



Liverpool Lime Street

Station Guide



Information older, disabled and less mobile passengers.

Including accessible facilities and passenger assistance services.

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Introduction

Liverpool Lime Street Station

This leaflet sets out:

- The help that is available at the station for disabled and older passengers and how to get it
- The facilities available in and around the station

We work in collaboration with all relevant parties, including our train operators, to meet the standards outlined in this guide and commit to continuously improve our services and facilities for older, disabled and less mobile passengers.

Roles and responsibilities

Network Rail manages the station.

We are responsible for providing assistance to all passengers in the station and maintaining facilities including toilets, induction loops and other accessibility features.

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



Station overview

Station operating hours

Day	Time
Monday – Friday	03:15 – 00:40
Sunday	07:00 – 00:30

Train operators at our station are:



Northern – Blackpool North, Wigan North Western, Crewe, Manchester Airport & Manchester Piccadilly/ Oxford Road



TransPennine Express – Newcastle, Glasgow Central & Edinburgh



London North Western Trains – Birmingham New Street



East Midlands Railway – Norwich, Nottingham & Peterborough



Avanti West Coast – London Euston



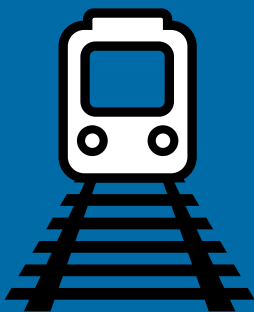
Transport for Wales – Chester



Merseyrail Underground station at Liverpool Lime Street Station

Liverpool Lime Street Underground station is operated by Merseyrail and further information on their services can be found using their website www.merseyrail.org

For information on how to interchange between our station and the Underground and the help we can provide, please see '[Interchange with other transport](#)' section of this leaflet.



Station access

We are committed to assisting passengers irrespective of disability. This section sets out our facilities available to assist passengers with both visible and non-visible disabilities.

Information is available on National Rail Enquiries website, by enquiring with any member of our team at the station or following us on X (formerly known as Twitter) [@NetworkRailLIV](https://twitter.com/NetworkRailLIV)

Our passenger assistance meeting point is situated on the main concourse at the Network Rail Information point please head here if you have booked your assistance or would like to request assistance.

Opening hours

Day	Time
Monday – Friday	07:00 – 20:00
Sunday	10:00 – 20:00

Step-free access

All entrances/exits of the station have step free access.

Under the industry step free classification, Liverpool Lime Street is Category A – this means the station has step-free access to the platforms.

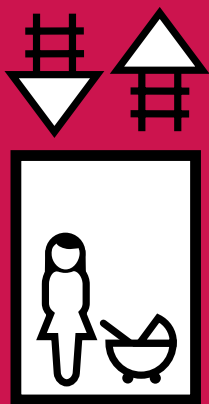
Lift access

Lift access is available to all floors:

- On the North side of the station leading to the First Class & Standard Class lounge areas
- On the main concourse of the station leading to the Merseyrail Underground System
- Outside the main entrance doors onto Lime street for street level access

Ramps for train access

Ramps are provided at all platforms and our staff are trained to use them safely.



Tactile paving/panels

Tactile paving/panels are used to help passengers with visual impairments to detect the platform edges at our stations. These are comprised of bumps that are detectable with a walking cane, by guide dogs and/or felt underfoot.

At Liverpool Lime Street all of our platforms are fitted with tactile paving/panels.



Arriving by car

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

- The station drop off point is located in the short stay car park at Skelhorne Street

Note: Due to limited space and to avoid traffic congestion you will be unable to wait at our drop-off and pick-up points and we thank you for your support.

Buses

Local buses operate from Queen Square bus station which is opposite the station if you leave via the Lime Street entrance. Local buses to the airport are from the bus stops opposite the Skelhorne Street Entrance on Great Charlotte Street.

For information on how to interchange and the help we can provide, please see page 26 of this leaflet, 'Interchanging'.

Taxis

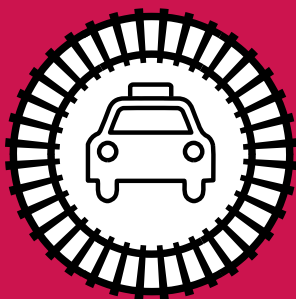
We have an accessible taxi rank located within the short stay car park on Skelhorne Street.

