users.



Using riverboats

All piers are wheelchair accessible. Most river cruises last between 45 minutes and 1 hour 30 minutes.

Most riverboats are accessible, and most newer river craft have dedicated wheelchair spaces. You should check with individual service operators about the level of accessibility on their boats. Contact information for service operators is contained in each seasonal guide to riverboat services (see page 30). Staff are always on hand to offer help in boarding and disembarking from river craft. However, it is advisable for any people with mobility impairments who are travelling as a group to provide advance notice to the operator concerned, to ensure a smooth journey. For further information, please call **020 7941 2400**.



Guide to piers

In this section, we provide the following information for each operational pier on the River Thames in London:

- Type of access from the street
- Destinations served
- Interchanges with other transport modes
- Pier facilities.

The key on the inside of the front cover explains the symbols that appear in the information for each pier.

The photograph below shows the new ramp rider at Greenwich Pier. See the information for Greenwich Pier on page 33 for full details.



Bankside Pier

Destinations served:

Canary Wharf, Embankment, Greenland, Greenwich, London Bridge, Masthouse Terrace, Millbank, QEII for the O₂, St Katharine's, Tower, Woolwich Arsenal



Access to Pier from street



Blackfriars Millennium Pier

Destinations served:

Cadogan, Canary Wharf, Chelsea Harbour, Embankment, Greenland, Greenwich, London Bridge, London Eye, Masthouse Terrace, Putney, QEII for the O₂, Tower, Wandsworth, Woolwich Arsenal



Access to Pier from street



Canary Wharf Pier

Destinations served:

Bankside, Blackfriars, Greenland, Greenwich, Hilton Docklands, London Bridge, London Eye, Masthouse Terrace, QEII for the O₂, Tower, Woolwich Arsenal

(10 minutes) (7 minutes)



Access to Pier from street



Embankment Pier

Destinations served:

Bankside, Blackfriars, Cadogan, Canary Wharf, Chelsea Harbour, Greenland, Greenwich, London Bridge, Masthouse Terrace, Putney, QEII for the O₂, St Katharine's, Tower, Wandsworth, Woolwich Arsenal



Access to Pier from street



Barrier Gardens Pier (open April to October)

Destinations served:

Greenwich, St Katharine's, Westminster

(Boats call for pre-booked groups only)



Access to Pier from street



Cadogan Pier

Destinations served:

Blackfriars, Chelsea Harbour, Embankment, Putney, Wandsworth

Access to Pier from street



Chelsea Harbour Pier

Destinations served:

Blackfriars, Cadogan, Embankment, Putney, Wandsworth

(Hotel Conrad)

Access to Pier from street



Festival Pier

Destinations served:

Bankside, London Bridge, St Katharine's



(Royal Festival Hall)

Access to Pier from street



Greenland Pier

Destinations served:

Bankside, Blackfriars, Canary Wharf, Embankment, Greenland, London Eye, London Bridge, Masthouse Terrace, QEII for the O₂, Tower, Woolwich Arsenal

Access to Pier from street



Hampton Court Pier (open April to October)

Destinations served:

Kew, Kingston, Richmond, Westminster
 (in the Palace)

No access to Pier without using stairs
 (Step-free access is available using an alternative Landing Stage - please contact the boat operator for details 020 7930 2062)

Kew Pier (open April to October)

Destinations served:

Hampton Court, Richmond, Westminster

Access to Pier from street



Kingston Town End Pier (open April to October)

Destinations served:
 Hampton Court, Richmond

No access to Pier without using stairs

Greenwich Pier

Destinations served:

Bankside, Blackfriars, Canary Wharf, Embankment, Greenland, London Eye, London Bridge, Masthouse Terrace, QEII for the O₂, St Katharine's, Tower, Westminster, Woolwich Arsenal



Access to Pier from street



◆ New Ramp Rider - this allows passengers in wheelchairs easy access to the pier, at high and low tides

Hilton Docklands Pier

Destination served:

Canary Wharf
 (Hotel)

No access to Pier without using stairs

Kingston Pier (open April to October)

Destinations served:

