

## London Paddington

### Station Guide



Information for older and disabled passengers.

Including accessible facilities and passenger assistance services.



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# Introduction



## Welcome to London Paddington 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 Changing Place, lifts and escalators.

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

## Station operating hours

Day	Time
Monday – Thursday	04:30 – 01:34
Friday to Saturday	04:30 – 02:00
Sunday	05:15 – 01:34

The station is open 24/7.



## Train operators at our station are:



**Great Western Railway (GWR)** – trains to the West and South West of England.



**Heathrow Express (HEX)** – trains running direct to Heathrow airport terminals.



**Elizabeth Line** – trains to Heathrow, Reading, Abbey Wood and Shenfield.

# London Underground stations at Paddington

Paddington Underground station (Bakerloo, Circle, District and Hammersmith & City lines) is operated by Transport for London (TfL) and further information on their services can be found using their website [www.tfl.gov.uk](http://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 25](#) of this leaflet, 'Interchanging'.



**Transport  
for London**

# Station access

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## Step-free access

Step-free access to the main station is via –

- Praed Street entrance via London Street
  - Hammersmith and City line entrance
  - Lift access at the Grand Union Canal entrance
  - Clock Arch via Eastbourne Terrace
  - Horse Arch via Eastbourne Terrace
  - Crossrail Arch entrance at the side of Platform 1.
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## Step-free access to platforms

### Platforms 1–14

All our platforms are step-free.

If you are arriving/departing via the taxi rank there is a lift near platform 12 and platform 1. Alternatively, use the help point phone to speak to a member of Network Rail Station staff to arrange assistance to the platforms.

Our platforms are long, so it may take a little time to reach your train or access our main concourse on arrival. One of our station team can provide support to get you where you need to go on time.

## London Underground

Step-free access from the mainline station to the Underground ticket hall is available using lifts or escalators.

There is no step-free access from the London Underground ticket hall to London Underground Bakerloo line or the anti-clockwise Circle and District lines. However there is step-free access to/from clockwise Circle and District line and also to the Hammersmith and City line.

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## First-class lounge

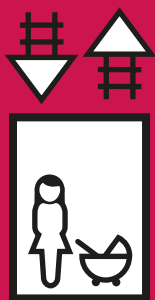
Step-free access via a lift which is located on Platform 1.

## Lift access to all floors

Paddington is a step-free access station, all platforms can be accessed from the main concourse.

If you are arriving from the taxi deck, you have the option of either taking the lifts down to platform 12 or crossing the overbridge down to platform 1.

There is lift access from the northern entrance (Grand Union Canal) down to the taxi rank.





The Lawn lift which can be located on the right side upon entering the station via the Horse Arch entrance can give access to the London Underground, Hilton hotel on the mezzanine level and to various retail units on the first floor.

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## Step-free classification

Under the industry step-free classification system, Paddington station is in Category B1, meaning it has step-free access to all platforms but this may include long or steep ramps. Access between platforms may be via the street.

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## 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.

All of our platforms are fully fitted with tactile paving/panels.

## Arriving by car

Our pick-up and drop-off points are located:

- In the APCOA car park the entrance is on Bishops Bridge between Westbourne Bridge and Eastbourne terrace. The sat nav postcode is **W2 6AA**.
- On the taxi rank (east side), the sat nav postcode is **W2 1HA**. Pre-booked taxis are also located on the taxi rank.

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

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## Parking

The car park is located on Bishop's Bridge Rd (entrance between Westbourne Bridge and Eastbourne Terrace), sat nav **W2 6AA**. There are 7 designated parking spaces, and the normal tariff applies (see link below for prices).

You can enter the car park through platform 1 and the route is step-free. Where needed we can drop you off at the car park via a mobility buggy.



There are total of 100 parking spaces of which 93 are for public parking.

There is a pay & display which takes credit card.

For pricing and general car park information, please visit the [APCOA parking web page](#).

or

Call APCOA on **0345 222 4224**

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## Taxi

The taxi rank is located beside the pick-up and drop-off point and is fully accessible.

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

Private taxi operators also provide services from this area and their accessibility may vary.