Our staff are available when you alight or depart between the hours of

Day	Time
Monday – Saturday	07:00 – 22:00
Sunday	08:00 – 20:00

and will help passengers who need or have booked passenger assistance between the taxi rank and the station.

To access the taxi rank, follow signs from inside the station.



Parking

There is short stay carpark available on Skelhorne Street side of the station and a long stay facility on Lord Nelson Street side of the station. These facilities are operated by APCOA.

Pay on foot parking amenities for use by passengers and those awaiting passengers, including taxi/private hire vehicles, which shall be free of charge for 20 minutes, and for a charge to be introduced for those passengers and for those awaiting passengers on the expiry of the first free 20 minutes parking; comprising 26 spaces in total, including 4 disabled parking bays in the short stay carpark and 1 designated disabled drop-off point Skelhorne Street entrance/exit taxi-rank bay.

Buying a ticket

Ticket machines are located:

- Main concourse opposite to Network Rail information kiosk
- Ticket office on main concourse next to Costa Coffee

Our ticket machines are all equipped with smart card readers.

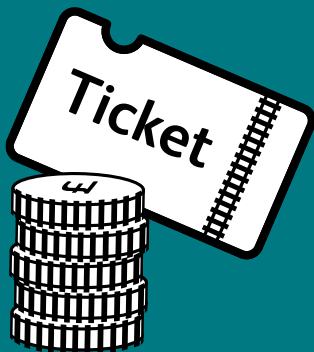
Our passenger assistance staff can also help you to buy tickets if required.

Ticket office opening hours

Day	Time
Monday – Saturday	05:00 – 23:38
Sunday	07:00 – 23:05

Ticket vending machine operating times

Machines are available during station operating hours.



Passenger assistance

Passenger assistance at our station

We offer assistance to older, disabled and less mobile passengers who need help accessing our facilities and train services.

Our passenger assistance team have access to wheelchairs and passenger assistance vehicles to help us assist you in and around the station.

Note: Wheelchairs are not available for passenger use without the help of one of our team.

What services are included?

Our passenger assistance team can aid with:

- Offering a helping hand to the station
- Support when boarding, finding a seat, or alighting the train
- Meeting you from your train and taking you to your next train or the exit
- Arranging a ramp to assist you on or off your train
- Assistance relating to a non-visible disability
- Advising on the accessibility of other stations across the network for your onward journey
- Carrying your bag(s) – up to three luggage items of reasonable weight and dimensions (as per the National Rail Conditions of Travel)

Distances from the concourse to trains can be lengthy at Liverpool Lime Street so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving at least 15 minutes prior to departure.

When arriving at the station by train where it is the terminating stop for the train, our aim is to meet you on time. Sometimes it may take us a little longer because we often assist more than one passenger per train, but we have a service commitment to not exceed 5 minutes from arrival and 10 minutes during disruption.

If you arrive at the station much earlier than your planned departure time, you may have to wait for assistance staff to become available.

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

Pre-booked assistance can be booked up to 2 hours in advance of travel.

Accessing passenger assist services

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

Booking in advance

There are several ways you can book assistance in advance:

1. **Contact the relevant train operator for your journey via their website.**
2. **Passenger assistance on a web browser passengerassistance.com.** We will tell you when your booking is confirmed. Then, all you have to do is book your ticket and you're on your way.
3. **Transreport Passenger Assistance App.** You will be able to download the app by searching for "Passenger Assistance" on your app store (iOS/Android). Once found, click 'Install' and wait for the app to appear. Send your request to book assistance on the app and this will be sent directly to the train operator, who will arrange assistance for you. We will tell you when your booking is confirmed. Then, all you have to do is book your ticket and you're on your way.
4. **Visit the [National Rail Enquiries website](#).**
5. **Follow the instructions provided via any other train booking service provider.**



Tell us about your journey

The booking agent will need to know the following information, so it may be useful to have this to hand when you call:

- The date and time of the service you are planning to travel on
- Your seat reservation details (if you have one)
- If you are travelling with other people, especially if they also require assistance, at London King's Cross our assistance vehicles can only seat three people each
- If you have any requests such as a preference to being assisted on foot rather than in a buggy, please make this clear to the booking agent

'Turn up and go'

As well as booking in advance, you can ask for assistance on the day that you are travelling. For turn up and go passengers need to arrive at least 10 minutes before departure

Assistance services are available at all times the station is open. You may need to wait until staff are available to help, but our policy is to make it happen.

