

Leeds City

Station Guide



Information for older and disabled passengers.

Including accessible facilities and passenger assistance services.



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Introduction



Welcome to Leeds City station.

This leaflet sets out:

- The help that is available at the station for older and disabled 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 improve our services and facilities for older and disabled passengers.



Station overview

Who does what at our station

Network Rail manages the station and maintains facilities in the station such as induction loops and other accessibility features.

Northern Rail provides assistance to all passengers in the station.

Our train operators sell tickets to passengers and provide the train services.

Station operating hours

Day	Time
Monday – Saturday	00:00 – 23:59
Sunday	07:45 – 23:59

The south entrance of the station is open from:

Day	Time
Monday to Sunday	06:00 – 22:00



Train operators at our station are:



Northern Rail – Local services between Leeds, North West England, Yorkshire and Humber.



London North Eastern Railway – Intercity trains between Leeds and London Kings Cross.



Transpennine Express – Operate services between North West England, Yorkshire and North East England.



Cross Country – Intercity services between Scotland, North East England, Yorkshire, and South West England.

Station access



Step-free access

Step-free access to the main station is via:

- New Station Street, City Square and the short stay car park entrances.
- The south entrance is accessible via lifts to the west footbridge.



Step-free access to platforms

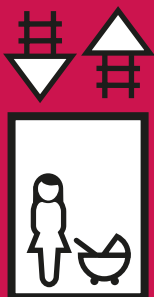
Platforms 0-8

- These platforms are step-free and accessed without the need to access the west footbridge.

Platforms 9-17

- These platforms are step-free and accessed via lifts, escalators, and stairs off the west foot bridge, as well as stairs for the east footbridge.

Note: Our platforms are long so it may take a while to reach your train or access our main concourse. Therefore, we do recommend that if you are a wheelchair user or are unfamiliar with the station, please seek assistance from a member of our station team to get you where you need to go on time.



First-class lounge

Is accessible from the north concourse.



Step-free classification

Under the industry step-free classification system, Leeds City 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).

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 Leeds City all of our platforms are fitted with tactile paving/panels.

Arriving by car

Our pick-up and drop-off point is located:

- In the short stay car park, via Aire Street.
For ease, please find the sat nav postcode for pick-up and drop-off point: **LS1 4HT**

Note: Due to limited space and to avoid traffic congestion you will be unable to wait at our drop-off and pick-up point and we thank you for your support. If you do need to wait you can continue into the short stay car park.

Parking

There is short and long stay parking in the multi-story car park, accessed from Aire Street.

There are 2 designated Blue badge parking spaces within the short stay car park.

There are 11 designated Blue badge parking spaces within the long stay car park, located on the ground floor. 3 of these spaces have electric charging points.

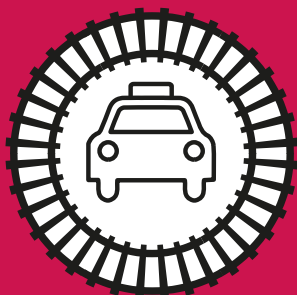
Taxis

We have an accessible taxi rank located outside the south concourse on New Station Street, opposite the main entrance. If you have a pre-booked taxi (including Uber) you will need to go to the pick-up point, which is situated in the short stay car park. This is accessible from the north concourse next to Wetherspoons.

To access the taxi rank, follow signs from inside the station.

For your information:

The taxi rank is a designated taxi rank operating black and white cabs, some of which are wheelchair accessible. We can request a wheelchair accessible taxi if there isn't one available.



Buying a ticket

Ticket machine locations:

- Five in the main ticket office situated on the north concourse
- Two on the north concourse under the train information
- Machine is situated next to the main barriers on the paid side
- One at the gateline for the south entrance

Our ticket machines are all equipped with smart card readers.

Our passenger assistance staff can also help you to buy tickets if required.

Ticket office opening hours

Day	Time
Monday – Saturday	04:45 – 23:59
Sunday	07:45 – 22:30

There is a height adjusted ticket counter in the ticket office on the north concourse.



Travel centre opening hours

Day	Time
Monday – Saturday	09:00 – 18:00
Sunday	07:45 – 22:30

Ticket vending machine operating times

Machines are available during station operating hours.



Passenger Assistance

Passenger Assistance at our station

We offer assistance to older and disabled passengers who need help accessing our facilities and train services.

Our 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.

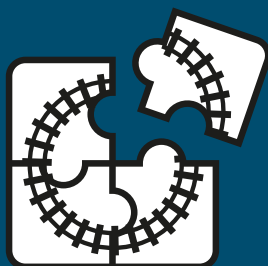
Distances from the concourse to trains can be lengthy at Leeds City so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to departure.

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.

