

low res image

Reading

# Station Guide



Information older, disabled and less mobile passengers.

Including accessible facilities and passenger assistance services.

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# Introduction



## Welcome to Reading station.

This leaflet sets out:

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

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



# Station overview

## Who does what at our station

Network Rail manages the station and maintains facilities including toilets and accessible features such as lifts and escalators.

Great Western Railway provides assistance to passengers at the station.

Great western Railways sell tickets to passengers and provide the train services.

## Station operating hours

Day	Time
Monday – Sunday	24 hours a day



## Train operators at our station are:



**CrossCountry** – long distance services across the whole country from cities in Scotland all the way to the south and Cornish coasts.



**Great Western Railway** – trains between London Paddington and Bristol, and Basingstoke, Newbury, Bedwyn, Worcester, Hereford, Penzance, Plymouth, Swansea, Cardiff and Gatwick Airport.



**South Western Railway** – stopping trains between London Waterloo and Reading via Ascot and Staines.



**Elizabeth line** – stopping service between Reading & Heathrow Airport to Central London.



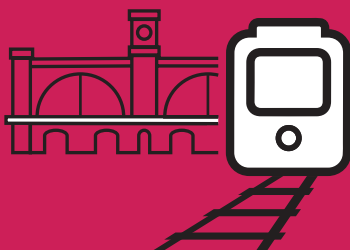
# Station access



## Step-free access

### Step-free access to the main station is via:

- Main entrance via Brunel Arcade on Station Hill (please note the station end of Station Hill is pedestrianised)
- Underground short stay car park entrance via lift or ramp
- North entrance (Caverhsam side) via Trooper Potts Way
- Multistorey car park via Bagnell Way
- Platform 7 entrance via Station Hill (please note the station end of Station Hill is pedestrianised)
- RailAir entrance on Blagrove Street via ramp.



## Step-free access to platforms

### Platforms 1–7 (if entering via Station Hill)

Platforms 1–7 are on one level from the station entrances. If entering the station via all other points, these platforms are step free and accessed via lifts, escalators and stairs.

### Platforms 8–15 (via all entrances)

Platforms 8–15 are step free and accessed via lifts, escalators, or stairs.

**Our platforms are long, so it may take a little time to reach your train or access our main concourse on arrival, therefore you may wish to seek support from one of our station team to get you where you need to go on time. Please note that platforms 7–15 are split into A or B.**

**Note:** We do recommend that wheelchair users and others who are unfamiliar with the station seek assistance from a member of the Great Western Railway Team.



## Step-free classification

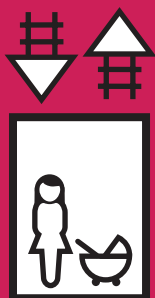
Under the industry step-free classification system, Reading is a Category A station, meaning that the station has step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps (in accordance with new-build standards re gradient/length).

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## 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 Reading station all platforms are fully fitted with tactile paving/panels.



## Arriving by car

Our pick-up and drop-off point is located on the ground floor of the multi-storey car park (long-stay) which is off Bagnell Way, RG1 8BT (Caversham side), and is free for 20 minutes.

The short-stay car park with access off Blagrove Street (town centre side) is also free for 20 minutes.

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## Parking

Reading station provides long-stay and short-stay car parks. These are managed by APCOA. Please visit the APCOA parking website for pricing and more information at <https://www.apcoa.co.uk/parking-in/reading/reading-station/>

### Accessible parking:

There is step-free access to and from the car park, with step-free access from the underground short stay car park via the station lift or accessible ramp.

- 14 Blue Badge spaces are allocated on the ground floor of the multi-storey long-stay car park in addition to 4 Accessible EV parking spaces
- 2 Blue Badge spaces are allocated in the short-stay section of the multi-storey car park
- 4 Blue Badge spaces are allocated in the short-stay underground car park.

## Buses

There is step free access from the station to local buses. Unfortunately we cannot provide assistance between the station to buses.

There are screens with information for onward travel by bus within the station.

## Taxis

The taxi rank is located outside the town centre and Caversham entrance.