Hampton Court, Richmond

Access to Pier from street



London Bridge City Pier

Destinations served:

Bankside, Blackfriars, Canary Wharf, Embankment, Greenland, Greenwich, London Eye, Masthouse Terrace, QEII for the O₂, St Katharine's, Tower, Westminster, Woolwich Arsenal



(in Station) (in Station)

Access to Pier from street



London Eye Pier

Destinations served:

Bankside, Blackfriars, Canary Wharf, Greenland, Greenwich, London Bridge, Masthouse Terrace, QEII for the O₂, Tower, Woolwich Arsenal



♿ (London Eye ticket office)

Access to Pier from street



Millbank Pier

Destinations served:

Bankside

(Pimlico 5-10 minutes)

Access to Pier from street



QEII Pier for the O₂

Destinations served:

Bankside, Blackfriars, Canary Wharf, Embankment, Greenland, Greenwich, London Bridge, London Eye, Masthouse Terrace, Tower, Woolwich Arsenal



(in Station) ♿ (by O₂)

Access to Pier from street



Richmond St. Helena Pier (open April to October)

Destinations served:

Hampton Court, Kingston

♿ (Town Hall)

Access to Pier from street



◆ from Thames Path

Masthouse Terrace Pier

Destinations served:

Bankside, Blackfriars, Canary Wharf, Greenland, Greenwich, London Bridge, London Eye, QEII for the O₂, Tower, Woolwich Arsenal

Access to Pier from street



Putney Pier

Destinations served:

Blackfriars, Cadogan, Chelsea Harbour, Embankment, Wandsworth



Access to Pier from street



Richmond Landing Stage (open April to October)

Destinations served:

Hampton Court, Kew, Westminster

♿ (Town Hall)

No access to Pier without using stairs

St Katharine's Pier

Destinations served:

Greenwich, Westminster

(from Hotel) ♿

Access to Pier from street



◆ from Thames Path

Tower Millennium Pier

Destinations served:

Bankside, Blackfriars, Canary Wharf, Greenland, Greenwich, London Bridge, London Eye, Masthouse Terrace, QEII for the O₂, Westminster, Woolwich Arsenal



(Lower Thames Street)

Access to Pier
from street



Wandsworth Riverside Quarter Pier

Destinations served:

Blackfriars, Cadogan, Chelsea Harbour, Embankment, Putney

Access to Pier
from street



Westminster Millennium Pier

Destinations served:

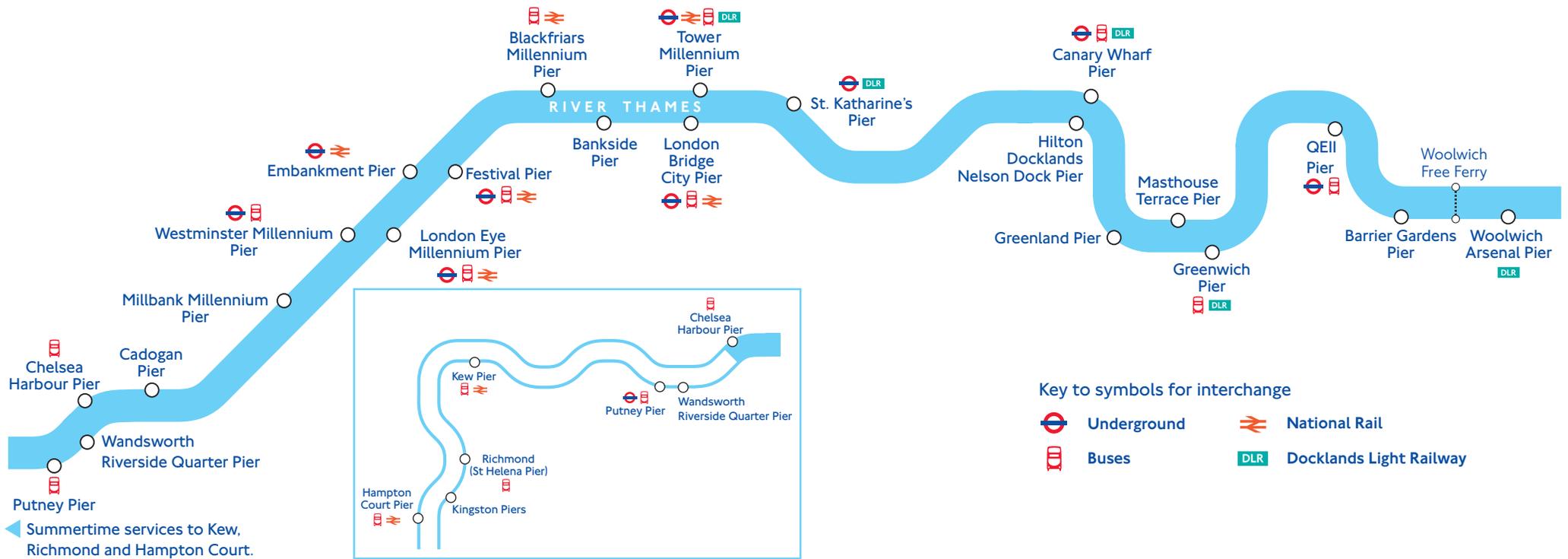
Bankside, Embankment, Festival, Greenwich, Hampton Court, Kew, London Bridge, London Eye, Richmond, St Katharine's, Tower