Leeds City is a very busy station 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

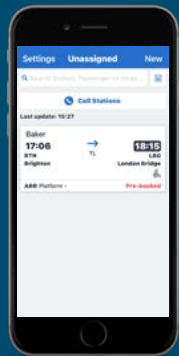
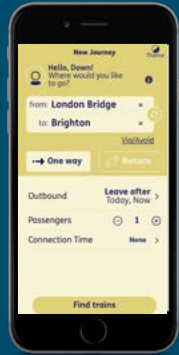
Assistance for any journey, including journeys with multiple connections using multiple train companies, can be booked in advance, or can be requested on the day from a member of staff.

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. **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.



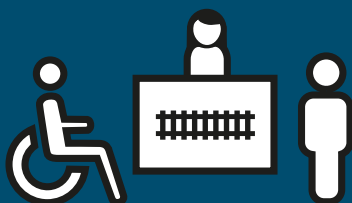
3. Visit the [National Rail Enquiries website](#).
4. Follow the instructions provided via any other train booking service provider.

On the day you can request assistance from any of our team or go directly to our assisted travel lounge 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 Leeds City.
- 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 (we call this ‘turn up and go’).

Assistance services are available between 06:45 -23:00. You may need to wait until staff are available to help if you have not pre-booked, but our policy is to make it happen. After 23:00 we will try to assist you, but due to staffing levels there may be a short wait.

You can ask any member of staff at the station or go to our customer information point at the times it is open.



Where to go when you arrive at the station

We have an assisted meeting point located on the south concourse at the customer information point.

This is our assistance meeting point, you can check-in for assistance you have previously booked or make a 'turn up and go' request for assistance if you have not booked.



Assisted travel meeting point opening hours

Day	Time
Monday – Saturday	06:45 – 20:00
Sunday	10:00 – 17:30

There is a comfortable seating/waiting area exclusively for our assisted travel passengers, marked as priority seating.

Outside of these times, passenger assistance services are still available until 23:00, by speaking to a member of staff at the gate line. Between 23:00 and 06:45 we will do our best to assist you but may be a slight wait due to staffing levels.

When arriving at the station by 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, or 10 minutes during times of 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.

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 include the train operator arranging alternative accessible transport where appropriate.

Interchanging

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

If you need information on how to change to another mode of transport at the station, please speak to a member of staff in the station. Please note that we can only provide assistance on the station premises to/from Leeds City Station and the bus stops on New Station Street.



Leeds Bus Station is situated approximately half a mile to Leeds City station. This can journey can be made at street level. Further bus services can also be found nearby on Boar Lane. We regret we are unable to assist passengers between the station and buses.



Using the station at busier times

Leeds City is one of the busiest stations in the UK and there are times when the station can become congested. Our station teams manage passenger flow during busier times.

Peak times are between 07:00 – 09:30 and 16:30 – 19:00 Monday – Friday.

Off-peak times are when the station is least busy – these are normally between 09:30 -16:00 and 19:00 onwards Monday - Friday.

If you require assistance to travel through the station during busier times our team are available to assist. Please speak to a member of the team available throughout the station and they will be able to provide assistance to and from your train.



If things do not go as planned

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.

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:

[@NetworkRailLDS](#) on Twitter.



Station facilities

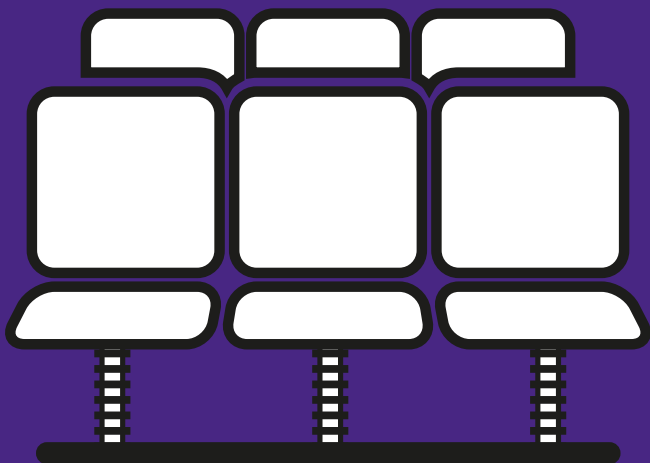


Seating

Seating is located throughout the station and our new seats on the concourses all have charging points.

There is also outdoor seating on the majority of platforms, as well as waiting rooms on platforms 0-1, 9-11 and 12-15.

Note: The waiting rooms on platforms 12-15 do not have automatic doors, meaning that they may be less accessible to wheelchair users.



Toilets

Our accessible toilets can be found on the south concourse, platform 0 and platform 12. The toilets 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 them for you. These are gender-neutral facilities.

