

How to plan your journey

1. Check your starting and destination stations, plus any connections, using the symbols shown in 'How to use this map'. Then refer to the index overleaf for additional details of access and connections at each station. You may also wish to refer to the example journey box

2. Check that you can manage the step and gap from the platform to the train.

3. Check your return journey as this may require a different route or use of an alternative station entrance

4. Call Transport for London's 24 hour travel information number 0343 222 1234* before travelling to check the availability of lifts

5. You can also plan your journey online at tfl.gov.uk/journeyplanner

6. If you experience problems with your planned route contact a member of staff at the station (or use the Help point) and we will provide you with an alternative route

7. Our Conditions of Carriage place no obligation on customers in wheelchairs to be accompanied. If you need assistance please ask a member of staff who will assist you if they are able to and it is safe to do so. For your own safety, please do not use a moving escalator unless you can step onto it, stand on it and step off it

*Service and network charges may apply. See tfl.gov.uk/terms for details.

How to use this map

This map highlights all stations where you can get between the platform and street step-free, or change between lines step-free. Stations where this is not possible are shown in a light grey. Step-free stations are marked with a coloured symbol and a letter showing the size of the step and gap between the platform and the train, as follows:

- Step**
The step between the platform and the train is shown by the following symbols:
- 0 - 50mm (0 - 2 inches)
 - 51 - 120mm (2 - 4.7 inches)
 - Over 121mm (4.7 inches)

- Gap**
The gap between the platform and the train is shown by the following letters:
- A 0 - 85mm (0 - 3.3 inches)
 - B 86 - 180mm (3.3 - 7 inches)
 - C Over 181mm (7 inches)

Examples
● ● ● A
These stations have the smallest step and gap and are suitable for most customers including wheelchair-users

● ● ● A B C
These stations have varying levels of steps and gaps and may be suitable for customers with mobility impairments, those with luggage and buggies, and some wheelchair-users. This map shows the largest step and gap at each station. The index on the back of this guide shows the average step and gap for all stations which do not have level access. At some of these stations, level access may only be available at some parts of the platform – look out for signs



At stations marked with these symbols you can change between lines step-free (sometimes only in one direction). You will not be able to get in or out of the station without using stairs and/or escalators.



At this station you can change step-free between the Jubilee and Bakerloo lines.

but not between these lines and the Metropolitan, Circle and Hammersmith & City lines

At these stations you can change onto National Rail (sometimes only in one direction)

R
Ramps are used at this station to help you to board the train. These may need to be pre-booked. The step and gap at these stations varies

Station Name
At stations marked with a blue box and exclamation mark please arrive at the correct entrance for your direction of travel. Please refer to the index on the back of this guide

! For more information please check the station index on the back of this guide

⇄ Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information

Riverboat services

Airport

Tramlink

Emirates Air Line

Manual boarding ramps

At some stations access to the train is by manual boarding ramp. These stations are shown on the map with a R. If you plan to travel on London Overground, you should pre-book assistance by calling 0845 601 4867.

If you intend to use manual boarding ramps on London Underground services, you do not need to book in advance, but please read the information below. If you require a manual boarding ramp at these stations:

- Please speak to a member of staff in the ticket hall and let them know where you are travelling to
- Staff will operate the manual boarding ramp and assist you with getting on the train if you require this
- You may need to get on at a specific doorway on the train. Staff will advise you as to this
- Where relevant, staff will arrange for you to be met at your interchange or destination by a member of staff with a manual boarding ramp
- If you plan to travel from a station with permanent level access to a station with a manual boarding ramp, please speak to a member of staff before getting on the train, so that they can arrange for you to be met
- If you are interchanging from a line with permanent level access to a line with a manual boarding ramp, please speak to a member of staff on the platform. If no staff are present, use the 'Information' button on a Help point to ask for the manual boarding ramp to be operated
- If platforms and/or trains are very busy, it may take a while before there is space to get on a train, particularly if you are travelling with other wheelchair users
- The manual boarding ramps can take a maximum weight of 300kg (approx. 47 stone). This needs to include your weight and the weight of anyone assisting you on the manual boarding ramp, as well as the weight of your wheelchair

Example step-free journey: Chalfont & Latimer to Forest Hill

Find Chalfont & Latimer on the map and check both the **How to use this map** section and **Station Index** on the back of this guide. As the station index shows, you should use the Bedford Avenue entrance to access the southbound Metropolitan line platform (A step 50mm/gap 75mm) and take the Metropolitan line to Finchley Road.

