

# GWR Facilities Guide

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Valid from 1 January 2026



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## **Introduction**

This booklet contains a comprehensive set of information about our trains and stations.

It is correct at the time of publication, as noted on the cover. Every effort has been made to ensure that all the information contained within is accurate to the best of our knowledge, but errors and omissions are excepted.

This document will be updated on a monthly, on an as-required basis. Any amends or updates should reference 'GWR Facilities Guide' and be sent to **GWR.Feedback@GWR.com**

# GWR Rolling Stock Guide



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**General Notes**

The routes shown in these tables are for indicative purposes only. In order to retain a necessary level of flexibility with our fleet it may sometimes be necessary to change the type of train on a route with little or no notice.

Photos are for illustrative purposes only, and in some cases the units shown may no longer be part of the GWR Fleet.

Train layout diagrams are for illustrative purposes, and are not to scale. Variations may also exist between different units in the GWR fleet.

Priority seating, when available, is located at the carriage entrance near the exit doors and toilets.

Scooters require a mobility scooter permit to travel on GWR trains. Mobility aids can be carried on board but will need to be able to be stored in the luggage areas. More information can be found on **GWR.com/PassengerAssist**

## Class 80x - 5 coach Intercity Express Trains (IET)



Primary routes: Mainline routes from London Paddington to Bristol, Weston-super-Mare, Cardiff, Swansea, West Wales, Cheltenham Spa, Oxford, Hereford, Exeter, Paignton, Plymouth and Penzance. Also semi-fast services to Banbury, Newbury and Bedwyn.

Built 2017

Number of units 58

Number of seats per unit 290 (Standard) + 36 (First)

Standard Class standing capacity 128

Graphic evacuation signage Yes

Designated wheelchair position Yes

Scooter / mobility aid acceptance Yes (see Page 6)

Standard toilet facility Yes

Accessible toilet facility Yes

Colour contrasting grab rails Yes

Passenger information - Aural Yes

Passenger information - Visual Yes

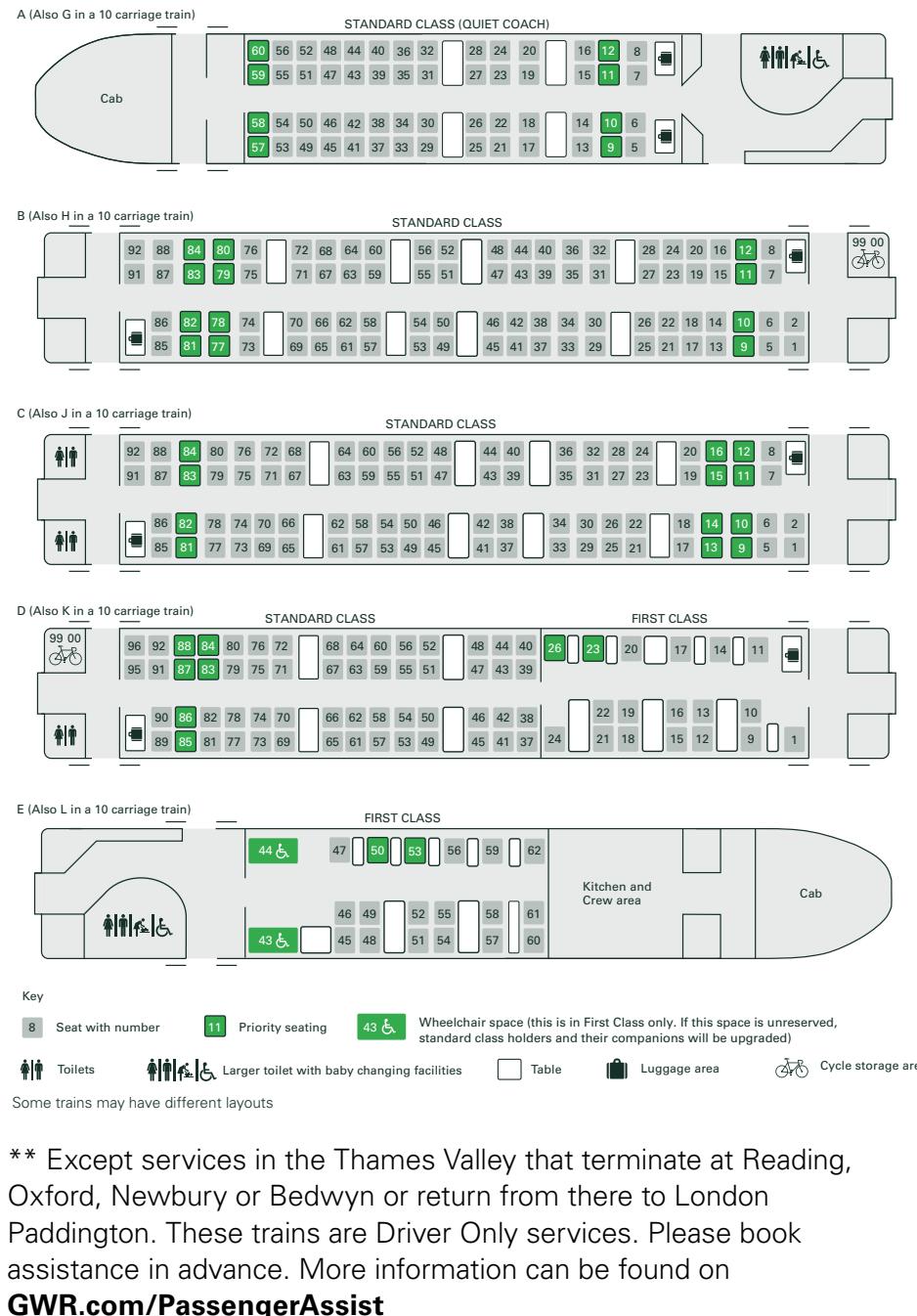
On-board portable ramp Yes

Reservations Yes

Priority seating Yes

On train staff to provide assistance Yes \*\*

Wi-Fi Yes



## Class 80x - 9 coach Intercity Express Trains (IET)



Primary routes: Mainline routes from London Paddington to Bristol, Weston-super-Mare, Cardiff, Swansea, West Wales, Cheltenham Spa, Oxford, Worcester, Hereford, Exeter, Paignton, Plymouth and Penzance.

Built 2017

Number of units 35

Number of seats per unit 576 (Standard) + 71 (First)

Standard Class standing capacity 273

Graphic evacuation signage Yes

Designated wheelchair position Yes

Scooter / mobility aid acceptance Yes (see Page 6)

Standard toilet facility Yes

Accessible toilet facility Yes

Colour contrasting grab rails Yes

Passenger information - Aural Yes

Passenger information - Visual Yes

On-board portable ramp Yes

Reservations Yes

Priority seating Yes

On train staff to provide assistance Yes \*\*

Wi-Fi Yes



\*\* Except services in the Thames Valley that terminate at Reading, Oxford, Newbury or Bedwyn or return from there to London Paddington. These trains are Driver Only services. Please book assistance in advance. More information can be found on [GWR.com/PassengerAssist](http://GWR.com/PassengerAssist)



## Class 387/1 EMU - electric multiple unit (Electrostar)



Primary routes: Services from London Paddington and Reading along the Thames Valley to Didcot Parkway and Newbury. Also some services to Swindon, Bristol Parkway or Cardiff Central

|                                      |                       |
|--------------------------------------|-----------------------|
| Built                                | 2015/16               |
| Number of units                      | 30                    |
| Number of seats per unit             | 223                   |
| Standard Class standing capacity     | 192                   |
| Graphic evacuation signage           | Yes                   |
| Designated wheelchair position       | Yes                   |
| Scooter / mobility aid acceptance    | Yes (see Page 6)      |
| Standard toilet facility             | Yes                   |
| Accessible toilet facility           | Yes                   |
| Colour contrasting grab rails        | Yes                   |
| Passenger information - Aural        | Yes                   |
| Passenger information - Visual       | Yes                   |
| On-board portable ramp               | Yes                   |
| Reservations                         | Passenger Assist only |
| Priority seating                     | Yes                   |
| On train staff to provide assistance | No**                  |
| Wi-Fi                                | Yes                   |

All seating is Standard class, and seats are not numbered



\*\* These trains operate as Driver Only services, except where they operate West of Didcot Parkway. Please book assistance in advance. More information can be found on [GWR.com/PassengerAssist](http://GWR.com/PassengerAssist)

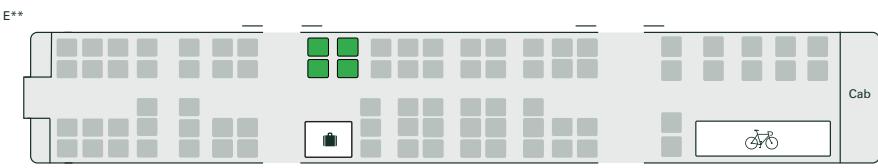
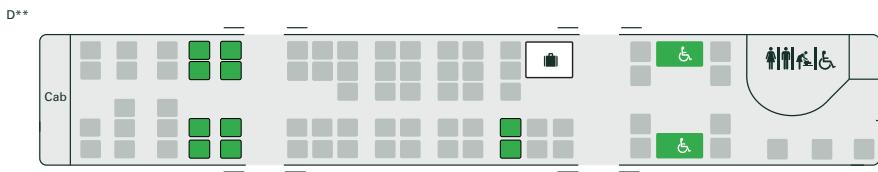
## Class 165/1 - 2 carriage turbo diesel trains



Primary routes: Thames Valley branch lines, and to Basingstoke. Also long distance regional routes around Bristol including to Cardiff Central, Great Malvern, Weymouth and Portsmouth Harbour.

|                                      |                                |
|--------------------------------------|--------------------------------|
| Built                                | 1992/93 (PRM Upgrade 2016-19)* |
| Number of units                      | 20                             |
| Number of seats per unit             | 161                            |
| Standard Class standing capacity     | 64                             |
| Graphic evacuation signage           | Yes                            |
| Designated wheelchair position       | Yes                            |
| Scooter / mobility aid acceptance    | Yes (see Page 6)               |
| Standard toilet facility             | Yes                            |
| Accessible toilet facility           | Yes                            |
| Colour contrasting grab rails        | Yes                            |
| Passenger information - Aural        | Manual and automated PA        |
| Passenger information - Visual       | Digital scroll bar             |
| On-board portable ramp               | No – at stations only          |
| Reservations                         | Passenger Assist only          |
| Priority seating                     | Yes                            |
| On train staff to provide assistance | Yes***                         |
| Wi-Fi                                | Yes                            |

All seating is Standard class, and seats are not numbered



Key

|                                  |                    |                  |
|----------------------------------|--------------------|------------------|
| Seat                             | Priority Seating   | Wheelchair space |
| Luggage area                     | Cycle storage area | Toilets          |
| Larger toilet with baby changing |                    |                  |

Some trains may have different layouts

\* Dates based on installation of wheelchair accessibility

\*\* Carriage letters are only used on Long distance regional routes around Bristol

\*\*\* These trains can operate as Driver Only services. Please book assistance in advance. More information can be found on [GWR.com/PassengerAssist](http://GWR.com/PassengerAssist)

