

# Accessible travel in London

Your guide to the help and  
support available to you





Welcome to Transport for London's (TfL's) guide to the help and support you can get when travelling around the city.

We are continually making improvements across the capital to help make it more accessible for all. For instance, did you know that over the years our travel mentors have helped thousands of Londoners to build their confidence in travelling independently? Or that you can get assistance across most of London Overground, London Underground and TfL Rail without needing to book, using turn-up-and-go? Free services like these help to make London more open for everyone, whether you've used public transport before but are wary of new routes, or you haven't tried it yet.

In this leaflet you will find information that will help you understand what support is available for you to plan and make a journey.

Visit **[tfl.gov.uk/accessibility](https://tfl.gov.uk/accessibility)** or call **0343 222 1234\*** to find out more and see if you can take more journeys than you think.

**Marie Pye**

Board member, Transport for London

\*Network charges may apply.

See back page for details.

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# 1 Planning your journey

## TfL Go App

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Our travel app can help you access as much of the network as possible. Accessibility information is core to the app, with step-free information by station and platform, including interchange information and the location of the toilets. Check your travel with live arrival information for stations, tram stops and buses.

Plan your journey by station, address, postcode or from your current location and easily apply step-free to train or step-free to platform filters.

The app can be used with VoiceOver, Dynamic Type and preferred accessibility settings on iOS devices, and with TalkBack too on Android devices.

## Journey Planner

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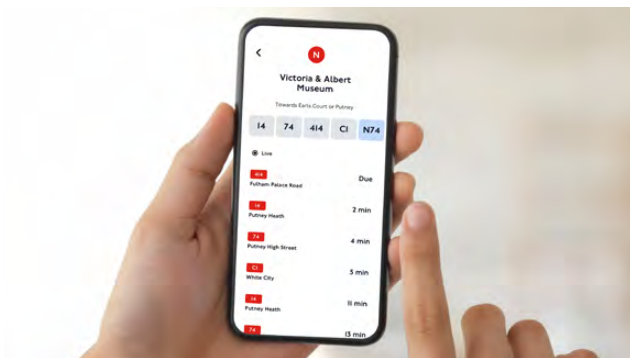
Journey planner is an online tool to help you plan your journey. It gives you a wide range of travel options to choose from. This includes step-free access and journeys with and without stairs and escalators. It will help you find the best routes between stations, stops, addresses or postcodes.

Visit [tfl.gov.uk/plan-a-journey](https://tfl.gov.uk/plan-a-journey) or call us on **0343 222 1234\*** to find the most convenient route for you.

You can also check planned works, closures or disruptions on lifts, escalators or stations by visiting [tfl.gov.uk/station-closures](https://tfl.gov.uk/station-closures)

\*Network charges may apply.  
See back page for details.

# Planning your journey



## On the network

There's lots of information to help you on your journey:

- Maps and timetables
- Real-time service announcements and live arrival countdown timers
- Clear wayfinding signs at stations
- Hearing aid induction loops on two-thirds of buses
- Electronic service update boards
- Tactile paving (at most platforms)
- Posters notifying customers of any lifts that aren't working on London Underground
- Information about interchange options including buses and taxis

Find out when your next bus is coming by searching online for 'live bus arrivals' or texting **87287\*** with the black five-digit number at the bus stop on the sign above the timetable.

# Planning your journey



## Maps and guides

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We have a range of maps and guides available to help you plan your journey. To get your copy of the maps and guides listed below visit [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides), or call us on **0345 222 1234\***.

**Tube map in large print, black and white and audio** showing Tube, TfL Rail, DLR, London Overground, tram and Emirates Air Line services.

**Step-free Tube guide** showing the gap and step size between the train and platform, step-free access and interchange options on the Tube, TfL Rail, DLR, London Overground, tram and Emirates Air Line services. It also shows you which stations require a boarding ramp that can be arranged by our staff and which stations have level access and do not require a ramp.

\*Network charges may apply.  
See back page for details.

# Planning your journey

**Avoiding stairs guide**<sup>†</sup> showing lifts, escalators and ramps between street and platform on the Tube and DLR.

**Tube toilet map**<sup>†</sup> showing the locations of toilets and baby changing facilities on the Tube, TfL Rail, DLR, London Overground, tram and Emirates Air Line services.

**Tube tunnels map**<sup>†</sup> showing which parts of the network are largely underground across the Tube, TfL Rail, DLR and London Overground.

**Translated Tube maps**<sup>†</sup> can be found on our website in 15 languages.

**Local bus maps**<sup>†</sup> are also available showing all the individual bus routes serving a particular area.

Visit [tfl.gov.uk/maps/bus](https://tfl.gov.uk/maps/bus) to view or download.

<sup>†</sup>Please note maps marked with this symbol are available to download only.

## 2 Help from staff

### Help from staff at stations

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All TfL staff are trained to help customers who require extra assistance. You don't need to book in advance as we operate a **Turn-up-and-go** service. Simply ask any member of staff for the help you need. Staff will be in uniform and on London Underground they wear a red 'Here to Help' tabard to help you identify them.