Access to Pier
from street



River map





Docklands Light Railway

Docklands Light Railway (DLR) links the City from Bank or Tower Gateway stations with a variety of destinations in east London: Beckton, Canary Wharf, Stratford, Lewisham and Woolwich Arsenal in south-east London.

A map of Docklands Light Railway is included in the Tube map on page 12.

Docklands Light Railway was the first fully accessible railway in the UK, making access much easier for wheelchair users, older and ambulant disabled people, and people with young children in prams or with heavy bags.



Journeys by DLR and/or other modes of transport can be planned on-line using Journey Planner on the TfL website: tfl.gov.uk.

Journey Planner allows you to plan journeys that do not involve the use of stairs, lifts or escalators.

The Interactive Journey Map, also on the TfL website, provides detailed information about access to DLR stations and platforms, interchange with other modes of transport, and facilities at stations.

If you do not have access to the internet, up-to-date information about DLR lines, timetables and fares is available by calling the 24 hour travel information helpline **020 7222 1234** and via textphone **020 7918 3015**.





Using the DLR

All DLR stations have lift or ramp access to the platforms, with level access onto the trains. All lifts have alarms enabled, which allow you to talk directly with a member of DLR staff should you experience any problems.

Platforms are as level with trains as possible for easy access. The gap between the platform edge and the train is approximately 7.5cm wide and the step up/down from the platform to the train approximately 5cm high. These levels allow easy access for most passengers but you should nevertheless take care when boarding and alighting, particularly with a wheelchair, crutches, a walking stick or pushchair. Most wheelchair users find boarding/alighting smoothest with the largest wheel first – this may mean reversing as appropriate.



There are wheelchair bays and designated seats in train carriages. For the less mobile, continuous tactile handrails on stairways give extra support. Armrests have been fixed to some platform seating to assist passengers.

For visually impaired passengers, platform edges and steps have a tactile surface and sliding doors on trains make a warning sound when closing.

An audio-visual system on the trains announces the train's destination, the next station and interchange information. This assists all passengers and is particularly valuable to those who are visually and hearing impaired.

The DLR Community Ambassadors offer free training on how to use DLR services, Oyster, DLR ticket machines and can provide accessibility trips for mobility impaired passengers and those with buggies/prams.

Each Ambassador is responsible for a section of the DLR. If you would like to try DLR via an Accessibility Trip with one of the Community Ambassadors you can email them directly at ambassador@dlr.co.uk or call **020 7363 9818/9817**.

Guide to stations

In this section, we provide the following information for each DLR station:

- Type of access to ticket machines and to all platforms
- Interchanges between platforms and lines
- Interchanges with other transport modes
- Station facilities.

The key on the inside of the front cover explains the symbols that appear in the information for each station.