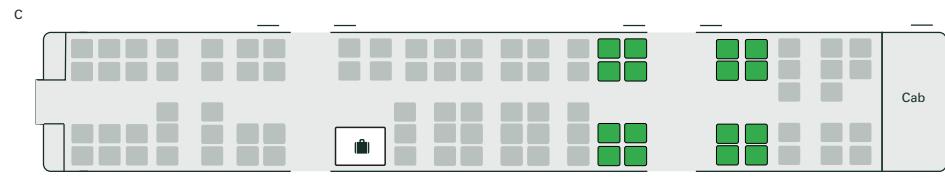
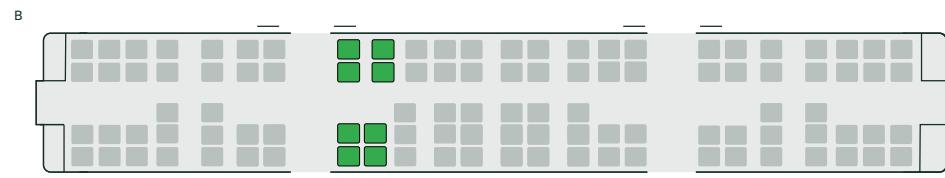
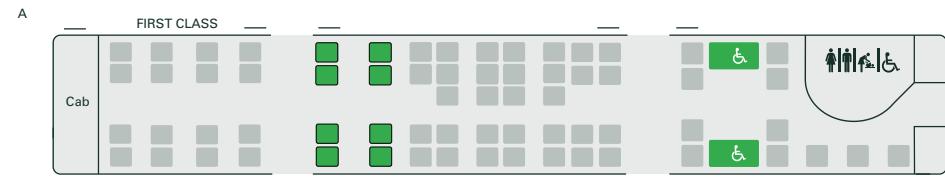
## Class 165/1 - 3 carriage turbo diesel trains



Primary routes: Between Gatwick Airport and Reading, on Thames Valley branch lines, to Basingstoke, and some local services to Oxford, Moreton-in-Marsh, Worcester and Banbury.

|                                      |   |
|--------------------------------------|---|
| Built                                | 1992/93 (PRM Upgrade 2016-19)*          |
| Number of units                      | 16                                      |
| Number of seats per unit             | 262                                     |
| Standard Class standing capacity     | 93                                      |
| Graphic evacuation signage           | Yes                                     |
| Designated wheelchair position       | Yes – adjacent to the Accessible Toilet |
| Scooter / mobility aid acceptance    | Yes (see Page 6)                        |
| Standard toilet facility             | Yes                                     |
| Accessible toilet facility           | Yes                                     |
| Colour contrasting grab rails        | Yes                                     |
| Passenger information - Aural        | Manual and automated PA                 |
| Passenger information - Visual       | Digital scroll bar                      |
| On-board portable ramp               | No – at stations only                   |
| Reservations                         | Passenger Assist only                   |
| Priority seating                     | Yes                                     |
| On train staff to provide assistance | Yes***                                  |
| Wi-Fi                                | Yes                                     |

Seats are not numbered



### Key

- Seat
- Priority Seating
- Wheelchair space
- Table
- Luggage area
- Toilets
- There are no dedicated cycle storage spaces on this train

Some trains may have different layouts

\* Dates based on installation of wheelchair accessibility.

\*\*\* These trains can operate as Driver Only services. Please book assistance in advance. More information can be found on [GWR.com/PassengerAssist](http://GWR.com/PassengerAssist)

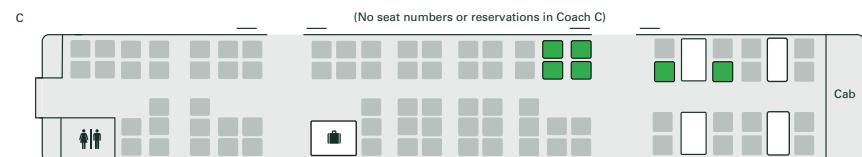
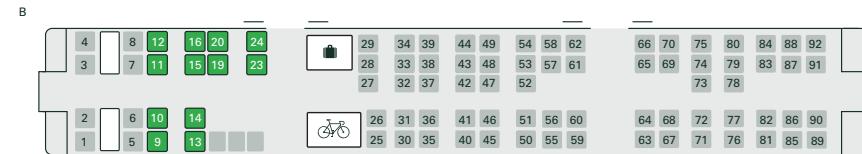
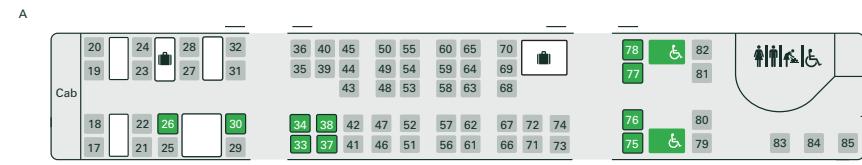
## Class 166 - 3 carriage turbo diesel trains



Primary Routes: Local services around Bristol, including to Westbury, Severn Beach, Swindon, Gloucester and Weston-super-Mare; and from Exeter to Paignton, Exmouth and Bristol. Also long distance regional routes around Bristol, including to Cardiff Central, Great Malvern, Exeter, Weymouth and Portsmouth Harbour.

|                                      |                                     |
|--------------------------------------|-------------------------------------|
| Built                                | 1992-93 (PRM Upgrade 2016-19)*      |
| Number of units                      | 21                                  |
| Number of seats per unit             | 246                                 |
| Standard Class standing capacity     | 99                                  |
| Graphic evacuation signage           | Yes                                 |
| Designated wheelchair position       | Yes                                 |
| Scooter / mobility aid acceptance    | Yes (see Page 6)                    |
| Standard toilet facility             | Yes                                 |
| Accessible toilet facility           | Yes                                 |
| Colour contrasting grab rails        | Yes                                 |
| Passenger information - Aural        | Manual and automated PA             |
| Passenger information - Visual       | Digital scroll bar                  |
| On-board portable ramp               | Yes                                 |
| Reservations                         | Passenger Assist/long distance only |
| Priority seating                     | Yes                                 |
| On train staff to provide assistance | Yes                                 |
| Wi-Fi                                | Yes                                 |

All seating is Standard class, and seats are not numbered



Key

- 1 Seat (and number)
- 7 Priority Seating
- Wheelchair space
- Table
- Luggage area
- Cycle storage area
- Toilets
- Larger toilet with baby changing

Some trains may have different layouts

\* Dates based on installation of wheelchair accessibility.

## Class 158 - variant 1: 2 carriage diesel trains



Primary routes: Main Line services between Cardiff, Portsmouth, Exeter, Plymouth, Penzance, Bristol and Worcester via Gloucester. Also Barnstaple line services.

Built 1990–92 (refresh 2017-19)

Number of units 11

Number of seats per unit 132

Standard Class standing capacity 80

Graphic evacuation signage Yes

Designated wheelchair position Yes

Scooter / mobility aid acceptance Yes (see Page 6)

Standard toilet facility Yes

Accessible toilet facility Yes\*\*

Colour contrasting grab rails Yes

Passenger information - Aural Manual PA

Passenger information - Visual Yes

On-board portable ramp Yes

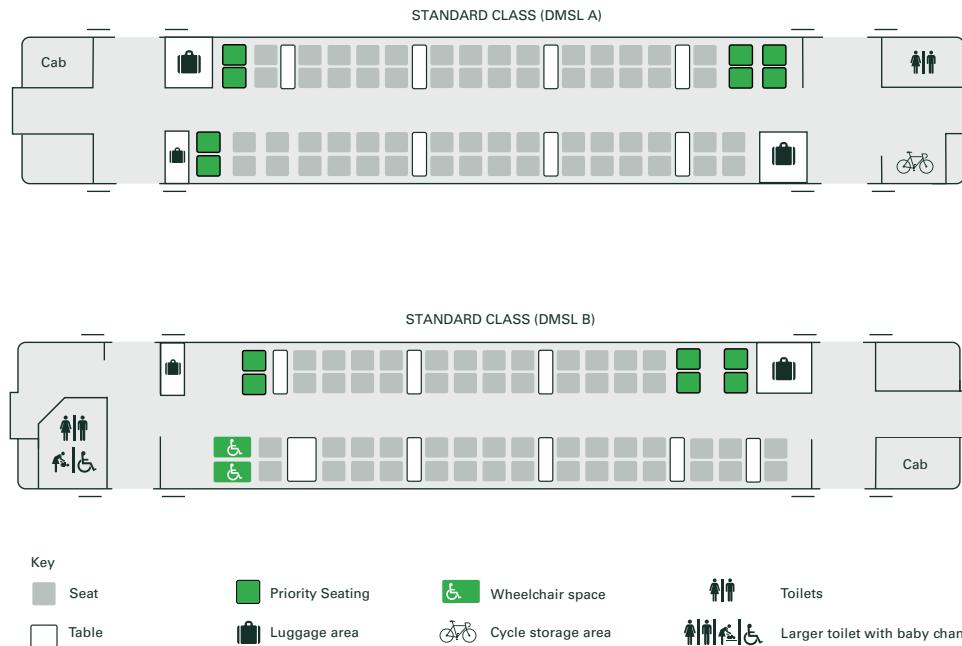
Reservations Passenger Assist and long distance only

Priority seating Yes

On train staff to provide assistance Yes

Wi-Fi Yes

All seating is Standard class, and seats are not numbered



Some trains may have different layouts

\*\* This train has a small accessible toilet that may not be suitable for bigger wheelchairs or scooters

## Class 158 - variant 2: 3 carriage diesel trains



Primary routes: Main Line services between Cardiff, Portsmouth, Exeter, Plymouth, Penzance, Bristol and Worcester via Gloucester. Also Barnstaple line services.