You can expect that we will:

- Help you to get to your end destination
- Help you to get to the platform
- Help you board the train
- Arrange for you to be met at interchange stations and at the end of your journey
- Arrange a boarding ramp where available
- Let you know if there are delays on the network and suggest alternative routes
- Assist wheelchair users e.g. pushing a wheelchair up a ramp
- Accompany you in a lift (if possible)

Where possible, we strongly recommend all staff and customers continue to wear a face covering when travelling.

Please note that most, but not all, stations are staffed when services are running. Call 0343 222 1234\* to find out more.



# Help from staff



## Help from staff on buses

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All bus drivers are trained to help customers who need extra assistance by:

- Pulling in close to the kerb to reduce the gap
- Lowering the bus to reduce the step up
- Extending the accessibility ramp if needed
- Requiring customers to make space for wheelchair users, unless it is unreasonable for them to do so
- Waiting until you're seated or holding on before pulling away

## Help from staff at interchange stations

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If your journey involves both a TfL and National Rail service, extra support is available through the Passenger Assist service. Call freephone **0800 022 3720\*** to book assistance.

\*Network charges may apply.  
See back page for details.

# Help from staff



## Assistance dogs

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Assistance dogs can travel on all our services, including taxis and private hire vehicles, at no extra charge. Some dogs are trained to use escalators but if your dog is not, please speak to a member of staff for help.

## Black taxis

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All vehicles have ramps and ramp extensions which drivers will deploy for you to help you get in and out. They also have an additional step if there is a large step down to the pavement.

For more information on taxi and minicab services in London, visit [tfl.gov.uk/modes/taxis-and-minicabs](https://tfl.gov.uk/modes/taxis-and-minicabs)

## 3 Discounted travel



### Freedom Pass

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The Freedom Pass allows older and disabled people living in London to travel free on the bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services in London.

Visit [londoncouncils.gov.uk/services/freedom-pass](https://www.londoncouncils.gov.uk/services/freedom-pass) to apply online, download the form to apply by post or call **0300 330 1433\***.

### Disabled Persons Railcard

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If you have a Disabled Persons Railcard you can get one-third off pay as you go fares in London and rail fares across Britain.

Visit [disabledpersons-railcard.co.uk](https://www.disabledpersons-railcard.co.uk) for more details, ask at a mainline National Rail station or call **0345 605 0525\***.

\*Network charges may apply.

Visit websites provided for more details.

## 4 Wheelchair spaces



### Wheelchair spaces

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Wheelchair spaces are available across TfL vehicles. Every bus has one and most trains have at least two. Wheelchair users have priority in these spaces and buggy users are required to make space if necessary.

Find the priority spaces by looking for the wheelchair symbol on the outside of the carriage or bus. This symbol also tells you where step-free access is available.

All black cabs have space for wheelchairs with a fitted seatbelt, they also offer an intermediate step and grab handles, plus most have a swivel seat.

Wheelchair spaces on TfL vehicles can be used by mobility buggies and mobility scooters too. Please note not all are suitable for use on all public transport vehicles. Please refer to the Mobility Aid Recognition Scheme in section 5 for more details, or ask the driver of your black cab if there is space to safely secure your mobility aid.

# Priority seats



## Priority seats

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There are dedicated priority seats on all bus, Tube, tram, DLR, London Overground, TfL Rail and some National Rail services. They are located near the doors and have easy access to grab poles.

### 'Please offer me a seat' badge and card

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If you struggle to stand on public transport and find it difficult to get a seat, you can apply for a free 'Please offer me a seat' badge, to make it easier to let other passengers know that you need a seat.

Visit [tfl.gov.uk/please-offer-me-a-seat](https://tfl.gov.uk/please-offer-me-a-seat), or call us on **0343 222 1234\*** to order your badge.

\*Network charges may apply.  
See back page for details.

## 5 Assisted transport services



### Travel Mentoring

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If you would like to try out public transport, but you could use support to get started, TfL's free Travel Mentoring service can help you to learn how to get around the network safely.

We offer telephone advice to help plan an accessible route and we can provide a mentor to accompany you for your first few practice journeys to help you learn how to travel the network, gaining confidence to become an independent traveller.

Our travel mentors can help anyone who lives or travels in London. We cover all journeys taken on TfL transport including the bus, Tube, TfL Rail, DLR, London Overground, tram, Uber boat by Thames Clipper and Emirates Air Line.

# Assisted transport services

Email [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk), or call **020 3054 4361\*** between 9:00-16:00 Monday to Friday to book an appointment.

If your journey is only on the DLR you may prefer to use the DLR Travel Ambassadors who offer advice on the network and can accompany you on a journey too.

Email [ambassadors@keolisameydlr.co.uk](mailto:ambassadors@keolisameydlr.co.uk) to book an appointment.



Since I've taken the TfL Travel Mentoring service my world has opened up. It has increased my confidence and allowed me to travel independently across London. ”

**Natasha**, a member of Havering Association for people with Disabilities (H.A.D) and mobility aid user

View Natasha's travel mentor experience online, by searching **TfL Travel mentor**

\*Network charges may apply.  
See back page for details.