Accessible taxis are available.

Great Western Railway Customer Care will assist all passengers who need it between the taxi rank and the station, regardless of whether assistance has been booked or not.



# Buying a ticket

- 8 ticket machines are located in the Brunel Arcade, next to the ticket office
- 3 ticket machines are located in the Northern Entrance, next to the ticket office
- 3 ticket machines are located by the platform 7 entrance.

Our ticket machines are all equipped with smart card readers.

Our staff can help you to buy tickets if required.

## Ticket office opening hours

The ticket office in the Brunel Arcade at Reading station is open during the following times:

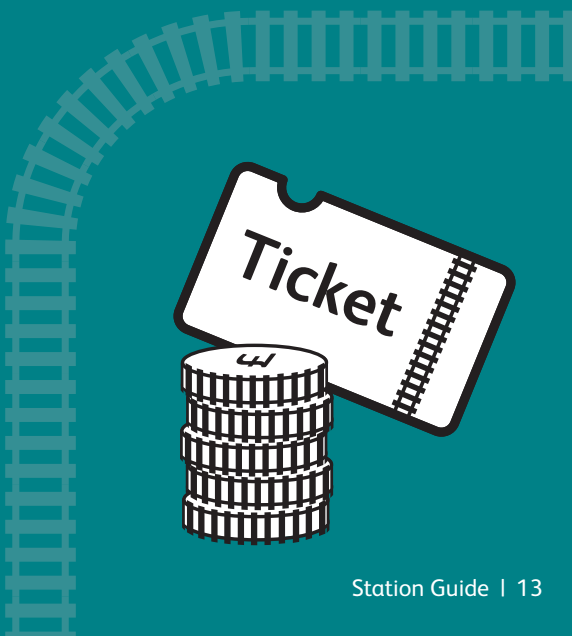
Day	Time
Monday – Friday	05:15 – 22:45
Saturday	05:30 – 22:45
Sunday	07:15 – 22:45

The Northside Ticket Office is open during the following times:

Day	Time
Monday – Friday	06:15 – 13:10
Saturday	07:10 – 14:40
Sunday	08:10 – 15:40

### Ticket machine operating times

Machines are available during station operating hours.



# Passenger Assistance

## Passenger Assistance at our station

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

Great Western Railway Assistance team 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 items of luggage as per the National Rail Conditions of Travel.

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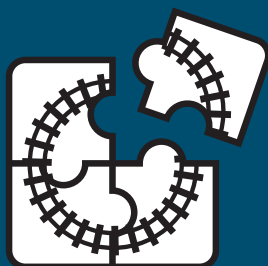
Distances from the concourse to trains can be lengthy at Reading so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 20 minutes prior to departure.

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

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

Reading is a busy for Passenger Assistance bookings. Because our station is so busy, we do recommend that you book in advance wherever possible.

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



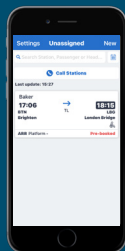
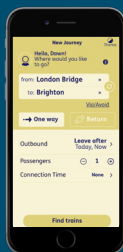
## Accessing Passenger Assist services

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](https://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.





1. Visit the [National Rail Enquiries website](#).
2. Follow the instructions provided via any other train booking service provider.

On the day you can request assistance from any of our team or go directly to our assisted travel meeting point where one of our team will help arrange assistance with you.

## Tell us about your journey

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

- The date and time of the service you are planning to travel on
- Your seat reservation details (if you have one)
- If you are travelling with other people, especially if they also require assistance, at London King's Cross our assistance vehicles can only seat 3 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 service, passengers are to arrive 20 minutes prior to 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 or go to our assisted travel lounge at the times it is open.

# Where to go when you arrive at the station

When arriving at the station the meeting point are:

- Brunel Arcade information point
- Northern entrance.

You can also request support from any of our Customer Service team; note we have a dedicated team who support the delivery of assistance to our customers, and they can be identified by the purple tabards that they wear, but any member of the railway team can assist you to our dedicated Assisted Travel Lounge or one of the waiting rooms when the lounge is closed.