Built 1990–92 (refresh 2017-19)

Number of units 4

Number of seats per unit 200

Standard Class standing capacity 120

Graphic evacuation signage Yes

Designated wheelchair position Yes

Scooter / mobility aid acceptance Yes (see Page 6)

Standard toilet facility Yes

Accessible toilet facility Yes\*\*

Colour contrasting grab rails Yes

Passenger information - Aural Manual PA

Passenger information - Visual Yes

On-board portable ramp Yes

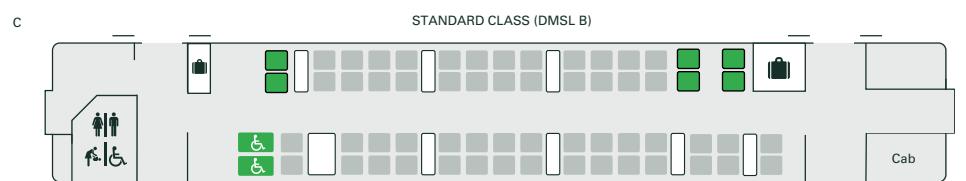
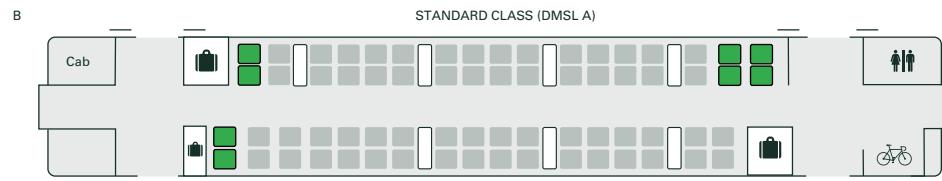
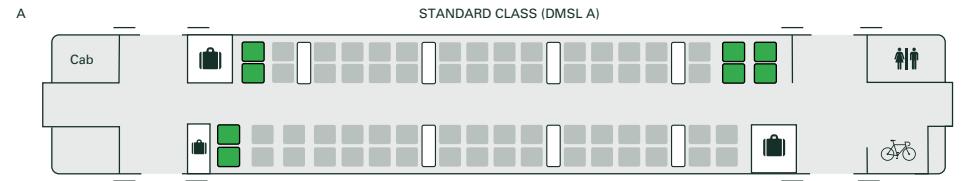
Reservations Passenger Assist and long distance only

Priority seating Yes

On train staff to provide assistance Yes

Wi-Fi Yes

All seating is Standard class, and seats are not numbered



Some trains may have different layouts

\*\* This train has a small accessible toilet that may not be suitable for bigger wheelchairs or scooters

## Class 158 - variant 3: 3 carriage diesel trains



Primary routes: Main Line services between Cardiff, Portsmouth, Exeter, Plymouth, Penzance, Bristol and Worcester via Gloucester. Also Barnstaple line services.

Built 1990–92 (refresh 2017-19)

Number of units 9

Number of seats per unit 200

Standard Class standing capacity 120

Graphic evacuation signage Yes

Designated wheelchair position Yes

Scooter / mobility aid acceptance Yes (see Page 6)

Standard toilet facility Yes

Accessible toilet facility Yes\*\*

Colour contrasting grab rails Yes

Passenger information - Aural Manual PA

Passenger information - Visual Yes

On-board portable ramp Yes

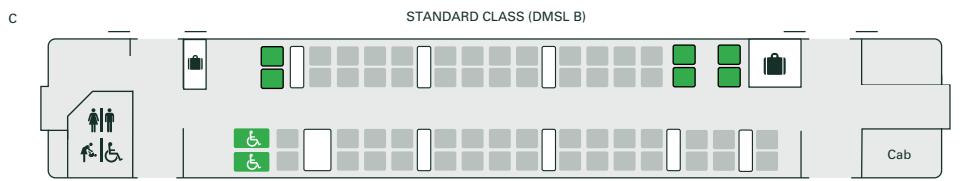
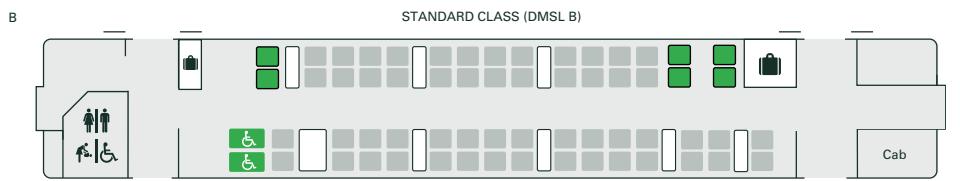
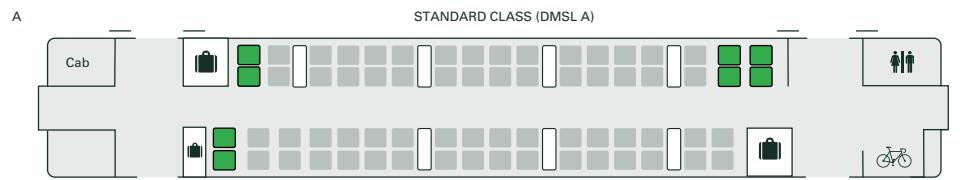
Reservations Passenger Assist and long distance only

Priority seating Yes

On train staff to provide assistance Yes

Wi-Fi Yes

All seating is Standard class, and seats are not numbered



Some trains may have different layouts

\*\* This train has a small accessible toilet that may not be suitable for bigger wheelchairs or scooters

## Class 150/2 - variant 1: 2 coach diesel trains



Primary routes: Local services around Bristol, and in Devon and Cornwall serving Exeter, Exmouth, Okehampton, Paignton, Plymouth, Gunnislake, Looe, Newquay, Falmouth, St Ives and Penzance.

|                                      |                       |
|--------------------------------------|-----------------------|
| Built                                | 1986                  |
| Number of units                      | 17                    |
| Number of seats per unit             | 124                   |
| Standard Class standing capacity     | 67                    |
| Graphic evacuation signage           | Yes                   |
| Designated wheelchair position       | Yes                   |
| Scooter / mobility aid acceptance    | Yes (see Page 6)      |
| Accessible toilet facility           | Yes                   |
| Standard toilet facility             | Yes                   |
| Colour contrasting grab rails        | Yes                   |
| Passenger information - Aural        | Manual PA             |
| Passenger information - Visual       | Yes                   |
| On-board portable ramp               | Yes                   |
| Reservations                         | Passenger Assist only |
| Priority seating                     | Yes                   |
| On train staff to provide assistance | Yes                   |
| Wi-Fi                                | Yes                   |

All seating is Standard class, and seats are not numbered



## Class 150/2 -variant 2: 2 carriage diesel trains



Primary routes: Local services around Bristol, and in Devon and Cornwall serving Exeter, Exmouth, Okehampton, Paignton, Plymouth, Gunnislake, Looe, Newquay, Falmouth, St Ives and Penzance.

|                                      |                       |
|--------------------------------------|-----------------------|
| Built                                | 1986                  |
| Owner / Lessor                       | Angel Trains          |
| Number of units                      | 3                     |
| Number of seats per unit             | 138                   |
| Standard Class standing capacity     | 53                    |
| Graphic evacuation signage           | Yes                   |
| Designated wheelchair position       | Yes                   |
| Scooter / mobility aid acceptance    | Yes (see Page 6)      |
| Accessible toilet facility           | Yes                   |
| Standard toilet facility             | Yes                   |
| Colour contrasting grab rails        | Yes                   |
| Passenger information - Aural        | Manual PA             |
| Passenger information - Visual       | Yes                   |
| On-board portable ramp               | Yes                   |
| Reservations                         | Passenger Assist only |
| Priority seating                     | Yes                   |
| On train staff to provide assistance | Yes                   |
| Wi-Fi                                | Yes                   |

All seating is Standard class, and seats are not numbered



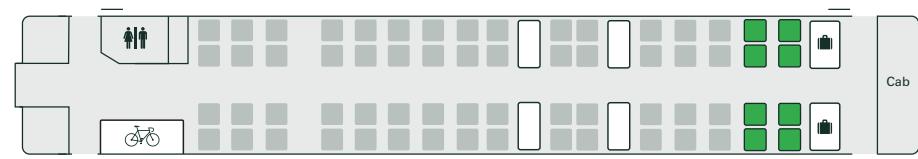
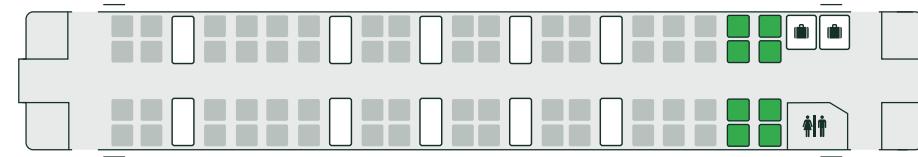
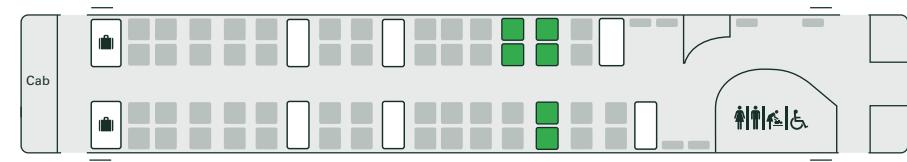
## Class: 175 - 2 and 3 carriage diesel trains



Primary routes: Local and regional services in Devon and Cornwall serving Exeter, Okehampton, Barnstaple, Exmouth, Paignton, Plymouth, Newquay, Falmouth and Penzance.

|                                      |                                  |
|--------------------------------------|----------------------------------|
| Built                                | 1999-2001                        |
| Number of units                      | 26 (16 3-car, and 10 2-car sets) |
| Number of seats per unit             | 188 (3-car) and 120 (2-car)      |
| Standard Class standing capacity     | 114 (3-car) and 83 (2-car)       |
| Graphic evacuation signage           | Yes                              |
| Designated wheelchair position       | Yes                              |
| Accessible toilet facility           | Yes                              |
| Standard toilet facility             | Yes                              |
| Scooter / mobility aid acceptance    | Yes (see page 6)                 |
| Colour contrasting grab rails        | Yes                              |
| Passenger information - Aural        | Yes                              |
| Passenger information - Visual       | Yes                              |
| On-board portable ramp               | Yes                              |
| Reservations                         | No                               |
| Priority seating                     | Yes                              |
| On train staff to provide assistance | Yes                              |
| Wi-Fi                                | Yes                              |

All seating is Standard class, and seats are not numbered



Some trains may have different layouts

3-car trains include all 3 carriages

2-car trains include the two 'cab' carriages only

**Class: 230 - 3 carriage battery trains**

Primary route: Between West Ealing and Greenford.

|                                      |  |
|--------------------------------------|--|
| Built                                | 1979 (as D78 Underground stock)<br>2020 (converted to 230) |
| Number of units                      | 1  |
| Number of seats per unit             | 142  |
| Standard Class standing capacity     | 122  |
| Graphic evacuation signage           | Yes  |
| Designated wheelchair position       | Yes  |
| Accessible toilet facility           | Yes  |
| Standard toilet facility             | No   |
| Scooter / mobility aid acceptance    | Yes (see page 6)   |
| Colour contrasting grab rails        | Yes  |
| Passenger information - Aural        | Yes  |
| Passenger information - Visual       | Yes  |
| On-board portable ramp               | Yes  |
| Reservations                         | No   |
| Priority seating                     | Yes  |
| On train staff to provide assistance | No***  |
| Wi-Fi                                | Yes  |

All seating is Standard class, and seats are not numbered



\*\*\* These trains operate as Driver Only services. Please book assistance in advance. More information can be found on **GWR.com/PassengerAssist**

## Locomotive-hauled rolling stock (Night Riviera sleeper service)

### Full set information

Overnight long distance services from London Paddington to Penzance.

|                                      |   |
|--------------------------------------|---|
| Built                                | 1982–1984 (Refurbished 2018)  |
| Number of sets                       | 2 services per night  |
| Graphic evacuation signage           | Yes   |
| Designated wheelchair position       | There is one wheelchair space with nearby seating for a companion in coach B. There is an accessible berth in coach D |
| Scooter / mobility aid acceptance    | Yes (see Page 6)  |
| Standard toilet facility             | Yes   |
| Accessible toilet facility           | Yes   |
| Colour contrasting grab rails        | Yes   |
| Passenger information - Aural        | Manual PA   |
| Passenger information - Visual       | Yes   |
| On-board portable ramp               | Yes   |
| Reservations                         | Yes   |
| Priority seating                     | Yes   |
| On train staff to provide assistance | Yes   |
| Wi-Fi                                | Yes   |

## Mark III Sleeping Coaches



Overnight long distance services from London Paddington to Penzance.