Our ladies toilets can be found on the south concourse and platform 8.

Our gents toilets can be found on the south concourse, platform 8 and platform 12.

All our toilets are open during station opening hours and are free to use.



Baby change facilities can also be found on the south concourse and on platform 12, accessible via a Radar key. If you do not have one, you can ask the cleaners or any member of staff for assistance.

Open during station opening hours.

Accessible showers

There is an accessible shower on the south concourse, which can be accessed with a radar key.

These are gender-neutral facilities.

Left luggage

Passengers can leave luggage in excess baggage which is located near the City Square entrance on the north concourse.

If you require assistance to access this facility, please contact one of our station team.

Left luggage opening hours

Day	Time
Monday – Wednesday	08:00 – 21:00
Thursday – Sunday	08:00 – 23:00

For more information:
+44 (0)113 350 3966
leeds@excess-baggage.com

This is also where our lost property is handed to by station staff. If you have left anything on a train, then you will need to contact the train operator to find out their procedures.

- **Northern Rail** lost property enquiries: **0800 200 6060**
- **Transpennine Express** lost property enquiries: [Find Lost Property | Train Lost Property | TransPennine Express \(tpexpress.co.uk\)](#)
- **London North Eastern Rail** lost property enquiries: [Contact lost property | LNER](#)
- **Cross country** lost property enquiries: [Lost Property Enquiries & Processes | CrossCountry \(crosscountrytrains.co.uk\)](#)
- **East Midlands** enquiries: **03457 125678**

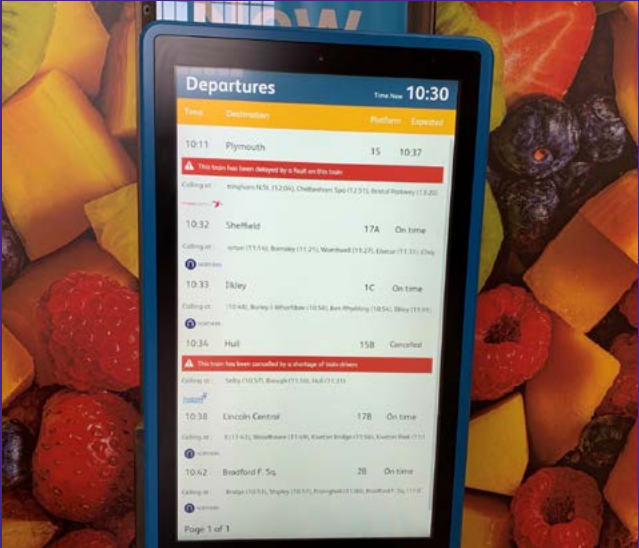


Customer information screens

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



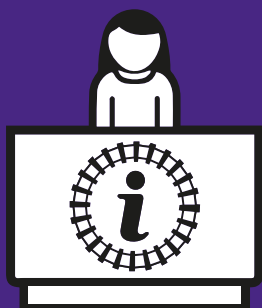
There are also touch screen units that can provide local information including walking routes, as well as the train information.



Information points

There are multiple information points located across the station concourse where our train operator colleagues will be able to help you with information about the station and our services including access to local area, tourist and other transport information.

Staff are available on the concourse during station operating hours.



Hearing loops

Induction loop locations in the station:

- North concourse departure boards, near Starbucks
- South concourse departure boards
- Departure boards, end of platform 6
- West footbridge, outside the lift for platforms 9-11
- Platform 12-15 departure boards
- Southern entrance, lower ground floor



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 Leeds City station, visit

[Leeds City – 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 Network Rail 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 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.

Twitter: [@NetworkRail](https://twitter.com/NetworkRail), we respond to as many queries as we can on Twitter 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
1 Eversholt Street
London
NW1 2DN

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 Twitter for updates about the station - [@NetworkRailLDS](https://twitter.com/NetworkRailLDS).

Whilst our Twitter 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 Twitter 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

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

Website: www.railombudsman.org

Post: FREEPOST – RAIL OMBUDSMAN



How to contact train operators



Northern Rail – Local services between Leeds, North West England, Yorkshire and Humber.



London North Eastern Railway – Intercity trains between Leeds and London Kings Cross.



Transpennine Express – Operate services between North West England, Yorkshire and North East England.



Cross Country – Intercity services between Scotland, North East England, Yorkshire, and South West England.

Further information

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.

Our Accessible Travel Policy

Our policy document sets out the commitments Network Rail has made, to ensure older and disabled 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.

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.

Our work with disabled people on improving accessibility

Leeds City Station is in the process of setting up a forum to consult future changes to the station with our disabled passengers, helping to ensure we build a station fit for all.

Once it has been set up we will be able to provide contact details for it.

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/