# Assisted transport services



## Mobility Aid Recognition Scheme

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If you use a mobility aid on the bus, you can apply for a Mobility Aid Recognition card. This lets bus drivers know your aid has been approved and to automatically let the ramp down for you.

When you apply for a card, a travel mentor will accompany you on a journey to check the size of your mobility aid. They will also provide useful tips for how to get safely on and off the bus and plan your journeys.

You can apply for the card if you use a mobility scooter, walking aid or wheelchair buggy. Please note not all mobility aids are suitable for travel on public transport.

Email us at [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk) or call us on **020 3054 4361\*** between 9:00-16:00 Monday to Friday to book an appointment.



# Assisted transport services



## Travel support card

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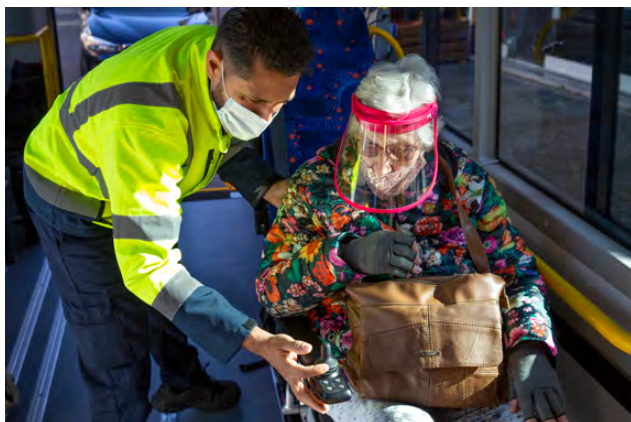
Travel support cards help you communicate with staff. You can write down what assistance or information you need and show this to staff to help you when you're travelling on any part of the TfL network and at Victoria Coach Station.

Anyone who finds travelling difficult can have the travel support card.

Visit [tfl.gov.uk/travel-support](https://tfl.gov.uk/travel-support) or call **0343 222 1234\*** to get yours.

\*Network charges may apply.  
See back page for details.

## 6 Door-to-door services



### Dial-a-Ride

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Dial-a-ride is TfL's free door-to-door transport service for those who cannot always use public transport. It is mostly suitable for getting around locally. Membership is available to older London residents and those with disabilities.

You can print a membership application form at [tfl.gov.uk/dial-a-ride](https://tfl.gov.uk/dial-a-ride), request one to be sent to you by emailing [dar@tfl.gov.uk](mailto:dar@tfl.gov.uk) or calling **0343 222 1234\***.

### Transport to hospital appointments

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Many NHS hospitals offer free transport to and from hospital appointments where you meet the eligibility criteria and may need medical attention or intervention during your journey. Contact your GP or the hospital's patient transport assessment centre to find out if you are eligible.

# Door-to-door services



## Taxicard

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Taxicard offers subsidised travel in licensed taxis and private hire vehicles to London residents with serious mobility or visual impairments, enabling them to make social trips such as shopping and visits to friends and family.

Visit [londoncouncils.gov.uk/services/taxicard](https://londoncouncils.gov.uk/services/taxicard), email [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk) or call **0207 934 9791\*** to join Taxicard.

## Community Transport

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This is an independent, community based door-to-door transport service for those who are unable to use public transport. It offers transport for groups as well as individuals.

Visit [tfl.gov.uk/door-to-door](https://tfl.gov.uk/door-to-door) to find out how it works in your local area.

\*Network charges may apply.  
See back page for details.

# Contact us

Visit us at: [tfl.gov.uk/accessibility](https://tfl.gov.uk/accessibility)

Write to us at:

TfL Customer Services, 4th floor,  
14 Pier Walk, London SE10 0ES

Call us on: **0343 222 1234\***

For other help and a list of contacts visit:  
[tfl.gov.uk/help-and-contact/](https://tfl.gov.uk/help-and-contact/)

To get in touch, provide feedback, make  
a suggestion or complaint visit and use  
our web forms:

[tfl.gov.uk/help-and-contact/accessibility](https://tfl.gov.uk/help-and-contact/accessibility)

\*Network charges may apply. Most providers offer  
call packages that allow calls free of charge at  
certain times. 020 and 034 numbers are usually  
included in these packages. Calls from landlines are  
typically charged between 2p and 10p per minute  
and calls from mobiles typically cost between 10p  
and 40p per minute. Connection charges may apply.  
SMS charges may vary.

All information correct at time of going to print  
in March 2022. Please check [tfl.gov.uk](https://tfl.gov.uk) for the  
latest Covid-19 travel advice and information on  
TfL Assisted Transport Services.



Plan your journey

**Download the TfL Go app**



Check your travel

**[tfl.gov.uk/travel-tools](https://tfl.gov.uk/travel-tools)**



24 hour travel information

**0343 222 1234\***

\*Network charges may apply.  
See [tfl.gov.uk/terms](https://tfl.gov.uk/terms) for details.



Sign up for email updates

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**[tfl.gov.uk/socialmedia](https://tfl.gov.uk/socialmedia)**

