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Assistance for disabled passengers

A telephone pre-booking service is offered by all train operators to assist people with disabilities and restricted mobility.

Facilities will vary from station to station. It's important that you book assistance 24 hours in advance.

Information you need to have before you phone

- Date and time of travel.
- Departure and destination stations.
- Any train changes.
- Your means of travel to and from stations.
- Whether a station wheelchair will be needed.
- Whether you are travelling alone or have a companion.

Contacting a rail operator

Local services - Northern

Helpline: Freephone 08081 56 16 06

8am - 8pm, Monday to Saturday

9am - 5pm, Sunday.

Northern's trains can accommodate wheelchairs no larger than the standard size of 70cm wide by 120cm long and can only carry scooters which can be folded and carried onto the train.

[Visit Northern's website for information on accessibility](#)

Long-distance travel

CrossCountry

Helpline: 0844 811 0125

8am - 10pm daily

CrossCountry's trains are accessible by wheelchairs having a maximum width of 67cm on HST trains or 70cm Voyager trains.

[Visit CrossCountry's website for further accessibility information](#)

East Coast

Helpline: 08457 225 225

8am - 10pm, Monday to Thursday

8am - 8pm, Friday to Sunday

Notice can be given up to 6pm the day before travel.

East Coast trains can accommodate wheelchairs which are less than 75cm wide and 120cm long, and can take particular models of scooters - please contact the helpline for more information.

[Visit the East Coast website for further accessibility information](#)

East Midlands Trains

Helpline: 08457 125 678

8am - 8pm, daily

Wheelchairs and powered wheelchairs can be accommodated on all services, provided that they are no wider than 70cm, no longer than 120cm and no heavier than 230kg including the passenger.

[Visit East Midlands Trains' website for further accessibility information](#)

First TransPennine Express

Helpline: 0845 600 1674

Standard wheelchairs can be carried on all services providing they are no wider than 67cm, no longer than 120 cm and no heavier than 300kg.

[More accessibility information on First TransPennine Express website](#)

Grand Central

Helpline: 0844 811 0072

9am - 5pm daily

[Visit Grand Central's website for further accessibility information](#)

Station information and facilities

[National Rail Enquiries](#) publishes individual station information, including facilities details and maps.

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