

Manchester Piccadilly

Station Guide



Information for older and
disabled passengers.

Including
accessible
facilities and
passenger
assistance
services.



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Introduction



Welcome to Manchester Piccadilly 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, provides assistance to passengers and maintains facilities including toilets and accessible features such as lifts and escalators.

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

Station operating hours

Day	Time
Monday to Friday	04:30 - 01:05
Saturday	04:30 - 01:45
Sunday	05:30 - 01:05

Subject to the arrival of last train of the day and the departure of the first train in the morning.



Train operators at our station are:



Northern Rail – trains between Manchester Airport, Barrow-in-Furness, Windermere, Alderley Edge, Liverpool Lime Street, Rose Hill Marple, Stoke-on-Trent, Blackpool North, Hazel Grove, Sheffield, Crewe, Hadfield, Buxton, Southport and New Mills Central



TransPennine Express – trains between Manchester Airport, Glasgow, Edinburgh, Redcar Central, Huddersfield, Hull and Cleethorpes



Transport for Wales – trains between Carmarthen, Chester, Manchester Airport, Holyhead and Llandudno



Avanti West Coast – trains between Manchester and London Euston



CrossCountry – trains between Birmingham, Bournemouth, Southampton and Plymouth



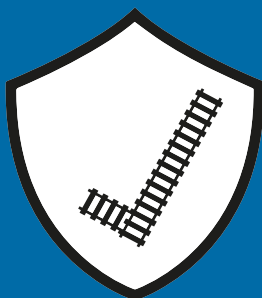
East Midlands Railway – trains between Manchester, Liverpool and Norwich

Manchester Metrolink Tram station at Piccadilly



Manchester's Piccadilly Metrolink is operated by Transport for Greater Manchester (TfGM) and further information on their services can be found using their website www.tfgm.com.

For information on how to interchange between our station and the Metrolink and the help we can provide, please see page 21 of this leaflet '[Interchanging](#)'.



Station access

Step-free access to the main station is via –

- The station Approach Road via London Road and Ducie Street.
 - Fairfield Street entrance to the main station has step-free access via the two lifts located at this entrance and this is also where the short stay carpark, taxi rank and pick up point is located.
-

Step-free access to platforms

Platforms 1-12 are step-free and can be accessed via the main concourse.

Platforms 13-14 have step-free access via a dedicated lift for these two platforms located on the overbridge next to the Waiting lounge.

Some of our platforms are long, so it may take a little time to reach your train or access our main concourse on arrival therefore you may wish to seek support from one of our station team, to get you where you need to go on time.

Manchester Metrolink

There is step-free access from Manchester Piccadilly to the Metrolink, via lifts and escalators from the main concourse, platforms 8-9 and 12.

Upper concourse & first-class lounge

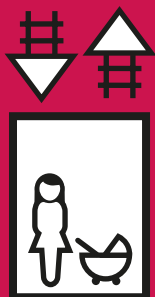
Step-free access is available here and can be accessed by using our lifts situated opposite platform 1 and platform 12 on our main concourse, also two escalators at each end of the mall also situated on the main concourse.

Lift access to all floors

Fairfield Street entrance lifts to main concourse and upper concourse gives access to the Metrolink level, platforms 1-14 and bars, restaurants, shops and ticket and travel centre. There is also a lift located at the top of the short stay car park on Fairfield Street which provides access to the satellite lounge next to platforms 13-14.

Step-free classification

Under the industry step-free classification system, Manchester Piccadilly 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 Manchester Piccadilly platforms 1-12 are fully fitted with tactile paving/panels.

Platforms 13-14 have no tactile paving/panels fitted. If your train is departing from one of these platforms and you require assistance please ask one of our station team.

Arriving by car

Our pick-up/drop-off point is located on Fairfield Street just beyond the entrance and next to the taxi rank and short stay car park.

Use the postcode **M1 2QF** for sat nav.

Parking

There is a short stay car park at our Fairfield Street entrance, we also have a long stay facility within the Multi Storey car park, which is located on Sheffield Street at the rear of the station. You can gain access to the main station from this location via the lifts.

Short stay car park has three Blue badge bays.

Taxis

We have an accessible taxi rank which is located next to our Fairfield Street entrance and runs alongside the short stay car park and pick-up and drop-off point.

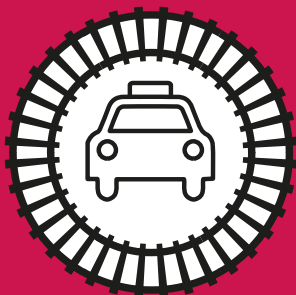
Our staff are available when you arrive or depart the station during opening hours every day and will help passengers who need or have booked passenger assistance between the taxi rank and the station.