Number of sets 3

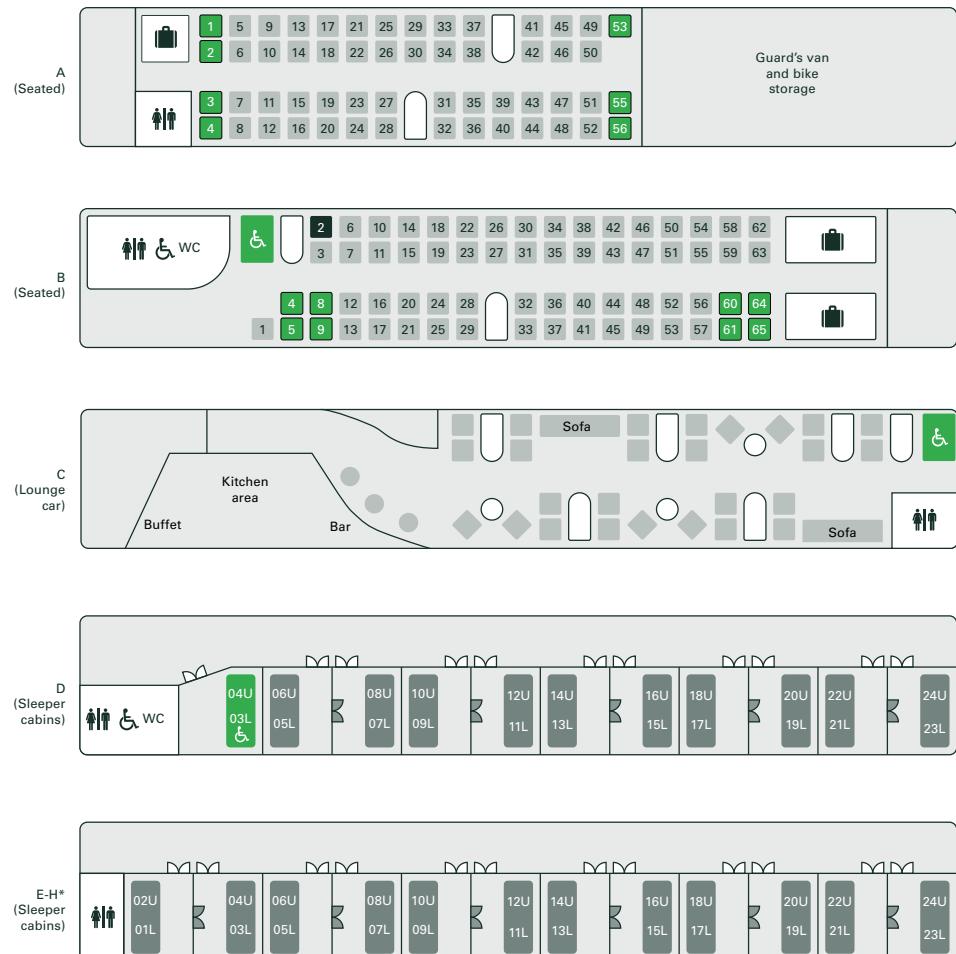


## Mark III Day and Lounge Coaches



Overnight long distance services from London Paddington to Penzance.

|                                  |                        |
|----------------------------------|------------------------|
| Variant                          | Day and Lounge Coaches |
| Number of sets                   | 3                      |
| Number of seats per set          | 124                    |
| Standard Class standing capacity | 71                     |



\* On some trains, a coach J is also included. When this runs, it has the same layout as Coaches E-H

### Key

|    |  |    |                    |
|----|--|----|--------------------|
| XX | Twin berth cabin (may also be used for single occupancy)           | XX | Toilets            |
|    | Wheelchair space   |    | Accessible Toilets |
|    | Wheelchair companion   |    | Luggage area       |
|    | Priority seat  | 49 | Seat with number   |
|    | Connecting doors — normally locked, but can be unlocked on request |    | Table              |

## **Mobility and Inclusion**

We're always keen to hear any feedback on the support we give and how it affects customers who travel with us.

If you'd like some more information on the support we offer, or you'd like to tell us about your experience of our support, we'd love to hear from you. You can write to our Mobility and Inclusion Manager at:

Mobility and Inclusion Manager  
Freepost GWR CUSTOMER SUPPORT

## **Other aspects of our service**

If you have feedback about any other aspect of our service, here's how you can get in touch:

Write to:  
Freepost GWR CUSTOMER SUPPORT  
Email: [GWR.Feedback@GWR.com](mailto:GWR.Feedback@GWR.com)  
Phone: 03457 000 125\*

\*Standard network charges apply. Calls from mobiles may be higher

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# GWR Station Information Guide



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## **General Notes**

This booklet only includes stations that are managed by GWR and Network Rail.

The following Codes have been used to show the Station Management company:

GWR      Great Western Railway

NR      Network Rail

For details of Station Information and facilities for stations operated by other TOCs, visit the station managing TOCs website or check at

**NationalRail.co.uk**

Not all facilities at stations may be available at all times.

## **Station Accessibility**

All stations are classified for their level of accessibility:

### Category A:

This station has step-free access to all platforms / the platform

### Category B1:

Step-free access to all platforms - may include long or steep ramps.  
Access between platforms may be via the street

### Category B2:

Some step-free access to all platforms

### Category B3:

Some step-free access, may be in one direction only

### Category C:

This station does not have step-free access to any platform



|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Step free access possible to both platforms. Step free route between platforms is approx. 425m approx. via the street |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Thatcham  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to any platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Didcot Parkway  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

# Ascott-under-Wychwood (AUW) GWR

London Lane, Ascott-under-Wychwood, Oxfordshire OX3 5LP

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | Step free access available to both platforms, access between platforms via level crossing. Oxford-bound platform has steep gradient onto Platform. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Charlbury  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to both platforms. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |     |
|---|-----|
| Ticket Office   | No  |
| Ticket Office minimum opening hours (weekdays)                                  | N/A |
| Ticket Office minimum opening hours (Saturdays)                                 | N/A |
| Ticket Office minimum opening hours (Sundays)                                   | N/A |
| Station staffing hours  | N/A |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes |
| Smart cards issued  | No  |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to both platforms. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Bristol Temple Meads and Bristol Parkway      |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |                        |
|-------------------------------|------------------------|
| Station Car Park(s) available | Blue Badge spaces only |
| Bike Racks available          | Yes                    |
| Taxi rank                     | No                     |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to any platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Bradford-on-Avon  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Step free access available to both platforms, access between platforms via level crossing |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Clifton Down and Filton Abbey Wood  |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0615 - 1750                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0615 - 1750                             |
| Ticket Office minimum opening hours (Sundays)                                   | 0920 - 1640                             |
| Station staffing hours  | 0615 - 1750 (M-Sa),<br>0920 - 1640 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to the platform. |
| Designated meeting point for Assisted travel | Ticket Office                               |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 2000                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0600 - 2000                             |
| Ticket Office minimum opening hours (Sundays)                                   | 0745 - 2000                             |
| Station staffing hours  | 0530 - 0110 (M-Sa),<br>0700 - 0025 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available to both platforms via lifts from the main station entrance. |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

# Bedminster (BMT)

Fraser Street, Bedminster, Bristol BS3 4LU

## GWR

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Step free access available to both platforms. Please note that access to the platforms is via steep ramps |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Bristol Temple Meads  |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | Step free access available to both platforms, access between platforms is via paths and a roadbridge with some steep gradients |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Hungerford   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to single platform from car park |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to single platform from car park |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

# Betchworth (BTO)

Station Road, Betchworth, Hampshire RH3 7BZ

## GWR

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes (via Level Crossing)   |
| Step-free access note                        | step free access to both platforms with access to P2 via a steep ramp (gradient 1:4) |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Dorking or Reigate   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes (via road bridge)  |
| Step-free access note                        | Step free access to both platforms but long route between platforms via roadbridge |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

# Bodmin Parkway (BOD)

GWR

Station Approach, Liskeard Road, Bodmin, Cornwall PL30 4BB

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|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0700 - 1800   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1800   |
| Ticket Office minimum opening hours (Sundays)                                   | 1035 - 1800   |
| Station staffing hours  | 0530 - 2220 (M-F), 0615 - 2200 (Sa), 0915 - 2245 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | Yes   |
| Step-free access                             | No  |
| Step-free access note                        | Step free access available to Penzance bound platform, however access to the Plymouth bound platform is only via a footbridge |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0605 - 1235                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0705 - 1335                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0605 - 1315 (M-F),<br>0705 - 1415 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | Yes   |
| Step-free access note                        | Step free access available to both platforms. Please note that access to the platforms from the adjacent car park is via a short ramp |
| Step-free access                             | Yes   |
| Designated meeting point for Assisted travel | Waiting shelter Platform 2  |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |                 |
|---|-----------------|
| Toilets Available (opening hours may vary)        | Yes             |
| Baby changing facilities (opening hours may vary) | No              |
| Seating area                                      | Yes             |
| Waiting room (opening hours may vary)             | Yes             |
| Refreshments available (opening hours may vary)   | Vending machine |
| Customer help points                              | Yes             |
| Customer Information screens                      | Yes             |
| Automated Station Announcements                   | Yes             |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

# Bradford-on-Avon (BOA)

**GWR**

Station Approach, St Margaret's Street, Bradford-on-Avon, Wiltshire,  
BA15 1DF

|   |                    |
|---|--------------------|
| Ticket Office   | Yes                |
| Ticket Office minimum opening hours (weekdays)                                  | 0620 - 1330        |
| Ticket Office minimum opening hours (Saturdays)                                 | 0620 - 1330        |
| Ticket Office minimum opening hours (Sundays)                                   | Closed             |
| Station staffing hours  | 0620 - 1330 (M-Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                |
| Smart cards issued  | Yes                |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to platform 2. Please note that step free access to platform 1 is via local streets and a ramp. There is a footbridge linking both platforms |
| Designated meeting point for Assisted travel | Ticket office when station is staffed. When station is unstaffed, please make your way onto the platform and make yourself known to the onboard team                    |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Bath Spa and Trowbridge   |