You can ask any member of staff at the station, go to the passenger information point, station reception or use a Help point.

Help points

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

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



Where to go when you arrive at the station

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

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

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

Assisted travel information kiosk

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

Our assistance reception can help you:

- Check-in for assistance you have previously booked
- Make a ‘turn up and go’ request for assistance for those who have not booked

There is a comfortable seating/waiting area in the customer lounge located next to the station reception, adjacent to platform 10.

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

Replacement transport

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

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

Station facilities

Seating

There is ample seating spread over the station all available during the opening hours of the station.

Location	Customer information screens	Priority seating	Heated
North concourse	Yes	No	No
South concourse	Yes	No	No
Platform	Yes	No	No

Toilets

Our accessible toilets can be found on the main concourse near to Lord Nelson Street entrance/exit.

The toilets are free to use and can be accessed using a radar key. If you don't have a Radar key of your own, please speak to a member of station staff or one of our cleaning team who will open for you.

Open during station opening hours.

There currently is not a changing place at Liverpool Lime Street. However, when the new accessible lounge opens there will be changing places.

Baby change facilities

Baby change facilities located within the public toilet facilities.

Open during station opening hours.

Showers including accessible showers

Unfortunately there are no showers at this station.

Left luggage

Passengers can leave luggage in our Left Luggage facility which is located opposite the Network Rail information point, this facility is accessible.

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

Opening hours from April 2022

Day	Time
Monday – Sunday	07:00 – 23:00

For more information

0151 909 3697

liverpool@excess-baggage.com

Lost property

Lost property is held within the left luggage facility.

Customer information screens

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

Some of screens are touch screen, please speak to staff who will be happy to help with these screens.

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



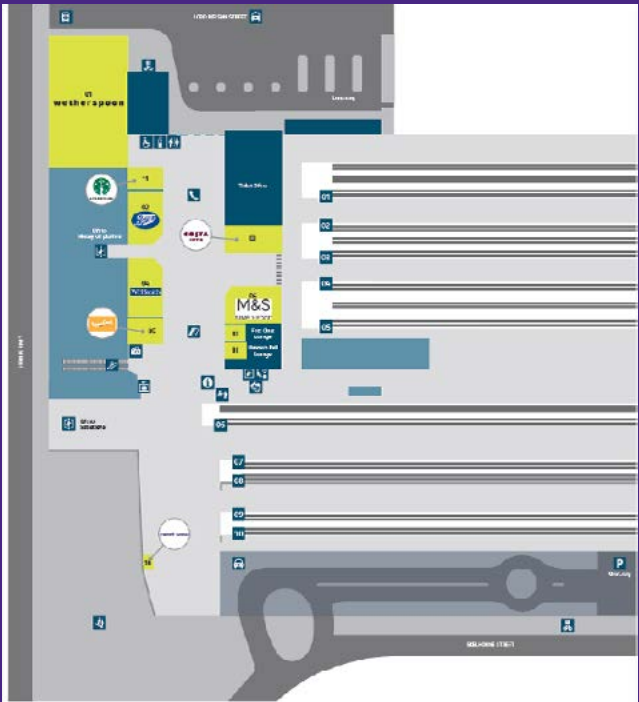
British Sign Language (BSL) customer information screens

BSL information screens are located next to the information point on the main station concourse.

Shops and catering

We have a range of shops selling items passengers may need or want for travel, including hot and cold food and drinks.

Station map



- 1 JD Wetherspoon
- 2 Boots
- 3 Costa Coffee
- 4 WHSmith
- 5 Upper Crust
- 6 M&S Simply Food
- 7 Krispy Kreme
- 8 Coming Soon (Retail)
- 10 Caffe Nero
- 11 Starbucks

Information points

There is a staffed information point on the main concourse. There are also 6 digital information screens around the station which staff will be happy to assist with.

Staff are available on the concourse during station operating hours.



Help point

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

The drop off point in the short stay car park on Skehorne Street.

Hearing loops

There are hearing loops situated at the passenger information point and at the ticket office.



Interchanging

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

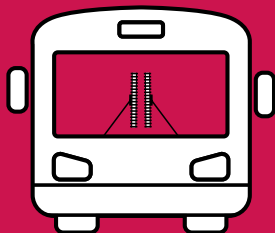
Please note that we can only provide assistance on the station premises.