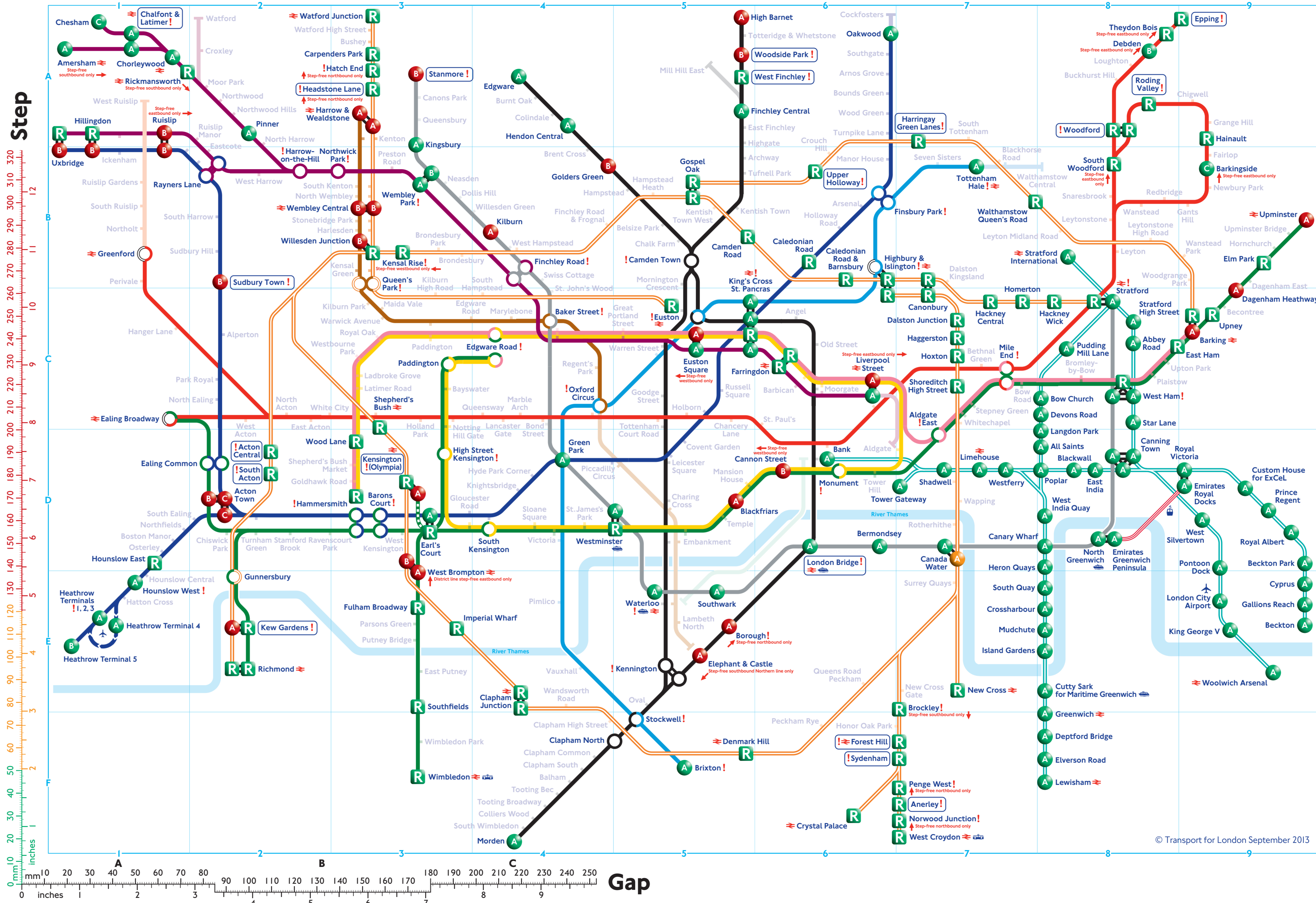
At Finchley Road (B step 1mm/gap 116mm) change for the southbound Jubilee line (B step 163mm/gap 120mm). Remember that at Finchley Road you can only change step-free between Metropolitan and Jubilee line trains travelling in the same direction. You cannot change between trains travelling in different directions and you cannot enter or exit Finchley Road station step-free.

