

London Cannon Street

Station Guide



Information for older and
disabled passengers.

Including
accessible
facilities and
passenger
assistance
services.



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Introduction



Welcome to Cannon Street 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 Southeastern provides assistance to passengers.

Both Network Rail and Southeastern maintain facilities at the station including toilets, induction loops and other accessibility features.

Southeastern sells tickets to passengers and provides the train services.

Station operating hours

Day	Time
Monday to Friday	04:30 – 01:02
Saturday	05:00 – 01:02
Sunday	07:00 – 01:02

Train operators at our station are:



Southeastern Railway. The station connects the south side of the City to south and south-east London via London Bridge Station.

London Underground station at Cannon Street



Cannon Street Underground station is operated by Transport for London (TfL) and further information on their services can be found using their website www.tfl.gov.uk or on the TfL Go app.

For information on how to interchange between our station and the Underground, and the help we can provide, please see page 19 of this leaflet, '[Interchanging](#)'.

Opening hours:

Cannon Street Underground station is beneath the main line station. Entrances at Cannon Street are step-free, and Dowgate Hill Road has steps.

Day	Time
Monday to Friday	05:15 – 20:50
Saturday	07:20 – 19:40
Sunday	Closed

Tube lines serving Cannon Street:

- District and Circle lines



Transport
for London

Station access



Step-free access

Access to the main station

There are two entrances to the station on Cannon Street. The east-side entrance is step-free, with lift access to the main concourse. The west-side entrance is not step-free.

Access to platforms

Platforms 1–7 all have step-free access from the main concourse.



London Underground

There is no step-free access from Cannon Street station to the Underground ticket hall, or from the Underground ticket hall to the Underground platforms.

Step-free classification

Under the industry step-free classification system, Cannon Street 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 Cannon Street all of our platforms are fitted with tactile paving/panels.

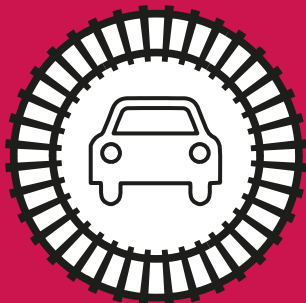
Arriving by car

Our pick-up and drop-off point is located on Cloak Lane. The postcode for Sat Nav is **EC4N 6AP**.

Note: Due to limited space and to avoid traffic congestion you will be unable to wait at our drop-off and pick-up points.

Parking

There is no public car park at the station. There are two metered spaces behind the taxi rank. There are parking spaces on Cloak Lane, one is reserved for Blue Badge holders. All are near the step-free entrance.



Taxis

The accessible taxi rank is located on Cloak Lane off Dowgate Hill approximately 100 metres from the station.

Our staff are available when you alight or depart during station opening hours each day and will help passengers who need or have booked passenger assistance between the taxi rank and the station.

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

For information:

The taxi rank is a designated TfL taxi rank operating black cabs, all of which are wheelchair accessible. Some of the newer black cabs are also fitted with induction loops and intercoms for hearing aid users.

Buying a ticket

Ticket machines are located on the main concourse.

Our ticket machines are all equipped with smart card readers.

Our staff can help you to buy tickets if required.

Ticket office opening hours

Day	Time
Monday – Friday	07:15 – 19:40

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 Cannon Street 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.

Cannon Street is a busy station for delivering assistance, so you may wish to book your assistance ahead of time.

Pre-booked assistance can be booked up to 2 hours in advance of travel.



Accessing Passenger Assist services

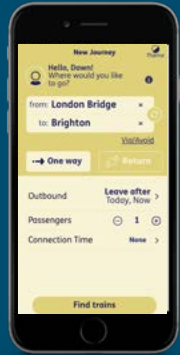
Assistance for any journey, including journeys with multiple connections using multiple train companies, can be booked in advance, or can be requested on the day from a member of staff.

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.