Buses

In close proximity, approximately half a mile, to Liverpool Lime Street Station is Queens Square bus station this journey can be made at street level, we regret we cannot assist between the two.

Merseyrail Underground

Located on the main concourse between Boots and WHSmith's stores is lift access to the Merseyrail Underground platform. Escalator access is also available from the main concourse.



Taxis

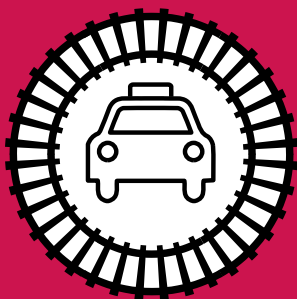
An accessible taxi rank is located on the Skelhorne Street entrance side of the station.

Our team is available to help passengers who need assistance from the taxi rank.

To access the taxi rank, follow signs from the station.

Information on bus and Merseyrail services is available on the Merseytravel website at www.merseytravel.gov.uk/

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



Using the station at busier times

There are times when the station can become congested. Our station teams manage passenger flow during busier times.

During busier periods there may be queuing systems in place. If you need assistance and cannot queue please speak to a member of staff who will be happy to assist.

Off-peak times are when the station is least busy – these are normally during the week after 09:30 until 16:00 and after 19:00.

If you require assistance to travel through the station during busier times our team are available to assist. Please contact a member of the team throughout the concourse or go directly to Information point, where our team will provide assistance to your train.

Assistance to interchange

We work as one team to make your journey as smooth as possible. Please note that we can only provide assistance on the station premises.

Merseyrail Underground (Wirral Line) – when arriving at Liverpool Lime Street our Merseyrail colleagues will be happy to assist you to our Information point located on the main concourse. When leaving Liverpool Lime Street our team will be happy to assist you to the Merseyrail platform for handover to our colleagues.

When arriving at the station by train, our aim is to meet you on time. Sometimes it may take us a little longer because we often assist more than one passenger per train, but we have a service commitment to not exceed 5 minutes from arrival, or 10 minutes during times of disruption.

If you arrive at the station much earlier than your planned departure time, you may have to wait for assistance staff to become available.



If things do not go as planned

Booked assistance failures

If your journey assistance does not go as planned due to disruption please speak to a member of staff who will assist you on the next available service and let the onward station know to expect a delayed arrival.

Where your booked assistance has not been provided or does not go as confirmed by the operator, passengers can submit a claim for redress to the operator of the train they were travelling on, or due to travel on, when the failure took place. We will provide you information as required to help you.

Planned or unplanned disruption

We will tell you about disruption to services by displaying information on our customer information screens and making audio announcements throughout the station.

If you have booked and/or require assistance during times of disruption our station make yourself known to one of station colleagues will support you with regular information on your booked service and with your onward journey including rearranging suitable assistance.

All information during disruption will be communicated to you including regular delay updates to help you decide on your travel preferences and if required, how to access suitable alternative transport options.

For information on how to claim compensation when you are delayed the ticket office located on the main concourse can provide delay compensation forms. Prior to any long-term refurbishments at our stations we will consult user groups and stakeholders to ensure the needs of disabled and older people are considered as part of the impact assessments.

We will notify you of any short- or long-term refurbishments on our website and National Rail Enquiries site to help you plan your journey in advance and when you are in our stations we will provide information of prior to and during these refurbishment activities.

We will also keep passengers up to date via our social media platforms:

[@NetworkRailLIV](#) on X



Getting in touch

How to contact us if things go wrong

We value your feedback and would welcome this, share your experience directly to Network Rail:

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

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

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

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

Live chat: Our live chat is available from

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

at www.networkrail.co.uk/contactus

X: [@networkrail](#) We respond to as many queries as we can on X or will help you to log an issue for us to look in to.

Post: We have regional community relations teams. If action is required, our central team will pass your query or feedback to the team that works in your area. You can write to us at:

**Network Rail
Waterloo General Offices
London
SE1 8SW**

Alternative formats

This leaflet is available in alternative formats, including large print, audio version and text only versions.

These are available on our website or you can contact us for these.

Our Accessible Travel Policy

Our policy document sets out the commitments Network Rail has made, to ensure older, disabled and less mobile passengers can use our stations and facilities.