We will assist all passengers who need it between the taxi rank and the station, regardless of whether assistance has been booked or not.

Our staff are available when you arrive or depart between the hours of:  
07:00 – 23:00 Monday to Sunday.

Outside these times, please call the station shift manager on 07799 337 435

The taxi rank is signposted from inside the station.

# Buying a ticket

GWR have a ticket office which is located on the main concourse.

## Ticket office opening hours

Day	Time
Monday – Saturday	06:10 – 22:15
Sunday	07:00 – 22:15

GWR excess fare office is on platform 4 behind the ticket barriers and is open 24 hours throughout the weekdays and weekends.

**There are accessible ticket machines equipped with smart card readers throughout the concourse and inside the ticket office. These are also available by the taxi rank.**

## Ticket vending machine operating times

Machines are available during station operating hours.

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



# 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.

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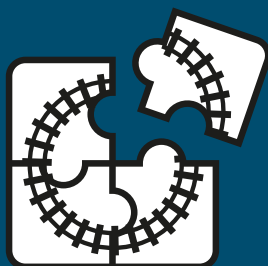
Distances from the concourse to trains can be lengthy at London Paddington so to assist you in a timely and safe manner we request that you arrive in good time; we recommend arriving 30 minutes prior to departure of your required train service.

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.

London Paddington is one of the busiest stations in the country 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.

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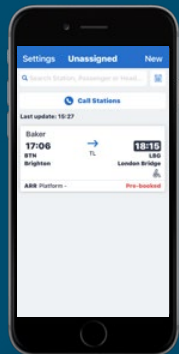
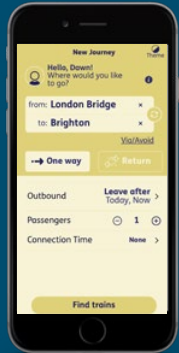
## Booking in advance

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.

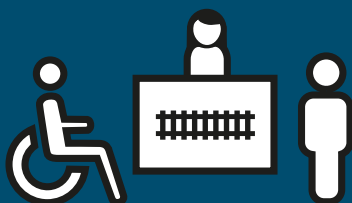
On the day you can request assistance from any of our team or go directly to our assisted travel lounge where one of our team will help arrange assistance with you.

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## Booking in advance

Assistance at London Paddington can be booked by calling the train operator that you are going to be traveling with.

You can also call the Passenger Assist team directly on 800 024 8997 (Next Generation text 18001 088 024 8997).



## **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 London Paddington 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. 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

Our passenger assistance office is located on platform 1.

You can also request support from any of our Network Rail customer service team located throughout the station.

### Passenger assistance reception opening hours:

Day	Time
Monday – Sunday	07:00 – 23:00

Our passenger assistance reception is located on platform 1 and is where 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.

We have a dedicated team who deliver assistance and can be identified by their purple tabard uniform.

All our station staff are also trained to assist passengers with visible and non-visible disabilities and can assist you to the passenger assistance station reception.

There is a comfortable heated seating/waiting area exclusively for you.

Outside these times, passenger assistance services are still available, by speaking to a member of staff or by contacting the station shift manager on 07799 337 435. This contact number is also shown on each help point phone.

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## Replacement transport

In some circumstances, alternative accessible transport might be offered for planned works or **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.

We can only provide assistance on the station premises to/from Paddington London Underground and the taxi rank. Regrettably we are unable to assist passengers anywhere else outside the station.

Network Rail have appointed designated handover areas with London Underground staff, meaning we can assist passengers to London Underground gatelines and lifts only. London Underground staff will assist you from these points on your on-going journey.

Several bus stops are located on Praed Street, from where there is step-free access to the main station concourse and all platforms. We regret that we are unable to assist passengers to/from buses on Praed Street.

The taxi rank is located beside the pick-up and drop-off point and is accessible. Our team is available to assist passengers to and from the taxi rank.

## Underground

Platform 1 and 12 lifts link to the London Underground (Hammersmith and City and Circle lines) this is step-free, and these lifts also link you to the taxi rank. Using Platform 1 lift you will need to cross over the bridge.