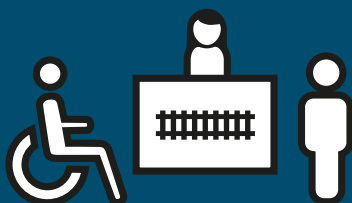
3. Visit the [National Rail Enquiries website](#).
4. Follow the instructions provided via any other train booking service provider.

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 Cannon Street our assistance vehicles can only seat three people each.
- If you have any special requests, please make these 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. For Turn up and go service, passengers are to arrive 30 minutes prior to departure.

Assistance services are available at all times the station is open. You may need to wait until staff are available to help, but our policy is to make it happen.

You can ask any member of staff at the station or go to our assisted travel lounge at the times it is open.

Where to go when you arrive at the station

If you require assistance or help with your luggage, please head to our assistance meeting point which is the ticket office, on the concourse, alternatively speak to a member of staff available on the concourse.

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 assistance.

You can also request support from any of our Customer Service team and they can be identified by the purple tabards that they wear, but any member of the railway team can assist you.



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.

Please note that we can only provide assistance on the station premises to/from Cannon Street Station taxi rank.

- To access the taxi rank, follow signs from the station.
- There are two bus stops at the front of the station.

Information on bus and London Underground services is available on the Transport for London website at tfl.gov.uk or on the TfL Go app.

If you need information on how to change to another mode of transport at the station, please speak to a member of the station team.



Taxi Services

Please speak to a member of staff for directions to the taxi rank.

Bus

There are two bus stops at the front of the station. Please turn right or left once outside the station. The bus stops are approximately a 40-yard walk.

Using the station at busier times

Cannon Street is a busy station and there are times when the station can become congested. Our station teams manage passenger flow during busier times.

Off-peak times are when the station is least busy – these are normally during the week after 09:30 until 16:00, and after 19:00.

If you require assistance to travel through the station during busier times our team are available to assist. Please contact a member of the team throughout the concourse, where our team will provide assistance to 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:

[@NetworkRailCST](#) on Twitter.



Station facilities



Seating

Seating is located throughout the station, please refer to table below:

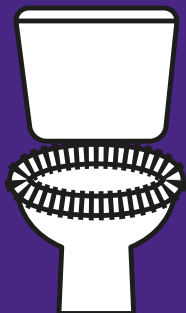
Location	Customer information screens	Priority seating	Heated
Main concourse The concourse has seated areas for passengers.	Yes	Yes	No
Platforms Seating is available for our passengers conveniently located.	Yes	No	No

Toilets

Toilets including an accessible toilet and baby changing facilities are located next to the ticket office.

Toilets are free to use and are open during station opening hours.

The accessible toilet can be accessed using a Radar key. If you don't have a Radar key of your own, please speak to a member of staff of one of our cleaning team who will open it for you.



Showers including accessible showers

Please note there are no shower facilities available.

Left luggage

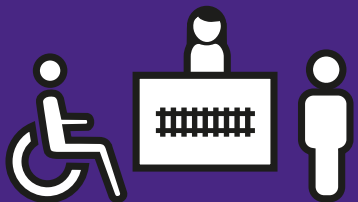
There is no left luggage facility at Cannon St station.

For help with lost property please call:
Southeastern on **0845 000 2222**.

Customer information screens

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

We also provide audio announcements for all our train services and other customer related information.



Information points

There is no dedicated information point at the station, however ticket office staff and gate line staff are available to assist you.

Staff are available on the concourse during station operating hours.

Hearing loops

Located at the ticket office.



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 Cannon Street, visit

[Cannon Street – 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 - [@NetworkRailCST](https://twitter.com/NetworkRailCST).

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



Southeastern Railway. The station connects the south side of the City to south and south -east London via London Bridge Station.



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

Cannon Street Accessibility Forum has been set up to consult future changes to the station with our disabled passengers, helping to ensure we build a station fit for all.

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/