Note: we have an assistance call point located in this area and it can be found through the entrance doors and to the left, next to the lifts.

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

For your information:

The taxi rank is a designated 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



Tickets can be purchased from the ticket and travel centre which is situated on the main concourse opposite platforms 6-7.

There is a height adjusted ticket counter located in the ticket and travel centre.

Alternatively tickets can be purchased from the ticket machines which are located just outside the centre on the main concourse.

Our ticket machines are all equipped with card readers.

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



Ticket office opening hours

Day	Time
Monday – Saturday	06:00 – 22:00
Sunday	08:00 – 21:00

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.

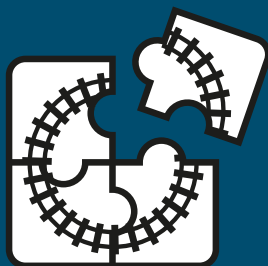
Distances from the concourse to trains can be lengthy at Manchester Piccadilly so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to departure.

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.

Manchester Piccadilly is a 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

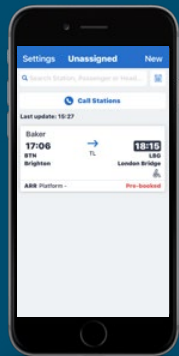
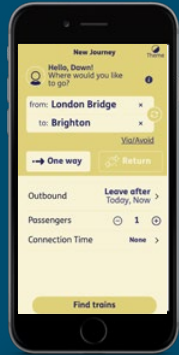
Assistance for any journey, including journeys with multiple connections using multiple train companies, can be booked in advance, or can be requested on the day from a member of staff.

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.



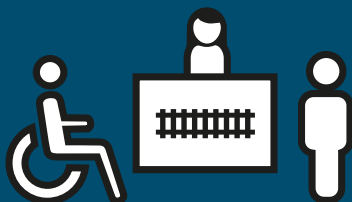
3. Visit the [National Rail Enquiries website](#).
4. Follow the instructions provided via any other train booking service provider.

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 Manchester Piccadilly our assistance vehicles can only seat three people each.
- 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 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 Passenger Assistance Point at the times it is open. Alternatively, there is an assistance call point located inside the Fairfield Street entrance.



Where to go when you arrive at the station

We have an Assistance Meeting Point located on the main concourse opposite platform 1, we also have an assistance call button at our Fairfield Street entrance on the left side of the entrance.

We have a dedicated support team who provide assistance to our customers and they can be identified by the purple tabards that they wear, although any member of the railway team can assist you to our assistance meeting point.



Assisted travel lounge opening hours

Day	Time
Monday – Saturday	07:00 – 22:00
Sunday	08:00 – 22:00

Our station reception can help you:

- check-in for assistance you have previously booked
- make a ‘turn up and go’ request for assistance for those who have not booked

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

Outside of these times, passenger assistance services are still available, by speaking to a member of staff on the concourse or by using the help call buttons located on Fairfield Street entrance and on the entrance, adjacent to platform 1.

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 within the station premises to/ from Manchester Piccadilly to the Metrolink, taxi rank and bus stops at the Fairfield Street entrance.

Bus

The bus station is located in Piccadilly Gardens and is located approximately half a mile away from the front approach road. The bus station provides bus services to the surrounding areas within Greater Manchester. We regret we cannot assist between this bus station and Manchester Piccadilly.

We also have a Free Bus service that goes to various local locations around the city and can be accessed from the Approach Road bus stops.

Taxis

An accessible taxi rank is at the Fairfield Street entrance.

Our team is available to help passengers who need assistance to and from the taxi rank.

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

Assistance to interchange

Manchester Piccadilly is a complex station which interfaces with other transport modes. We work as one team to make your journey as smooth as possible. Please note that we can only provide assistance on the station premises between Manchester Piccadilly and those services within our premises.

Manchester Metrolink Tram station at Piccadilly is located on the Fairfield Street level and assistance is available to and from these platforms.

- The city centre 'Free Bus' is available from outside the main station entrance. Two bus stops service 3 bus services to various local locations around the city and are wheelchair accessible.



Using the station at busier times

Manchester Piccadilly is one of the busiest stations in the Northwest and there are times 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 then after 18:30. Peak times occur before and after these times.

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:

[@NetworkRailMAN](#) on Twitter.



