

Using Step Free Access at Hadley Wood Station

How can Step Free Access help me?

- Hadley Wood Station has a **step free street-to-platform exit/entrance** to its **northbound platform** (Platform 4), clearly signposted from the station forecourt.
- Step free access makes using the station easier for anyone with **mobility issues or hidden disabilities**, or for those who are travelling with **buggies or heavy luggage**.
- Anyone **arriving from London** can use it to exit the station.
- Anyone travelling **towards Welwyn Garden City** can use it to enter the station.

How can I travel step free towards London?

- To travel south towards **London Kings Cross**, do the following:
 - Take a northbound train towards Welwyn Garden City from Platform 4 to next station (four minutes' journey)
 - Alight at Potters Bar station (also step free street-to-platform)
 - Board the next (fast) southbound train to London Kings Cross
- You (and your travel companions) can do this **without paying any additional fare**, providing you don't exit at Potters Bar.
- A special **Circulatory Route Timetable** is posted on the noticeboard on Platform 4; can be picked up from the station ticket office; or downloaded from www.hadleywood.org.uk/step-free-travel. Why not carry a copy with you to show that the circulatory route is authorised?

How do I get Step Free Access from Platform to Train?

- Wheelchair and Mobility Scooter Users, and any other passengers who need assistance between train and platform (including those arriving from the north on Platform 1), should contact **GTR's Assisted Travel**:
 - Telephone 0800 058 2844
 - Textphone 0800 138 1018
- GTR's Assisted Travel line is available every day, 07:00 to 22:00, except Christmas Day.

Will a Wheelchair or Mobility Scooter Fit on the Train?

You can bring a manual or electric wheelchair or a mobility scooter on to any of the trains, subject to the following size and weight limits for safety reasons.

- ◆ width: 70 cm
- ◆ length, including footplates: 1.2 metres
- ◆ weight, including your weight: 300 kg (or just over 47 stone)

Where can I park?

- On arrival, users will see one **designated parking space for blue badge holders** outside Hadley Wood Dental Practice adjacent to the station.
- You can **pick up or drop off** anyone needing step free facilities down the cul-de-sac leading from the forecourt to the step free entrance but **unattended parking is not permitted there**.
- There is no dedicated station parking at Hadley Wood.

Where can I Buy a Ticket or Top Up my Oyster Card?

- You can buy train tickets from the **ticket office** (open Monday to Friday 06:30 to 10:00) or from **ticket machines** on the station forecourt. Both are at street level.
- Oyster cards can be topped up using the ticket machines or at Londis in the parade of shops adjacent to the station.



Produced by Hadley Wood Rail User Group (HWRUG) in October 2017.

HWRUG accepts no liability for any inaccuracy in the information contained in this guide.

www.hadleywood.org.uk/railway