All Saints

Access to ticket machines 

Access to platforms  

Beckton

Access to ticket machines 

Access to platforms  

Bank

Central 

Circle 

District 

Northern 

Waterloo & City  **B**



Access from Central line Ticket Hall 

Access from Northern line Ticket Hall (King William Street)  

Interchange with other lines

Central, Circle, District and Northern 

Waterloo & City  

Beckton Park

Access to ticket machines 

Access to platforms  

Blackwall

Access to ticket machines 

Access to platforms  

Bow Church

Access to ticket machines 

Access to platforms  

Bow Road Station (District and Hammersmith & City lines) is 200m away at street level

Canary Wharf

Jubilee **A**



Access to ticket machines  

Access to platforms  

Jubilee line station is 200m away at street level

Canning Town

Jubilee **A**



Access to Ticket Hall  

Access to platforms  

Interchange with Jubilee line  

Crossharbour

Access to ticket machines 

Access to platforms  

Custom House for ExCeL

Access from Victoria Dock Road  

Access from ExCeL Park & Ride   

Cutty Sark for Maritime Greenwich



Access to ticket machines 

Access to platforms  

Cyprus

Access to ticket machines 

Access to platforms  

Deptford Bridge

Access to ticket machines 

Access to platforms  

Devons Road

Access to ticket machines 

Access to platforms  

East India

Access to ticket machines 

Access to platforms  

Elverson Road

Access to ticket machines 

Access to platforms  

Gallions Reach

Access to ticket machines 

Access to platforms  

Greenwich



Access to ticket machines 

Access to platforms 

Interchange with National Rail

Northbound DLR to westbound National Rail 

other connections 

Island Gardens

Access to ticket machines 

Access to platforms 

King George V

Access to ticket machines 

Access to platforms 

Heron Quays

 (Canary Wharf) 

Access to ticket machines 

Access to platforms 

Canary Wharf Jubilee line station is 150m away at street level

Langdon Park

Access to ticket machines 

Access to platforms 

Lewisham

 (National Rail station)

Access to ticket machines 

Access to platforms 

Interchange with National Rail

platforms 1 and 4 

platforms 2 and 3 

Limehouse



Access to ticket machines 

Access to platforms 

Interchange with National Rail 

London City Airport



Access to ticket machines 

Access to platforms 

Mudchute

Access to ticket machines 

Access to platforms 

Pontoon Dock

Access to ticket machines 

Access to platforms 

Poplar

Access to ticket machines 

Access to platforms 

Prince Regent



Access to ticket machines 

Access to platforms 

Padding Mill Lane

Access to ticket machines 

Access to platforms   

South Quay

Access to ticket machines 

Access to platforms  

Tower Gateway

 (Tower Hill)
 (Fenchurch Street)

Access to ticket machines and platforms  

Interchange with Underground (250m) and National Rail (150m) at street level

West Silvertown

Access to ticket machines  

Access to platforms  

Royal Albert

Access to ticket machines 

Access to platforms  

Stratford

Central 
 Jubilee 

Access to Ticket Hall 

Access to platforms   

Interchange with westbound Central line and westbound National Rail services 

All other connections   

Westferry

Access to ticket machines 

Access to platforms  

Woolwich Arsenal



Access to ticket machines  

Access to platforms  

Interchange with National Rail  

Royal Victoria

Access to ticket machines 

Access to platforms  

West India Quay

Access to ticket machines 

Access to platforms   

Shadwell

Access to ticket machines 

Access to platforms  



Trains

Transport for London only operate rail services on a small section of the train network in London, although all journeys by trains and other modes of transport can be planned on-line using Journey Planner on the TfL website: tfl.gov.uk. See pages 18 to 19 for more information about Journey Planner.



Since November 2007, Transport for London has managed the 'London Overground' services. 'London Overground' train services run between Watford and Euston, Gospel Oak and Barking and Richmond and Clapham Junction to Willesden Junction and Stratford. From June 2010 London Overground will also include the East London Line extension from Dalston Junction to New Cross, Crystal Palace and West Croydon and this will be extended to Highbury and Islington in the north during 2011 and to Clapham Junction in 2012.