## 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 be the train operator arranging alternative accessible transport where appropriate. This is arranged by the train operator you are travelling with, in conjunction with our Passenger Assistance Team.

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



# Interchanging

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

From the station you can access the RailAir coach to London Heathrow airport from the dedicated bus stop on Blagrave Street outside the side entrance from the Brunel Arcade. Local buses are also available from Station Hill and from Trooper Potts Way.

There is a taxi rank directly outside the main entrance (town centre side) and the Northern Entrance (Caversham side).

Pick-up and drop-off points are located in the underground short stay car park and in the multi-storey car park.

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



When arriving at the station by train and it is the terminating stop, 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. Staff unfortunately do not assist outside the station.

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

Information on bus and London Underground services is available on the Transport for London website at [tfl.gov.uk](https://www.tfl.gov.uk) or on the TfL Go app.

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

## Using the station at busier times

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

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

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



# If things do not go as planned

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## Booked assistance failures

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

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## Planned or unplanned disruption

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

If you have booked and/or require assistance during times of disruption we would ask that you make yourself known to one of our station colleagues at the assisted travel lounge or the Passenger Assist meeting point who will support you by providing information on your booked service, and will assist with your onward journey including rearranging assistance as necessary.

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



We will provide access and information on how to claim compensation when you are delayed.

Prior to any long-term refurbishments at our stations we will consult user groups and stakeholders.

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

We will also keep passengers up to date via our social media platforms: [@NetworkRailWest](https://twitter.com/NetworkRailWest) on X.



# Station facilities

## Seating

Seating is located throughout the station including priority seating, please refer to table below for details:

Location	Customer information screens	Priority seating	Heated
<b>Assisted travel lounge</b> Located in the Brunel Arcade. This lounge is open daily between 12:00-18:00. All seats are priority seats, including charging points. The Accessible Travel Lounge is staffed to provide additional help.	Yes	Yes	Yes
<b>Waiting room platform 7</b> General Seating and designated Priority/ accessible seating with charging points.	Yes	Yes	Yes
<b>Waiting room platform 8/9A</b> General seating.	Yes	Yes	Yes
<b>Waiting room Platform 8/9B</b> General seating.	Yes	Yes	Yes

Location	Customer information screens	Priority seating	Heated
<b>Platform 10/11A</b> General seating.	Yes	Yes	Yes
<b>Platform 12/13A</b> General seating.	Yes	Yes	Yes
<b>Platform 12/13B</b> General seating.	Yes	Yes	Yes
<b>Platform 14/15A</b> General seating.	Yes	Yes	Yes
<b>Platform 14/15B</b> General seating.	Yes	Yes	Yes
<b>Transfer deck</b> General seating.	Yes	No	No
<b>Platforms</b> A mixture of benches and seating with armrests is available on all platforms conveniently located at key locations.	Yes	No	No

## Toilets

Accessible toilets are located throughout the station at the following locations:

- Brunel Arcade
- Platform 7 Waiting Room
- Platform 8/9A
- Platform 10/11A
- Platform 12/13B
- Platform 14/15B.

**Accessible toilets in Brunel Arcade, next to the mens.**



## Image of platform 8/9A Accessible Toilet with electronic opening pad.



The toilets are free to use and can be accessed using the electronic feature on the door, with the exception of the accessible toilet in Brunel Arcade which 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.

All toilets are open during station opening hours.

## Changing places

There are no Changing Places facility at Reading station currently. However, the nearest Changing Facilities can be found at the following location:

Changing Places toilets are different to standard disabled toilets with extra features and more space to meet these needs.

The Oracle Shopping Centre, for details:

<https://www.accessable.co.uk/hammerson/the-oracle/access-guides/oracle-toilets-and-changing-places>

Broad Street Mall facility can be found on the first floor close to other toilet facilities and is operated by an automated door system by using a remote key fob. The facility is fitted with specialist equipment including an overhead hoist.

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## Showers including accessible showers

There are no shower facilities at Reading Station.