There is a lift located next to the Fat Face shop in the 'Lawn' retail complex, which is found on the main concourse. This links to the London Underground ticket hall (Bakerloo and District line). There is no step-free access to the London Underground service from their ticket hall.

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## Taxis

An accessible taxi rank is located on the first floor, above platform 12. Staff are available to assist passengers who need assistance to and from the taxi rank.

To access the taxi rank please use the platform 12 lifts and use the signage around the station, staff are also here to help.

There are two drop-off/pick-up points, in the APCOA car park (Managed by APCOA, 0345 222 4224) The entrance is on Bishops Bridge between Westbourne Bridge and Eastbourne terrace. the sat nav postcode is W2 6AA.

On the taxi rank (east side) the sat nav post code is W2 1HA. Pre-booked taxis are also located on the taxi rank.

## Bus

Several buses stop on Praed Street, which links to Arrivals Road in and out the station.

Information on bus and London Underground services is available on the Transport for London website at [tfl.gov.uk/](https://tfl.gov.uk/)

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

Information on bus and London Underground services is available on the Transport for London website at <https://tfl.gov.uk/> 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.



## Using the station at busier times

Paddington 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.

Off-peak times are when the station is least busy – these are normally during the week between 09:30 – 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 available throughout the concourse or go directly to the **passenger assistance station reception**, where our team will provide assistance to your train.



## Assistance to interchange

Paddington 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 National Rail and taxi rank areas.

When arriving at the station by train, our aim is to meet you on time. However, 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.



# If things do not go as planned

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## 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.


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## 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.



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



# Station facilities

## Seating

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

Location	Customer info screens	Accessible	Heated
<b>Main concourse</b> On the concourse by the main customer information points there are large seating areas available for passengers.	Yes	Yes	No
<b>Station reception</b> Our station reception located by platform 1 and has priority seats available. This area is fully staffed to provide additional help.	Yes	Yes	Yes
<b>Lawn area</b> The lawn area is located at the back of the concourse by the main LU entrance. This area consists of shops and has large seating area in the middle.	Yes	Yes	No

Location	Customer info screens	Accessible	Heated
<p><b>Platform 1</b> Seating is available on platform 1 conveniently located at key points.</p>	Yes	Yes	No
<p><b>Taxi deck</b> Seating is available on taxi deck conveniently located at key points.</p>	Yes	Yes	No
<p><b>Waiting room</b> Our waiting room is located by platform 12 and has priority seats available.</p>	Yes	Yes	Yes
<p><b>GWR First Class Lounge</b> The GWR first class lounge is located on platform 1 and has seats and refreshments available for first class passengers.</p>	Yes	Yes	Yes

## Toilets

Toilets including accessible toilets, a baby changing room, a Changing Places facility and a mother care room are available on platform 12, and are free to use.

A radar key is required for the accessible toilet. 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 provide access for you.

These facilities are all available and open 24 hours a day.

Further toilets including accessible toilets and a baby changing room are also available on platform 1 in the Network Rail station reception. These are open only during station reception operating hours from 07:00 – 23:00.

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## Showers including accessible showers

Accessible showering facilities are available on platform 12 at the public toilets. These can be accessed via our toilet attendant from Monday to Sunday 07:00 – 23:00.

Shower tokens can be purchased from excess luggage on platform 12. Token cost is £5 and it provides access and a towel.

## Left luggage

You can leave luggage in our left luggage facility which is located on platform 12 near the escalator to the taxi rank.

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

Opening hours are:

Day	Time
Monday – Sunday	07:00 – 23:00

For more information

+44 (0)20 3468 4670

[Paddington@excess-baggage.com](mailto:Paddington@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.

Accurate train departure and arrival information is given on fixed and mobile information screens:

- On the concourse above the GWR help desks
- On platforms, the taxi rank, the overbridge and the lawn

Our station staff can also provide information.

Mobile CIS totems are also available on the concourse area, by the main entrances and taxi deck. These can provide service and facilities information plus you can leave feedback here.





## Information points

There are three GWR customer information points in the station. GWR staff will be able to help you with information about the station and services.

Network Rail station reception, by platform 1 is also available for information about passenger assistance.

Staff at these information points have a variety of leaflets and timetables available, they are also equipped with iPads so that they can quickly access timetables and train information for you.