You can find this on our website, or by contacting us using the details in the contact us section.



More detailed accessibility information

Our website station pages contain all the information on Liverpool Lime Street Station, visit

www.networkrail.co.uk/communities/passengers/our-stations/liverpool-lime-street/



On the day of travel

If you have any questions about your journey prior to accessing the station, please contact the train operator below who operate in Liverpool Lime Street Station

List of train operator Numbers:

Northern	0800 138 5560
Avanti West Coast	0800 015 8123
TransPennine Express	0800 107 2149
London North Western	0800 024 8997
East Midlands Railway	0800 011 3323
Transport for Wales	0333 005 0501

If you have any questions specifically related to your assistance booking, please contact the Booking Assistance Team for the operator you have booked travel with on via National Passenger Assist Number: **0800 022 3720**



How to provide feedback or make a complaint

If you are unhappy with how we have dealt with your complaint or how a train operator has dealt with your complaint, you can contact the Rail Ombudsman, which is an independent organisation to resolve complaints about the rail industry:

Telephone: **0330 094 0362**

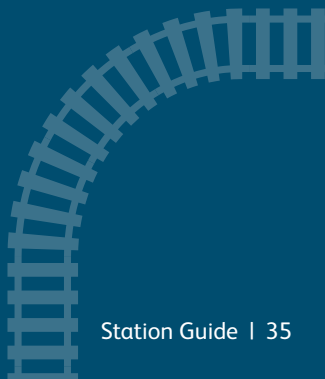
Textphone: **0330 094 0363**

Email: info@railombudsman.org

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

Website: www.railombudsman.org

Post: **FREEPOST – RAIL OMBUDSMAN**



Social media

[@NetworkRailLIV](#) on X for social media updates.

Whilst our X account can offer useful information, it is not monitored 24 hours a day. We will try and respond as soon as we can.

For urgent advice, we would ask you to contact our National Helpline: **03457 11 41 41**.

Working with train operators

As part of commitment to provide high quality assistance to our passengers we engage regularly with our train operators to review, monitor, and improve our service provision.

How to contact train operators



Northern

Post: **Northern Trains Limited**
George Stephenson House
Toft Green
York
YO1 6JT

Website: <https://www.northernrailway.co.uk/>

Phone: **0800 200 6060**

Email: enquiries@northernrailway.co.uk

X or Facebook: **@northernassist**



TransPennine Express

Post: Northern Trains Limited
George Stephenson House
Toft Green
York
YO1 6JT

Website: <https://www.tpexpress.co.uk/>

Phone: 0800 200 6060

WhatsApp: [07790 952 507](https://www.whatsapp.com/business/profile/07790952507)



London North Western Trains

Post: Freepost LONDON
Northwestern Railway
Customer relations

Website: <https://www.londonnorthwesternrailway.co.uk>

Phone: 0333 311 0006

X: @LNRailway



East Midlands Railway

Freepost: EMR CUSTOMER SERVICE CENTRE

Phone: 03457 125678

TextDirect: 18001 03457 125 678

Email: contact@eastmidlandsrailway.co.uk

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



Avanti West Coast

Post: **Avanti West Coast**
The Square
2 Broad Street West
Sheffield
S1 2BQ

Phone: **0345 528 0253**

Email: customer.resolutions@avantiwestcoast.co.uk

Website: <https://www.avantiwestcoast.co.uk/>



Transport for Wales

Website: <https://tfw.wales>

Phone: **03333 211 202**
(for Welsh please select option 1)

WhatsApp: [07790 952 507](https://www.whatsapp.com/business/profile/07790952507)

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

Further information

About this guide

You will find a copy of this guide on our website. The guide is also available in alternative formats including large print, audio version and text only versions.

Our Accessible Travel Policy

Our policy document sets out the commitments Network Rail has made, to ensure older and disabled passengers can use our stations and facilities.

You can find this on our website, or by contacting us using the details in the contact us section.

Working with train operators

As part of our commitment to provide high quality assistance to our passengers we engage regularly with our train operators to review, monitor, and improve our service provision.

Our work with disabled people on improving accessibility

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

National freephone passenger assist

Telephone: **0800 022 3720**

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

Textphone free SMS passenger assist forwarding Service: 60083 – text your requested journey from your phone and you will receive an instant message with the number you need to dial from your textphone unit.

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