Using London Overground trains

Like the Tube, access to platforms at London Overground stations will normally involve using stairs. Additionally, there will generally be a step of a few inches between the platform and the train.

Arrangements can be made for passengers with mobility impairments, including people who use wheelchairs. London Overground can usually arrange for staff to meet you at your departure station, accompany you to the train and see you safely on board. Similar arrangements can be made at your destination station and other stations if you need to change trains. Ramps can be provided for people using wheelchairs, to get on and off trains easily.



Accessible design of trains

From July 2009 London Overground have been introducing new trains to the network that have improved accessibility features such as on board audio and visual customer train running information, wider doors to improve accessibility, more grab rails and handles available for customers.



Customer services team

We are committed to making travel on the London Overground as easy as possible for everyone. We recommend that passengers requiring assistance give at least 24 hours notice by calling the helpline number below. If less notice is given or you arrive at the station without making prior contact, we will do our best to provide any special assistance required but cannot guarantee that we will be able to fully meet your needs.

To arrange help for your journey please contact our Customers Services Team 24 hours prior to your journey to give us a chance to organise help and tell other rail operators the necessary details.

You can contact us using the following

Write to: **Customer Services Team**
London Overground
125 Finchley Road
London
NW3 6HY

Phone: **0845 601 4867**

Fax: **0870 9289805**

Email: **overgroundinfo@tfl.gov.uk**

Web: **tfl.gov.uk/overground**

For further information, please see our London Overground DPPP policy and leaflet which can be found online at:

**[tfl.gov.uk/gettingaround/
transportaccessibility/1175.aspx](http://tfl.gov.uk/gettingaround/transportaccessibility/1175.aspx)**

Information for disabled drivers



The Blue Badge parking scheme

The Blue badge scheme provides a range of parking benefits for eligible disabled people. The scheme operates throughout the UK. In London, the following boroughs operate schemes that vary from the national scheme:

City of Westminster, Royal Borough of Kensington & Chelsea, City of London and part of the London Borough of Camden.

These concessions only apply to on-street parking and include free use of parking meters and pay-and-display bays. Badge-holders may also be exempt from limits on parking times imposed on others and can park for up to three hours on yellow lines (except where there is a ban on loading or unloading or other restrictions).

Your local authority is responsible for issuing Blue Badge parking permits. Please contact them directly for more information.

If you have access to the internet, you can visit [direct.gov.uk/disabledpeople](https://www.direct.gov.uk/disabledpeople) for further information on the Blue Badge scheme.

On this website you can enter your town or postcode, which will take you to your local authority website, where you can find out more and/or apply online.



Congestion Charge

Blue Badge holders are eligible to register for a 100 per cent discount from the Congestion Charge which means that once they have successfully registered with Transport for London they will not have to pay the £8 daily charge. You must first register with Transport for London before travelling. Please allow a minimum of 10 working days for your application to be processed. For information on how to register, please call **0845 900 1234**. Use Textphone **020 7649 9123** if you have impaired hearing.

If you have access to the internet, you can download an application form from [cclondon.com](https://www.cclondon.com)

Disabled passenger-carrying vehicles, and vehicles used by disabled people which are exempt from Vehicle Excise Duty (road tax) are automatically exempt from the Congestion Charge and do not need to register with Transport for London.

Guides for people with learning difficulties

The **'Out and about in London'** series helps people with learning difficulties travel independently:

'Out and about in London: My guide' will help you travel independently, and covers different ways of travelling, including bus, cab, Tube, train, Docklands Light Railway and tram. It helps you keep yourself and your belongings safe, and shows you what to do if things go wrong. The guide has space for writing down or drawing details about your journey, and comes in an easy-to-use ringbinder.

'Out and about in London: My guide for listening' is the CD version of **'My guide'** and includes sound effects.

'Out and about in London: Supporting independent travel' is for people supporting someone with learning difficulties. It is mainly for non-professionals, like parents and carers, but will also help professionals. It gives you travel training tips to help the learner get the most out of **'My guide'**.

Where can I get the guides?

The guides can be ordered from London Travel Information on **020 7222 1234** or via the TfL website tfl.gov.uk/gettingaround.