## Customer facilities and Information

|   |      |
|---|------|
| Toilets Available (opening hours may vary)        | No   |
| Baby changing facilities (opening hours may vary) | No   |
| Seating area                                      | Yes  |
| Waiting room (opening hours may vary)             | Yes  |
| Refreshments available (opening hours may vary)   | NYes |
| Customer help points                              | Yes  |
| Customer Information screens                      | Yes  |
| Automated Station Announcements                   | Yes  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                    |
|---|--------------------|
| Ticket Office   | Yes                |
| Ticket Office minimum opening hours (weekdays)                                  | 0620 - 1250        |
| Ticket Office minimum opening hours (Saturdays)                                 | 0720 - 1330        |
| Ticket Office minimum opening hours (Sundays)                                   | Closed             |
| Station staffing hours  | 0620 - 1300 (M-Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                |
| Smart cards issued  | Yes                |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes (via Level crossing)  |
| Step-free access note                        | Step free access available to both platforms, access between platforms via level crossing |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | Yes (During Ticket office hours only)   |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Basingstoke and Mortimer  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                    |
|---|--------------------|
| Ticket Office   | Yes                |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1415        |
| Ticket Office minimum opening hours (Saturdays)                                 | 0630 - 1415        |
| Ticket Office minimum opening hours (Sundays)                                   | Closed             |
| Station staffing hours  | 0630 - 1415 (M-Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                |
| Smart cards issued  | Yes                |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes (Using ramp from traincrew, and road bridge between platforms)   |
| Step-free access note                        | <p>* Platform 1 (Taunton bound) has step free access.</p> <p>* Platform 2 (Bristol bound) has step free access, however, due to severe incline from train to platform, ramp assistance onto the train is not available. If you need assistance travelling from this platform, please speak to our Passenger Assist team on <b>0800 197 1329</b></p> <p>* Access between platforms are via local roads as Platform 2 can only be accessed via a footbridge on the station</p> |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | N/A  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |             |
|---|-------------|
| Ticket Office   | Yes         |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 2000 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1800 |
| Ticket Office minimum opening hours (Sundays)                                   | 0830 - 1900 |
| Station staffing hours  | 24 hours    |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes         |
| Smart cards issued  | Yes         |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available to all platforms via lifts from the main station entrance |
| Designated meeting point for Assisted travel | Gateline   |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Station Approach, off Bath Road, Bristol BS1 6QF

|   |             |
|---|-------------|
| Ticket Office   | Yes         |
| Ticket Office minimum opening hours (weekdays)                                  | 0615 - 2130 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0615 - 2130 |
| Ticket Office minimum opening hours (Sundays)                                   | 0645 - 2130 |
| Station staffing hours  | 24 hours    |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes         |
| Smart cards issued  | Yes         |

## Accessibility Information

|  |                                       |
|--|---------------------------------------|
| Accessibility Category                       | A                                     |
| Staffed help available                       | Yes                                   |
| Step-free access                             | Yes                                   |
| Step-free access note                        | Lifts to all platforms and facilities |
| Designated meeting point for Assisted travel | Assist Office on Platform 3           |
| Accessible Toilets available                 | Yes                                   |
| Wheelchairs available                        | Yes                                   |
| Nearest station(s) with more facilities      | N/A                                   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | No  |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B3   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | Step free access available to Westbury bound platform, Platform 2 can only be accessed via a footbridge on station |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Castle Cary  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

# Bugle (BGL)

Red Lane, Bugle, Cornwall, PL26 8QP

This station is a Request stop

## GWR

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available from drop off point on private road |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Par and Roche  |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available from car park this is via a barrow crossing to the platform |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Bere Alston  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

# Cam & Dursley (CDU)

Station Approach, Cam & Dursley, Gloucestershire GL11 5DJ

**GWR**

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to the platform. Access to the Gloucester bound platform via a ramp bridge |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

# Camborne (CBN)

Trevu Road, Camborne, Cornwall TR14 8SR

## GWR

100

|   |                     |
|---|---------------------|
| Ticket Office   | Yes                 |
| Ticket Office minimum opening hours (weekdays)                                  | 0700 - 1400         |
| Ticket Office minimum opening hours (Saturdays)                                 | 0730 - 1400         |
| Ticket Office minimum opening hours (Sundays)                                   | Closed              |
| Station staffing hours  | 0635 - 1435 (Daily) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                 |
| Smart cards issued  | Yes                 |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available to both platforms, step free access between platforms is via a level crossing |
| Designated meeting point for Assisted travel | Waiting Room by Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | St Erth  |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | Step free access available to the platform, please note that this is via a long steep ramp |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | St Erth  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

# Castle Bar Park (CBP)

Hathway Gardens, Greenford, London W7 1BA

GWR

104

|   |                     |
|---|---------------------|
| Ticket Office   | Yes                 |
| Ticket Office minimum opening hours (weekdays)                                  | Currently closed    |
| Ticket Office minimum opening hours (Saturdays)                                 | Closed              |
| Ticket Office minimum opening hours (Sundays)                                   | Closed              |
| Station staffing hours  | Currently unstaffed |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No                  |
| Smart cards issued  | No                  |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has a degree of step free access to platform 1 however the remainder of the station cannot be accessed step free |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | West Ealing   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                    |
|---|--------------------|
| Ticket Office   | Yes                |
| Ticket Office minimum opening hours (weekdays)                                  | 0730 - 1830        |
| Ticket Office minimum opening hours (Saturdays)                                 | 0730 - 1630        |
| Ticket Office minimum opening hours (Sundays)                                   | Closed             |
| Station staffing hours  | 0630 - 2130 (M-Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                |
| Smart cards issued  | Yes                |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to the Westbury-bound platform.<br>Platform 2 can only be accessed via the footbridge on the station, or during operation of the barrow crossing |
| Designated meeting point for Assisted travel | Waiting Room  |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

# Causeland (CAU)

off B3254 Causeland, Cornwall PL14 4ST

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## GWR

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes - see below                                      |
| Step-free access note                        | Step free access to platform but only via steep ramp |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Liskeard or Looe                                     |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

Station Lane, Chapelton, Barnstaple, Devon EX37 9DZ

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Step free access available to single platform, this is via a short path and platform end ramp |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Barnstaple  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0550 - 1220                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0645 - 1315                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0550 - 1220 (M-F),<br>0645 - 1315 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | Station Step free access available to single platform, this is via a short path and platform end ramp |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                       |
| Ticket Office minimum opening hours (weekdays)                                  | 0615 - 2015                               |
| Ticket Office minimum opening hours (Saturdays)                                 | 0615 - 1915                               |
| Ticket Office minimum opening hours (Sundays)                                   | 0900 - 1630                               |
| Station staffing hours  | 0500 - 0140 (M-F),<br>0500 - 2340 (Sa-Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                       |
| Smart cards issued  | Yes                                       |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to both platforms via steep ramps to each platform |
| Designated meeting point for Assisted travel | Customer Assist Office  |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Stockbridge Road, Chetnole, Dorchester, Dorset DT9 6EP

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Step free access is not available at this station |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Dorchester West and Dorchester South              |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes (via Level Crossing)   |
| Step-free access note                        | Both platforms can be accessed via ramps although transfer between platforms is via a level crossing |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Guildford and Gomshall   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0550 - 2000                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0550 - 1930                             |
| Ticket Office minimum opening hours (Sundays)                                   | 0740 - 1950                             |
| Station staffing hours  | 0530 - 2200 (M-Sa),<br>0700 - 2200 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to both platforms via lifts from the main station entrance and disused platform. Station is accessible if arriving at the station main entrance and not from the north |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0610 - 1240                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1330                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0600 - 1300 (M-F),<br>0650 - 1350 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | Yes (During Staffed hours)                                  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to any platform |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Didcot Parkway  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available to both platforms via ramp and choice of drop off points, however adjacent car parks need to be used for full step free access. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Bristol Temple Meads or Bristol Parkway  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Step free access available to single platform via long ramp (approx 1:9 gradient) |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0650 - 1130                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0800 - 1130                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0650 - 1130 (M-F),<br>0815 - 1200 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available to platform and ticket office |
| Designated meeting point for Assisted travel | On Platform  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Maidenhead   |

**Customer facilities and Information**

|   |                          |
|---|--------------------------|
| Toilets Available (opening hours may vary)        | Yes                      |
| Baby changing facilities (opening hours may vary) | No                       |
| Seating area                                      | Yes                      |
| Waiting room (opening hours may vary)             | Yes (Staffed hours only) |
| Refreshments available (opening hours may vary)   | No                       |
| Customer help points                              | Yes                      |
| Customer Information screens                      | Yes                      |
| Automated Station Announcements                   | Yes                      |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | No  |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access possible but via short steep ramp |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Liskeard   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | Step free access available to sole platform from the car park. However, wheelchair users can not alight/board from this station due to narrow platforms. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Crediton   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | No  |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to Exeter platform, step free access to Barnstaple bound platform is via local roads and level crossing. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Exeter St Davids  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                   |
|---|-------------------|
| Ticket Office   | Yes               |
| Ticket Office minimum opening hours (weekdays)                                  | 0645 - 1030       |
| Ticket Office minimum opening hours (Saturdays)                                 | Closed            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed            |
| Station staffing hours  | 0630 - 1030 (M-F) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes               |
| Smart cards issued  | Yes               |

**Accessibility Information**

|  |                                 |
|--|---------------------------------|
| Accessibility Category                       | B1                              |
| Staffed help available                       | Yes                             |
| Step-free access                             | Yes (Via Road Bridge)           |
| Step-free access note                        | Ramped access to both platforms |
| Designated meeting point for Assisted travel | Waiting Room                    |
| Accessible Toilets available                 | No                              |
| Wheelchairs available                        | No                              |
| Nearest station(s) with more facilities      | N/A                             |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Step free access possible to both platforms but access between platforms is approx 600m via local roads and bridge. There is a step bridge linking both platforms |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0705 - 1900                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1400                             |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                  |
| Station staffing hours  | 0830 - 1700 (M-Sa),<br>0850 - 1650 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | No  |
| Step-free access note                        | This station has step free access to all platforms via subway and the lifts |
| Designated meeting point for Assisted travel | Platform 2  |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | No  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access possible to both platforms, inter-platform access via local roads and tunnel and steep ramp. Ramped access available also. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Dawlish   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B3   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | Step free access possible to South bound platform, there is no step free access for services to Plymouth |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Plymouth   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                     |
|---|---------------------|
| Ticket Office   | Yes                 |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 1940         |
| Ticket Office minimum opening hours (Saturdays)                                 | 0630 - 1940         |
| Ticket Office minimum opening hours (Sundays)                                   | 0800 - 1940         |
| Station staffing hours  | 0600 - 0000 (Daily) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                 |
| Smart cards issued  | Yes                 |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to all platforms via lifts. Platform 1 can be accessed via ramp to the front of the station. |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access is available to the platform via a ramp & Bridge from the station car park |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

# Dilton Marsh (DMH)

GWR

Westbury Road, Dilton Marsh, Westbury, Wiltshire BA13 4DF

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Due to the steep gradient between platform and train, we recommend wheelchair users contact our Passenger Assist team on <b>0800 197 1329</b> who will arrange for alternative transport to either Trowbridge or Westbury |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