Station facilities

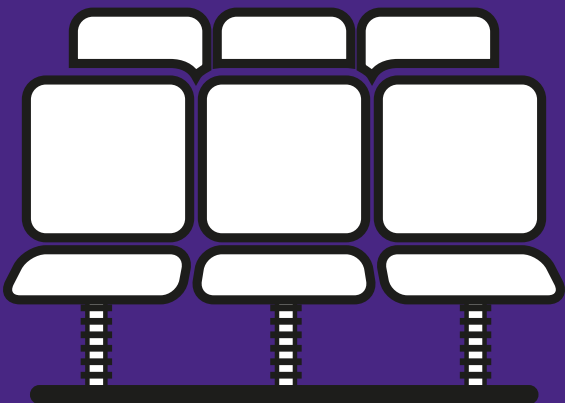
Seating

Seating is located throughout the station including priority seating, please refer to table below for details:

Location	Customer information screens	Priority seating	Heated
Main concourse Close to the station approach road entrance is a large seating area for passengers, there is also a selection in front of several platforms.	Yes	Yes	No
Passenger assistance meeting point Located opposite platform 1 on the main concourse, this area is staffed to help aid passengers that require assistance.	Yes	Yes	No
Upper concourse A large number of seats are available and located throughout the concourse.	Yes	Yes	No

Location	Customer information screens	Priority seating	Heated
<p>Platform 10</p> <p>A selection of seating is located near the entrance of platform 10 next to the moving walkways.</p>	Yes	Yes	No
<p>Quiet lounge</p> <p>A selection of seats can be found in this area, located within the waiting lounge. This area is for passengers wanting some quiet time.</p>	Yes	Yes	Yes
<p>Overbridge</p> <p>A cluster of seats in this area located on the interchange route to all platforms.</p>	Yes	Yes	No
<p>Fairfield street entrance</p> <p>Seating is available in locations around this area.</p>	Yes	Yes	No

Location	Customer information screens	Priority seating	Heated
<p>Mall</p> <p>A number of seats are available in this area.</p>	No	Yes	No
<p>South concourse</p> <p>Seating is located in the corner, next to the lifts that overlook Fairfield street entrance and platform 14.</p>	No	Yes	No
<p>Platforms 1–14</p> <p>A small selection of seating is available on all platforms. Perch seating only on platforms 13 & 14.</p>	Yes	Yes	No



Toilets

Toilets including accessible toilets and baby changing facilities can be found in the following locations:

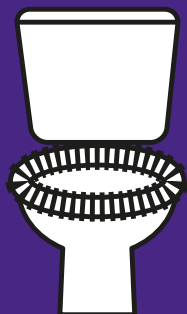
Opposite platform 12 on the main concourse.

Opposite platform 12 on the upper concourse.

In our satellite lounge which is located at the top of platforms 10-11 beyond the moving walking. There is a lift at the end of platform 10 to gain access to this area.

All our toilets are free to use and our accessible 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 it for you.

Our toilets are open during station opening hours.



Left luggage

Passengers can leave luggage in our left luggage facility, which is located halfway down platform 10, this facility is accessible.

Left luggage opening hours

Day	Time
Monday to Sunday	08:00 – 21:00

For more information:

0161 820 7579

piccadilly@excess-baggage.com



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.



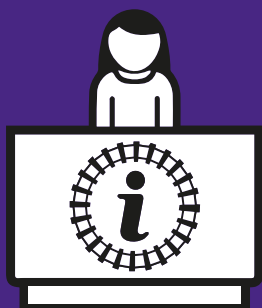
Information points

There are information points located across the main station concourse where our staff 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

Located at the ticket and travel centre and also at our train information point.



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 Manchester Piccadilly station, visit

[Manchester Piccadilly – 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 - [@NetworkRailMAN](https://twitter.com/NetworkRailMAN).

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 – trains between Manchester Airport, Barrow-in-Furness, Windermere, Alderley Edge, Liverpool Lime Street, Rose Hill Marple, Stoke-on-Trent, Blackpool North, Hazel Grove, Sheffield, Crewe, Hadfield, Buxton, Southport and New Mills Central



TransPennine Express – trains between Manchester Airport, Glasgow, Edinburgh, Redcar Central, Huddersfield, Hull and Cleethorpes



Transport for Wales – trains between Carmarthen, Chester, Manchester Airport, Holyhead and Llandudno



Avanti West Coast – trains between Manchester and London Euston



CrossCountry – trains between Birmingham, Bournemouth, Southampton and Plymouth



East Midlands Railway – trains between Manchester, Liverpool and Norwich

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

Manchester Piccadilly 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/