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## Left luggage

There is no luggage storage facility at Reading Station.

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## Lost property

Lost property at the station is held for 24 hours on platform 7, after this it is sent to the lost property office in Bristol. Reading Station.

# Customer information screens

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

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

There is white text style only at the platform 7 Entrance.



There is orange text at all other locations on the station.



# BSL customer information screens

BSL information is shown on 2 dedicated screens located in Brunel Arcade and the Transfer deck.

## Information points

Information desks can be found in the Brunel Arcade and on the Transfer Deck. Staff at these will be able to help with information about the station and services. There is also a car park help desk on the ground floor of the multi-storey car park.

Information desks opening times are as follows:

### Brunel help desk:

Day	Time
Monday – Friday	06:00 – 21:00
Saturday	06:30 – 21:00
Sunday	08:00 – 20:00

### Transfer deck:

Day	Time
Monday – Friday	06:00 – 21:00
Saturday	06:30 – 21:00
Sunday	08:00 – 20:00

### Long stay car park:

Day	Time
Monday – Sunday	24 hours



## Information desk in Brunel Arcade



## Information desk on the Transfer Deck



## Help point

Unfortunately there are no help points at this station.

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## Hearing loops

All ticket office counters have induction loops, at Reading station. In addition, induction loops are also located in the Assisted Travel Lounge, Information desk and Waiting Rooms.

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## Catering and retail

As our retail offering can change regularly, please visit our station website page for up to date information or ask for a station map at the station.

## More detailed accessibility information

Our website station pages contain all the information on Reading station, visit:

[Reading – Facilities, Shops and Parking Information](#)



# Getting in touch

## If things go wrong

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

**At our managed stations:** Employees are trained to help you if you have any questions. Speak to any Great Western Railway 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](http://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

[www.networkrail.co.uk/contactus](http://www.networkrail.co.uk/contactus)

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**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**

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## On the day of travel

If you have any questions about your journey prior to accessing the station, please contact the Train Operator you booked assistance with.

**Alternatively you can contact the National Passenger Assist team on 0800 022 3720 who will direct you to the correct person.**

You can follow us on X for updates about the station – **@NetworkRailWest**

Whilst our X account can offer useful information, it isn't monitored 24 hours a day so for urgent advice we would advise you to contact our **National Helpline on 03457 11 41 41.**

We will aim to respond to any messages on X as soon as possible.

## How to escalate a complaint

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

Telephone: **0330 094 0362**

Textphone: **0330 094 0363**

Email: [info@railombudsman.org](mailto:info@railombudsman.org)

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

Website: [www.railombudsman.org](http://www.railombudsman.org)

Post: **FREEPOST – RAIL OMBUDSMAN**



## How to contact train operators



### CrossCountry

Phone: **03447 369 123**

Textphone: **08001 0800 030 922**

BSL interpreter available via phone though a link on this page: <https://www.crosscountrytrains.co.uk/customer-service/contact-us-and-faqs>

X and Facebook: **@CrossCountryUK**



### Great Western Railway

Passenger Assist: **0800 022 3720**

Textphone: **07890 608043**

Email: [www.gwr.com/help-and-support/contact/email-us](http://www.gwr.com/help-and-support/contact/email-us)

X: **@GWRHelp**

Website: [www.gwr.com/help-and-support/contact](http://www.gwr.com/help-and-support/contact)

WhatsApp: **07890 608043**



### South Western Railway

Freepost: **SWR CUSTOMER RELATIONS**

Phone: **0345 6000 650**

Textphone: **18001 0800 52 82 10**

Email: <https://www.southwesternrailway.com/contact-and-help/contact-us>

X: **@SWR\_Help**



### Elizabeth line

Phone: **0343 222 1234**

Textphone: **(18001) 0343 222 1234**

24 hour travel information: **0343 222 1234**

# Further information

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## 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.

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## 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.

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## 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.



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## Our work with disabled people on improving accessibility

Reading 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.

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### 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/](http://www.disabledpersons-railcard.co.uk/travel-assistance/)