Stay on the Jubilee line to Canada Water. At Canada Water (A step 50mm/gap 70mm), change for the London Overground service towards Crystal Palace or West Croydon (A step 75mm/gap 4mm). As the map shows, a ramp is available at Forest Hill.

To ensure that this is available, you should pre-book assistance by calling 0845 601 4867

Alternative transport

If you are unable to complete your planned step-free journey because the lifts are out of service, we will help you to find an accessible route to your destination, including booking you a taxi if there is no suitable alternative route by public transport.



Further information

Transport for London produce a number of documents to help people get around London more easily.

- Audio Tube map
- Large print colour Tube map
- Large print black and white Tube map

• Avoiding stairs Tube guide

• Getting Around London – your online guide to accessibility. Covers all TfL's transport services

• Toilet Tube map

• Bus maps (all London buses are wheelchair accessible, apart from some journeys on routes 9 and 15)

For copies call 0343 222 1234* or visit tfl.gov.uk/accessguides

• Blue badge car parking information - available at tfl.gov.uk/roadusers

• For information on booking taxis and minicabs visit tfl.gov.uk/cabwise

• @TfLAccess
Official Transport for London Twitter feed for news and information about accessibility on London's transport network

If you have any general comments about your Tube journey please contact London Underground Customer Services on 0845 330 9880, telephone 020 7918 3500 or write to:

LU Customer Services
55 Broadway
London SW1H 0BD

If you have comments about your DLR journey call 020 7363 9700, telephone 020 7093 0999 or write to:

DLR Customer Relations
Serco Docklands
Castor Lane
London E14 0DS

If you have comments about your London Overground journey call 0845 601 4867, telephone 020 3031 9331 or write to:

Freepost RSTY-TJRK-JRUG
London Overground
Customer Services Team
125 Finchley Road
London NW3 6HY

If you are not satisfied with their response and wish to take the matter further, contact London TravelWatch on 020 3176 2999 or visit londontravelwatch.org.uk

Key to lines

- Bakerloo
- Central
- Circle
- District
- - - - District open weekends, public holidays and some Olympia events
- Hammersmith & City
- Jubilee
- Metropolitan
- Northern
- Piccadilly
- - - - No service between Uxbridge and Rayners Lane in the early mornings
- Victoria
- Waterloo & City
- DLR
- London Overground
- Emirates Air Line

Key to symbols

- Step between platform and train**
- 0 - 50mm (0 - 2 inches)
 - 51 - 120mm (2 - 4.7 inches)
 - Over 121mm (4.7 inches)
- Gap between platform and train**
- A 0 - 85mm (0 - 3.3 inches)
 - B 86 - 180mm (3.3 - 7 inches)
 - C Over 181mm (7 inches)
- A Platforms with designated level access boarding points. Step/gap measurements at these stations are when boarding train at these points only
 - R Access from platform to train by manual boarding ramp
 - ! Access via lift(s). Limited capacity (8 to 12 persons) indicated by 'small'
 - ⇄ Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information
 - Main bus interchange
 - Emirates Air Line
 - Airport
 - Taxi rank
 - (5) Car park with number of blue badge bays indicated in brackets
 - WC Accessible toilet on site or nearby