Paisley Street, Devonport, Plymouth PL2 1RX

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to any platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Plymouth  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station has a degree of step free access to the platforms. Access between platforms is via a stepped footbridge |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Weymouth   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | C  |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | Platforms can only be accessed via a flight of steps |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Dorking or Reigate                                   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | Step free access to both platforms however access between platforms via subway or roadbridge |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Dorking or Reigate   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to any of the platforms |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | West Ealing   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access possible to both platforms inter platform access is via a level crossing |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Copplestone, Crediton and Kings Nympton   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0620 - 1250                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0720 - 1350                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0645 - 1330 (M-F),<br>0645 - 1400 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | Yes   |
| Step-free access                             | No  |
| Step-free access note                        | Step free access possible to both platforms, however London bound platform can only be accessed step free via adjacent roads. |
| Designated meeting point for Assisted travel | Platform 1  |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0750 - 1815   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0750 - 1815   |
| Ticket Office minimum opening hours (Sundays)                                   | 0930 - 1630   |
| Station staffing hours  | 0510 - 0050 (M-F), 0510 - 0015 (Sa), 0820 - 0030 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | Both platforms can be accessed via lifts from the main station entrance |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Bonhay Road, St Davids, Exeter, Devon EX4 4NT

|   |             |
|---|-------------|
| Ticket Office   | Yes         |
| Ticket Office minimum opening hours (weekdays)                                  | 0545 - 2040 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0615 - 2000 |
| Ticket Office minimum opening hours (Sundays)                                   | 0730 - 2040 |
| Station staffing hours  | 24 hours    |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes         |
| Smart cards issued  | Yes         |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | All platforms can be accessed via Lifts from the sole main station entrance |
| Designated meeting point for Assisted travel | Gateline  |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to any platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Exeter St Davids  |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0710 - 1555                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0710 - 1555                             |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                  |
| Station staffing hours  | 0640 - 1555 (M-Sa),<br>0820 - 1440 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | Ticket Office                                     |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      |   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Station Road, Exton, Exeter, Devon EX3 0PR

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station has step free access to the platform, this is via a gate from the car park. However, due to a narrow platform, wheelchair users can not board or alight from this station |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Topsham or Lympstone Village   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes (wheelchair users advised to use Falmouth Docks)   |
| Step-free access note                        | This station has step free access to the platform although access to the platform is via a long steep ramp. Due to narrow platforms, wheelchair users cannot alight or board the train at this station |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Falmouth Docks   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available to both platforms |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | N/A  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                   |
|---|-------------------|
| Ticket Office   | Yes               |
| Ticket Office minimum opening hours (weekdays)                                  | 1615 - 1915       |
| Ticket Office minimum opening hours (Saturdays)                                 | Closed            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed            |
| Station staffing hours  | 1200 - 1915 (M-F) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes               |
| Smart cards issued  | No                |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access is available to each platform via a ramp bridge. The gradient of the ramp is steeper than present guidelines. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Bristol Parkway  |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station has step free access to the platform.<br>Access is via a long ramp (approx 1:8) |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Charbury   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to any platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Bradford-on-Avon  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1200                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0630 - 1250                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0630 - 1200 (M-F),<br>0630 - 1250 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | Ticket Office                                     |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                   |
|---|-------------------|
| Ticket Office   | Yes               |
| Ticket Office minimum opening hours (weekdays)                                  | 0645 - 1130       |
| Ticket Office minimum opening hours (Saturdays)                                 | Closed            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed            |
| Station staffing hours  | 0645 - 1130 (M-F) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes               |
| Smart cards issued  | Yes               |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform, this is via a short steep ramp |
| Designated meeting point for Assisted travel | Waiting shelter on platform   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Maidenhead  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                       |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 1900                               |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1900                               |
| Ticket Office minimum opening hours (Sundays)                                   | 0900 - 1800                               |
| Station staffing hours  | 0500 - 0200 (M-F),<br>0500 - 2340 (Sa-Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                       |
| Smart cards issued  | Yes                                       |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to all platforms with liftbridge to link platforms |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1                                       |
| Staffed help available                       | No                                       |
| Step-free access                             | Yes                                      |
| Step-free access note                        | Access via short ramps between platforms |
| Designated meeting point for Assisted travel | N/A                                      |
| Accessible Toilets available                 | No                                       |
| Wheelchairs available                        | No                                       |
| Nearest station(s) with more facilities      | Dorking and Guildford                    |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0615 - 1245                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1330                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0605 - 1305 (M-F),<br>0650 - 1350 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes (During Staffed hours)  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access via lifts and footbridge is available to all platforms |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Didcot Parkway  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | Yes       |
| Ticket Office minimum opening hours (weekdays)                                  | 0615-2100 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0615-2100 |
| Ticket Office minimum opening hours (Sundays)                                   | 0700-2100 |
| Station staffing hours  | 24 hours  |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | Yes       |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | There is level access to all platforms from the main entrance in Walnut Tree Close. There is no step free access from the Guildford Park Road entrance.<br>There is step free access to interchange between all platforms via steep ramps. |
| Designated meeting point for Assisted travel | Main Gate  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access to the platform from the car park via a short steep ramp |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Charlbury or Oxford                               |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has a degree of step free access to both platforms via an underpass to the south of the station |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | St Erth  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 1300                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1300                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0600 - 1300 (M-F),<br>0700 - 1300 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | By Help Point on Platform                         |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

## Customer facilities and Information

|   |                            |
|---|----------------------------|
| Toilets Available (opening hours may vary)        | No                         |
| Baby changing facilities (opening hours may vary) | No                         |
| Seating area                                      | No                         |
| Waiting room (opening hours may vary)             | Yes (During staffed hours) |
| Refreshments available (opening hours may vary)   | Vending Machine            |
| Customer help points                              | Yes                        |
| Customer Information screens                      | Yes                        |
| Automated Station Announcements                   | Yes                        |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station has a degree of step free access to the up platform however the Oxford bound platform can only be accessed via steep ramp |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Bicester North or Bicester Village   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Both platforms can be accessed step free but only via adjacent local roads. There is a footbridge between platforms |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Taunton   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to both platforms, southbound services can be accessed via a rampbridge to Platform 2 |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Evesham   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Both platforms can be accessed step free however the Reading bound platform can only be accessed via a level crossing adjacent to the station |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Newbury   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | Both platforms can be accessed step free however ramps to each platform are steeper than present guidelines. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |                    |
|---|--------------------|
| Ticket Office   | Yes                |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1300        |
| Ticket Office minimum opening hours (Saturdays)                                 | 0730 - 1400        |
| Ticket Office minimum opening hours (Sundays)                                   | Closed             |
| Station staffing hours  | 0530 - 1330 (M-Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                |
| Smart cards issued  | Yes                |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access possible to both platforms however Gloucester bound platform can only be accessed step free via local roads and footpaths |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | Swindon  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to any platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Plymouth  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                   |
|---|-------------------|
| Ticket Office   | Yes               |
| Ticket Office minimum opening hours (weekdays)                                  | 0645 - 0930       |
| Ticket Office minimum opening hours (Saturdays)                                 | Closed            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed            |
| Station staffing hours  | 0630 - 1000 (M-F) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes               |
| Smart cards issued  | Yes               |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to both platforms, however step free access is only possible via the car park to Platform 2 as the bridge is stepped from platform 1 |
| Designated meeting point for Assisted travel | Next to Ticket machine   |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Bristol Temple Meads   |

**Customer facilities and Information**

|   |                 |
|---|-----------------|
| Toilets Available (opening hours may vary)        | No              |
| Baby changing facilities (opening hours may vary) | No              |
| Seating area                                      | Yes             |
| Waiting room (opening hours may vary)             | No              |
| Refreshments available (opening hours may vary)   | Vending Machine |
| Customer help points                              | Yes             |
| Customer Information screens                      | Yes             |
| Automated Station Announcements                   | Yes             |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0540 - 1210                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0640 - 1310                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0540 - 1210 (M-F),<br>0640 - 1310 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B3   |
| Staffed help available                       | Yes  |
| Step-free access                             | No   |
| Step-free access note                        | This station has a degree of step free access, however Platform 2 can only be accessed via a step bridge |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | Moreton-in-Marsh or Charlbury  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

South Molton Road, Kings Nympton, Eggesford, Devon EX37 9EU

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Barnstaple or Crediton                            |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access is possible to both platforms although this is via a level crossing. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Hungerford or Newbury   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Station Drive, Lapford, Crediton, Devon EX17 6QU

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Copplestone or Crediton                                     |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has a degree of step free access to platform 1 via a supermarket car park however Platform 2 can only be accessed via a step bridge. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Bristol Temple Meads  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

The Saltings, Lelant, St Ives, Cornwall TR26 3DS

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

#### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | St Erth   |

#### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

#### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | No  |
| Taxi rank                     | No  |

#### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to the platform although access to the platform is via a short steep ramp. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | St Erth  |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0700 - 1800                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0800 - 1800                             |
| Ticket Office minimum opening hours (Sundays)                                   | 0915 - 1645                             |
| Station staffing hours  | 0610 - 1915 (M-Sa),<br>0915 - 1645 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has a degree of step free access but platform 1 can only be accessed via very steep ramps, Platform 2 can be accessed via paths at the bottom of the steep hills, platform 3 (to Looe) can be accessed step free from the bottom of the hill access road to the station |
| Designated meeting point for Assisted travel | Ticket Hall Waiting Area   |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | Plymouth   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |             |
|---|-------------|
| Ticket Office   | Yes         |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 2200 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0600 - 2200 |
| Ticket Office minimum opening hours (Sundays)                                   | 0700 - 2200 |
| Station staffing hours  | 24 hours    |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes         |
| Smart cards issued  | Yes         |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | There is level access to all platforms including access to the London Underground via lifts and escalators. |
| Designated meeting point for Assisted travel | Platform 1 Reception  |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | Both platforms can be accessed step free however platform 2 is via a steep ramp with no handrails. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Bodmin Parkway   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Luxulyan, Cornwall PL31 2NW

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station has step free access to the platform via a short ramp from the car park |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Par or St Austell  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

Lympstone, Exmouth, Devon EX8 5AA

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step-free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Lympstone Village   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform but access road gradient is quite steep |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Exmouth   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has a degree of step free access to both platforms platform 2 for southbound services is via a barrow crossing only. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Dorchester West or Dorchester South   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |             |
|---|-------------|
| Ticket Office   | Yes         |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 2000 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 2000 |
| Ticket Office minimum opening hours (Sundays)                                   | 0800 - 1900 |
| Station staffing hours  | 24 hours    |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes         |
| Smart cards issued  | Yes         |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has a degree of step-free access to the platforms. Platforms 2-5 are accessed via the lifts from the subway. Platform 1 is only step free accessible via the Shoppenhangers Road car park. |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to the platform via a short steep ramp from the road |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Cookham or Maidenhead  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

## Accessibility Information

|  |                  |
|--|------------------|
| Accessibility Category                       | A                |
| Staffed help available                       | No               |
| Step-free access                             | Yes              |
| Step-free access note                        | None             |
| Designated meeting point for Assisted travel | No               |
| Accessible Toilets available                 | No               |
| Wheelchairs available                        | No               |
| Nearest station(s) with more facilities      | Exeter St Davids |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has a degree of step free access however the Plymouth bound platform can only be accessed via a stepbridge |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Liskeard  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Step free access available to both platforms, access between platforms via level crossing |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Thatcham  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Bristol Temple Meads                              |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