Staff are also available on the concourse during station operating hours.

All GWR customer information points are open

Day	Time
Monday – Sunday	07:00 – 21:00

Network Rail station reception is open

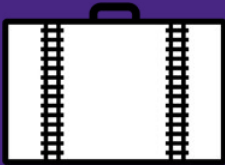
Day	Time
Monday – Sunday	07:00 – 23:00

An example of one is shown below.



## Hearing loops

These are available at all three GWR customer information points and within GWR ticket office area, at the counter.



## Luggage trolley points

There are trolley bays around the station including on Heathrow Express platforms.

A £1 coin deposit is refunded when you return the trolley to a bay.

## Help Points

We have 12 help points located on every platform and taxi deck. These are connected to our station reception phone line and our station staff are ready to help.

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## Catering and retail

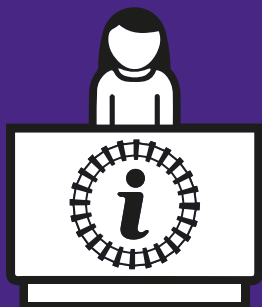
As our retail offering can change regularly, please visit our station website page here for up to date information or ask for a station map at the station.

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## More detailed accessibility information

Our website station pages contain all the information on London Paddington station, visit

[London Paddington – 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](http://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](http://www.networkrail.co.uk/contactus).

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**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**

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## 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 - [@NetworkRailWest](https://twitter.com/NetworkRailWest).

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](mailto:info@railombudsman.org)

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

Website: [www.railombudsman.org](http://www.railombudsman.org)

Post: FREEPOST – RAIL OMBUDSMAN



## How to contact train operators

If you have any questions about your journey prior to accessing the station, please contact the relevant train operators below:

**Great Western Railway – Western Route**  
between Paddington Station and Penzance

Passenger Assist: **0800 022 3720**

Textphone: **07890 608043**  
between 0700 – 2300

Email:

[www.gwr.com/help-and-support/contact/email-us](http://www.gwr.com/help-and-support/contact/email-us)

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

Website:

[www.gwr.com/help-and-support/contact](http://www.gwr.com/help-and-support/contact)

## How to contact train operators continued

Heathrow Express – Paddington Station to  
Heathrow Terminals

Passenger Assist: **08001971329**

Email: [passengersupport@heathrow.com](mailto:passengersupport@heathrow.com)

Telephone: **02087572700**

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

Address: Freepost LON16331 Heathrow Express  
London W2 6BR

or as below:

The Compass Centre, Nelson Road  
Hounslow Middlesex TW6 2GW

Website: [www.heathrowexpress.com](http://www.heathrowexpress.com)





## How to contact train operators continued

**Transport for London – For Underground/  
Overground, Elizabeth line, Tickets/Oyster  
enquires**

London Overground/Underground operate a 'turn up and go' service. Please speak to station staff for assistance. If you prefer, you can also book assistance before you travel. Most stations operated by TfL Rail offer Turn-up-and-go. To check if a TfL Rail station offers 'Turn-up-and-go' enter the station name and check the Accessibility & Mobility Access section.

Passenger Assist: TFL Rail **0343 222 1234**

Enquiries: [tfl.gov.uk/help-and-contact/  
accessibility](https://tfl.gov.uk/help-and-contact/accessibility)

Telephone: **0343 222 1234**

Textphone: **0800 112 3456**

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

Address: TfL Customer Service, 4th Floor,  
14 Pier Walk, London SE10 0ES

Website: [tfl.gov.uk/transport-accessibility/  
door-to-door-transport-services](https://tfl.gov.uk/transport-accessibility/door-to-door-transport-services)

# Further information

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## About this guide

You will find a copy of these guide on our website. The guide is also available in alternative formats including large print, audio version and text only versions.

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## 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.

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## Working with train operators

As part of commitment to provide high quality assistance to our passengers we engage regularly with our train operators to review, monitor, and improve our service provision.

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## Our work with disabled people on improving accessibility

London Paddington 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.

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### 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/](http://www.disabledpersons-railcard.co.uk/travel-assistance/)