Station Drive, Morchard Road, Crediton, Devon EX17 5LR

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Crediton  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1300                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0600 - 1300                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0630 - 1820 (M-F),<br>0600 - 1300 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to both platforms, but platform 2 can only be accessed via a ramp bridge without landings at the required intervals. |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                    |
|---|--------------------|
| Ticket Office   | Yes                |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1300        |
| Ticket Office minimum opening hours (Saturdays)                                 | 0730 - 1400        |
| Ticket Office minimum opening hours (Sundays)                                   | Closed             |
| Station staffing hours  | 0620 - 1300 (M-Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                |
| Smart cards issued  | Yes                |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | Yes<br>(During Ticket Office hours)   |
| Step-free access                             | No  |
| Step-free access note                        | This station has a degree of step free access for north bound services however platform 1 can only be accessed via a footbridge |
| Designated meeting point for Assisted travel | Entrance to Platform 2  |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Reading   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | No  |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                   |
|---|-------------------|
| Ticket Office   | Yes               |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 0945       |
| Ticket Office minimum opening hours (Saturdays)                                 | Closed            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed            |
| Station staffing hours  | 0630 - 0945 (M-F) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes               |
| Smart cards issued  | Yes               |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | Steep flight of steps to southbound platform, ramped access to northbound platform steeper than 1:12 gradient, no wheelchair access available to trains |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Bristol Temple Meads or Weston-super-Mare   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 2000   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1900   |
| Ticket Office minimum opening hours (Sundays)                                   | 0830 - 1700   |
| Station staffing hours  | 0545 - 2100 (M-F),<br>0600 - 2100 (Sa),<br>0815 - 1745 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes (During staffed hours)   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to all platforms via lifts and an overbridge to the West of the main station buildings |
| Designated meeting point for Assisted travel | Platform 2 Waiting Room  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has a degree of step free access with Platform 3 being step free, all remaining platforms can only be accessed via a footbridge or short flight of steps |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Newbury   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |           |
|---|-----------|
| Ticket Office   | Yes       |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 1910                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0630 - 1750                             |
| Ticket Office minimum opening hours (Sundays)                                   | 0845 - 1810                             |
| Station staffing hours  | 0550 - 2350 (M-Sa),<br>0815 - 2350 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes (Staffed hours)  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to all platforms via lifts and an overbridge from platform 3 |
| Designated meeting point for Assisted travel | Platform 3 Waiting Room  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Sweetham Road, Newton St Cyres, Exeter, Devon EX5 5AP

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has step free access to the platform, however this is off a steep approach road. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Exeter St Davids or Crediton  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |                    |
|---|--------------------|
| Ticket Office   | Yes                |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1300        |
| Ticket Office minimum opening hours (Saturdays)                                 | 0715 - 1345        |
| Ticket Office minimum opening hours (Sundays)                                   | Closed             |
| Station staffing hours  | 0630 - 1300 (M-Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                |
| Smart cards issued  | Yes                |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | Yes<br>(During Ticket Office hours)  |
| Step-free access                             | Yes (via Level Crossing)   |
| Step-free access note                        | Level access from highway to both platforms. Inter platform access via level crossing and short ramp |
| Designated meeting point for Assisted travel | Forecourt in front of Ticket Office  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Farnborough (Main)   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | tbc   |
| Accessible Toilets available                 | tbc   |
| Wheelchairs available                        | tbc   |
| Nearest station(s) with more facilities      | N/A   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | tbc |
| Baby changing facilities (opening hours may vary) | tbc |
| Seating area                                      | tbc |
| Waiting room (opening hours may vary)             | tbc |
| Refreshments available (opening hours may vary)   | tbc |
| Customer help points                              | tbc |
| Customer Information screens                      | tbc |
| Automated Station Announcements                   | tbc |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | tbc |
| Bike Racks available          | tbc |
| Taxi rank                     | tbc |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | tbc |
| Secure Stations Accreditation | tbc |

New station due to open during 2026

|   |                   |
|---|-------------------|
| Ticket Office   | Yes               |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1030       |
| Ticket Office minimum opening hours (Saturdays)                                 | Closed            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed            |
| Station staffing hours  | 0630 - 1030 (M-F) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes               |
| Smart cards issued  | Yes               |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | Yes   |
| Step-free access                             | No  |
| Step-free access note                        | This station has step free access to both platforms however these are via steep ramps in particular to the Bath Spa bound platform. |
| Designated meeting point for Assisted travel | By Ticket Machine, plat 1   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Bath Spa  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                                      |
|---|--------------------------------------|
| Ticket Office   | Yes                                  |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 2000                          |
| Ticket Office minimum opening hours (Saturdays)                                 | 0730 - 2000                          |
| Ticket Office minimum opening hours (Sundays)                                   | 0800 - 1900                          |
| Station staffing hours  | 24 hours (M-Sa),<br>0700 - 0000 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                  |
| Smart cards issued  | Yes                                  |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to all platforms via lifts and an overbridge to access platform 4 |
| Designated meeting point for Assisted travel | Help Desk on Main Concourse   |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0655 - 1800   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0730 - 1655   |
| Ticket Office minimum opening hours (Sundays)                                   | 0940 - 1640   |
| Station staffing hours  | 0830 - 1715 (M-F),<br>0830 - 1655 (Sa),<br>1010 - 1630 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | Station Step free access available to both platforms, access between platforms via level crossing to the north of the station |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0620 - 1250                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1330                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0610 - 1310 (M-F),<br>0650 - 1350 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | Yes (During Staffed hours)  |
| Step-free access                             | No  |
| Step-free access note                        | This station has step free access to the Reading bound platform however Didcot bound can only be accessed via subway and stairs |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Tilehurst   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                    |
|---|--------------------|
| Ticket Office   | Yes                |
| Ticket Office minimum opening hours (weekdays)                                  | 0730 - 1400        |
| Ticket Office minimum opening hours (Saturdays)                                 | 0800 - 1430        |
| Ticket Office minimum opening hours (Sundays)                                   | Closed             |
| Station staffing hours  | 0730 - 1430 (M-Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                |
| Smart cards issued  | Yes                |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | Yes (During Staffed hours)  |
| Step-free access                             | No  |
| Step-free access note                        | This station has a degree of step free access but only to Platform 1 southbound services all remaining platforms can only be accessed via a step bridge |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | St Austell  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | C  |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station does not have step free access to the platforms |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Bristol Temple Meads   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to all platforms. In the interests of safety and security, access to the lifts are controlled remotely. Please allow additional time to catch your train to allow the operator to call the lift on your behalf. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to the platform.<br>This is via a ramp from the car park |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Truro or Penryn  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform from the car park |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0645 - 1930   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0615 - 1810   |
| Ticket Office minimum opening hours (Sundays)                                   | 0845 - 1730   |
| Station staffing hours  | 0450 - 0145 (M-F),<br>0500 - 0145 (Sa),<br>0700 - 0100 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to the platforms |
| Designated meeting point for Assisted travel | Passenger Assistance Office on Platform 3          |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Truro or Penryn                                   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0610 - 1240                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0710 - 1340                            |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed                              |
| Station staffing hours  | 0600 - 1300 (M-F),<br>0700 - 1400 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | Yes (During Staffed hours)   |
| Step-free access                             | No   |
| Step-free access note                        | Both platforms can be accessed step free however this is via local roads and steep driveways and would be best arriving by Car or taxi |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Newbury or Westbury  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to the platform.<br>Only one platform in use |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Bristol Parkway  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |                                     |
|---|-------------------------------------|
| Ticket Office   | Yes                                 |
| Ticket Office minimum opening hours (weekdays)                                  | 0625 - 2000                         |
| Ticket Office minimum opening hours (Saturdays)                                 | 0625 - 1900                         |
| Ticket Office minimum opening hours (Sundays)                                   | 0800 - 1900                         |
| Station staffing hours  | 0430-0100 (M-Sa),<br>0800-0000 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                 |
| Smart cards issued  | Yes                                 |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to all platforms via lifts and the station subway |
| Designated meeting point for Assisted travel | Gateline  |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has step free access to all platforms via lifts and the station subway |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Exeter Central  |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

Portsmouth Arms, Umberleigh, Devon EX37 9NB

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Umberleigh and Barnstaple                         |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

## Accessibility Information

|  |                      |
|--|----------------------|
| Accessibility Category                       | A                    |
| Staffed help available                       | No                   |
| Step-free access                             | Yes                  |
| Step-free access note                        | None                 |
| Designated meeting point for Assisted travel | None                 |
| Accessible Toilets available                 | No                   |
| Wheelchairs available                        | No                   |
| Nearest station(s) with more facilities      | Bristol Temple Meads |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |   |
|-------------------------------|---|
| Station Car Park(s) available | Yes (A Bristol City Council Council car park) |
| Bike Racks available          | Yes   |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has step free access to the platform but a kissing gate prevents wheelchair access |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Newquay   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B3   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station has a degree of step free access to the platform. Oxford bound services can be accessed step free however Platform 2 cannot be accessed step free (Didcot bound). |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Culham or Didcot Parkway   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |             |
|---|-------------|
| Ticket Office   | Yes         |
| Ticket Office minimum opening hours (weekdays)                                  | 0615 - 2200 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0615 - 2200 |
| Ticket Office minimum opening hours (Sundays)                                   | 0715 - 2200 |
| Station staffing hours  | 24 hours    |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes         |
| Smart cards issued  | Yes         |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | Platforms can be reached via lift and bridge      |
| Designated meeting point for Assisted travel | Main Entrance Helpdesk or North Entrance Gateline |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | Yes       |
| Ticket Office minimum opening hours (weekdays)                                  | 0645-1815 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0645-1815 |
| Ticket Office minimum opening hours (Sundays)                                   | 1015-1645 |
| Station staffing hours  | 0630-1830 |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

### Accessibility Information

|  |                              |
|--|------------------------------|
| Accessibility Category                       | A                            |
| Staffed help available                       | Yes                          |
| Step-free access                             | Yes                          |
| Step-free access note                        | None                         |
| Designated meeting point for Assisted travel | By station building entrance |
| Accessible Toilets available                 | Yes                          |
| Wheelchairs available                        | No                           |
| Nearest station(s) with more facilities      | Reading                      |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |  |
|-------------------------------|--|
| Station Car Park(s) available | Yes (A Reading Borough Council car park) |
| Bike Racks available          | Yes                                      |
| Taxi rank                     | Yes                                      |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |                   |
|---|-------------------|
| Ticket Office   | Yes               |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1045       |
| Ticket Office minimum opening hours (Saturdays)                                 | Closed            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed            |
| Station staffing hours  | 0630 - 1115 (M-F) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes               |
| Smart cards issued  | Yes               |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B3   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station has a degree of step free access but only to Platform 1 and only if accessed via Tilehurst Road. Otherwise this station can be classified as Category C |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Reading  |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0730 - 1900                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0730 - 1900                             |
| Ticket Office minimum opening hours (Sundays)                                   | 0900 - 1630                             |
| Station staffing hours  | 0510 - 2230 (M-Sa),<br>0830 - 2230 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has a degree of step free access with step free available to both platforms. Transfer between platforms is via local roads and under the railway viaduct. Access roads are steep in places. |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Victoria Road, Roche, Cornwall PL26 8LG

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has a degree of step free access to the platform via a steep ramp and barrow crossing to the sole platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Bugle or St Austell   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Shirehampton or Patchway                                    |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0730 - 1900   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0730 - 1900   |
| Ticket Office minimum opening hours (Sundays)                                   | 0900 - 1630   |
| Station staffing hours  | 0530 - 2015 (M-F),<br>0600 - 2015 (Sa),<br>0845 - 1645 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to both platforms via a liftbridge |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes (Steep Ramp Access)  |
| Step-free access note                        | This station has a degree of step free access, however both platforms can only be accessed via steep ramps with limited handrails for support. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Plymouth   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes (Steep Ramp Access)  |
| Step-free access note                        | This station has step free access to the single platform but this can be accessed via a long ramp from a gated station entrance, there are limited handrails to the ramp and in places the gradient is moderate. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Plymouth   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

# St Columb Road (SCR)

GWR

Station Road, St Columb, Newquay, Cornwall TR9 6QY

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | A                                      |
| Staffed help available                       | No                                     |
| Step-free access                             | Yes                                    |
| Step-free access note                        | The platform can be accessed step free |
| Designated meeting point for Assisted travel | N/A                                    |
| Accessible Toilets available                 | No                                     |
| Wheelchairs available                        | No                                     |
| Nearest station(s) with more facilities      | N/A                                    |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

Station Approach, St Erth, Cornwall TR27 6JW

|   |  |
|---|--|
| Ticket Office   | Yes  |
| Ticket Office minimum opening hours (weekdays)                                  | 0730 - 1445  |
| Ticket Office minimum opening hours (Saturdays)                                 | 0800 - 1300  |
| Ticket Office minimum opening hours (Sundays)                                   | 1015 - 1745 (Easter to early September only)   |
| Station staffing hours  | Easter to October:<br>0640 - 2000 (M-Sa),<br>1000-1800 (Sun).<br>November to Easter:<br>0640 - 1540 (M-Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes  |
| Smart cards issued  | Yes  |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available to both platforms |
| Designated meeting point for Assisted travel | Ticket Office                                |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has a degree of step free access however the Plymouth bound platform can only be accessed via a step bridge. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Saltash or Liskeard   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |                           |
|---|---------------------------|
| Ticket Office   | Yes                       |
| Ticket Office minimum opening hours (weekdays)                                  | 1000 - 1800 (Summer Only) |
| Ticket Office minimum opening hours (Saturdays)                                 | 1000 - 1800 (Summer Only) |
| Ticket Office minimum opening hours (Sundays)                                   | 0900 - 1700 (Summer Only) |
| Station staffing hours  | None                      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                       |
| Smart cards issued  | No                        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes<br>(Easter to October only)                   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | St Erth   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B3   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station has a degree of step free access to the platforms, however the Exeter bound platform cannot be accessed step free and the Exmouth bound platform can be accessed step free but only via a very steep ramp |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Exeter Central   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

**Security**

|                               |    |
|-------------------------------|----|
| CCTV                          | No |
| Secure Stations Accreditation | No |

# St Keyne Wishing Well Halt (SKN) GWR

Lametton Mill, St Keyne, Liskeard, Cornwall PL14 4SE

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | Station can be accessed via a long path and a short steep ramp to the platform |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Liskeard   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has a degree of step free access with both platforms able to be accessed step free, platform 1 is via a long ramp only and via local steep roads from platform 2 |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station has a degree of step free access to the platforms via long ramps from separate side of the railway viaduct. Gradients are steep in places |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Wokingham  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Tarras Crossing, Sandplace, Looe, Cornwall PL13 1PJ

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station has step free access to the platform.<br>This is via a steep ramp from the station entrance |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Filton Abbey Wood and Bristol Temple Meads   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | Ramped access to Redhill platform. Inter platform access via stepped footbridge or highway (approx 230 metres) |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Guildford  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Twyford   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has step free access to the platform however access between platforms is via local roads and access driveway to a flour mill - beware of vehicle movements |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Charlbury   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |             |
|---|-------------|
| Ticket Office   | Yes         |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 2130 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0630 - 2130 |
| Ticket Office minimum opening hours (Sundays)                                   | 0700 - 2130 |
| Station staffing hours  | 24 hours    |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes         |
| Smart cards issued  | Yes         |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step-free access to all platforms |
| Designated meeting point for Assisted travel | Platform 5 Customer Assistance office              |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has a degree of step free access to both platforms however this is via Long ramps to both platforms (approx 1:10). No footbridge |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | West Ealing   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

## Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | Step free access can be achieved to both platforms independent of the station however step free access does not exist between platforms. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Bristol Temple Meads   |

## Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

## Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

## Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | C  |
| Staffed help available                       | No   |
| Step-free access                             | No   |
| Step-free access note                        | This station does not have step free access to any platform. |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Dawlish  |

**Customer facilities and Information**

|   |                                  |
|---|----------------------------------|
| Toilets Available (opening hours may vary)        | Outside of station by Platform 2 |
| Baby changing facilities (opening hours may vary) | No                               |
| Seating area                                      | Yes                              |
| Waiting room (opening hours may vary)             | No                               |
| Refreshments available (opening hours may vary)   | Yes                              |
| Customer help points                              | Yes                              |
| Customer Information screens                      | Yes                              |
| Automated Station Announcements                   | Yes                              |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0610 - 1045                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0710 - 1040                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0540 - 1100 (M-F),<br>0640 - 1200 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Access to both platforms are step free although inter platform step free access is via a walk of approximately 700m between platforms using public paths. There is a stepped footbridge between the two platforms |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Stroud or Gloucester  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | No  |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1800   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0715 - 1430   |
| Ticket Office minimum opening hours (Sundays)                                   | 0945 - 1700   |
| Station staffing hours  | 0600 - 1800 (M-F), 0700 - 1430 (Sa), 0945 - 1700 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | Yes (During Staffed hours)   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has a degree of step free access to each platform via drop off points however step free access between the ticket office and Platform 2 can only be achieved via a stepbridge on the station. |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 2000                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0630 - 1930                             |
| Ticket Office minimum opening hours (Sundays)                                   | 0800 - 2000                             |
| Station staffing hours  | 0515 - 0100 (M-Sa),<br>0700 - 0100 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to all platforms via subway and the lifts via the main entrance subway |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | There is only step free access to the Banbury bound platform. The Oxford bound platform is only accessible via a stepped footbridge. For customers who use a wheelchair or have reduced mobility, please call the Passenger Assist team on <b>0800 197 1329</b> . |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Heyford or Oxford   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1900   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0630 - 1900   |
| Ticket Office minimum opening hours (Sundays)                                   | 0800 - 1900   |
| Station staffing hours  | 0450 - 0100 (M-F),<br>0500 - 0000 (Sa),<br>0745 - 0000 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to all platforms via subway and the lifts |
| Designated meeting point for Assisted travel | Gateline  |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0710 - 1900   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1400   |
| Ticket Office minimum opening hours (Sundays)                                   | Closed  |
| Station staffing hours  | 0700 - 1900 (M-F), 0700 - 1715 (Sa), 0950 - 1730 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | Yes (During staffed hours)   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to both platforms however this is only via local roads in respect of Exeter bound platform. On the station this platform can only be accessed via a footbridge |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 1230                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0650 - 1320                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0550 - 1250 (M-F),<br>0640 - 1340 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | Yes (During Staffed hours)   |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available to both platforms, access between platforms via level crossing and a ramp |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Newbury  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1300                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1330                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0620 - 1320 (M-F),<br>0650 - 1350 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes (During Staffed hours)                         |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step-free access to all platforms |
| Designated meeting point for Assisted travel | Ticket Office                                      |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Reading  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

# Thornford (THO)

Thornford Road, Thornford, Sherborne, Dorset DT9 6PT

This station is a Request stop

## GWR

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | C   |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station does not have step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Yeovil Pen Mill   |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0625 - 1255                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1330                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0615 - 1315 (M-F),<br>0650 - 1350 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes (During Staffed hours)                   |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available to both platforms |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Reading                                      |

**Customer facilities and Information**

|   |                                  |
|---|----------------------------------|
| Toilets Available (opening hours may vary)        | Yes (but no National Key toilet) |
| Baby changing facilities (opening hours may vary) | No                               |
| Seating area                                      | Yes                              |
| Waiting room (opening hours may vary)             | Yes                              |
| Refreshments available (opening hours may vary)   | Yes                              |
| Customer help points                              | Yes                              |
| Customer Information screens                      | Yes                              |
| Automated Station Announcements                   | Yes                              |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0605 - 1800                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0705 - 1700                             |
| Ticket Office minimum opening hours (Sundays)                                   | 0900 - 1700                             |
| Station staffing hours  | 0530 - 2200 (M-Sa),<br>0730 - 2230 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has a degree of step free access to both platforms however the Exeter bound platform is via a ramp bridge of moderate gradients |
| Designated meeting point for Assisted travel | Ticket office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | Step free access available to both platforms, access between platforms via level crossing |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Exton or Exeter Central   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0710 - 1700                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1700                             |
| Ticket Office minimum opening hours (Sundays)                                   | 0940 - 1710                             |
| Station staffing hours  | 0710 - 1700 (M-Sa),<br>0920 - 1710 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | 0710 - 1700 (M-Sa),<br>0920 - 1710 (Su)  |
| Step-free access                             | No   |
| Step-free access note                        | This station has a degree of step free access to the platforms. Each platform has step free access to either road or car park dependent on direction of travel (see station map). Footbridge link between platforms. There is step free access between platforms through walking on the public street. |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | No  |
| Step-free access                             | No  |
| Step-free access note                        | This station has a degree of step free access to the down platform to Torquay however the north bound platform towards Exeter can only be accessed via a step bridge. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Torquay   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                     |
| Ticket Office minimum opening hours (weekdays)                                  | 0725 - 1610                             |
| Ticket Office minimum opening hours (Saturdays)                                 | 0725 - 1545                             |
| Ticket Office minimum opening hours (Sundays)                                   | 0925 - 1700                             |
| Station staffing hours  | 0530 - 2100 (M-Sa),<br>0815 - 2015 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                     |
| Smart cards issued  | Yes                                     |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | 0530 - 2100 (M-Sa),<br>0815 - 2015 (Su)                              |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to both platforms via a liftbridge |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0640 - 1310   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0640 - 1450   |
| Ticket Office minimum opening hours (Sundays)                                   | 0920 - 1650   |
| Station staffing hours  | 0640 - 1830 (M-F), 0640 - 1450 (Sa), 0920 - 1740 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B2  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has a degree of step free access as both platforms can be approached via adjacent roads to access step free however the Westbury bound platform can only be accessed on the station via a step bridge. |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |                 |
|---|-----------------|
| Toilets Available (opening hours may vary)        | Yes             |
| Baby changing facilities (opening hours may vary) | No              |
| Seating area                                      | Yes             |
| Waiting room (opening hours may vary)             | Yes             |
| Refreshments available (opening hours may vary)   | Vending Machine |
| Customer help points                              | Yes             |
| Customer Information screens                      | Yes             |
| Automated Station Announcements                   | Yes             |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0645 - 2005   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0640 - 1905   |
| Ticket Office minimum opening hours (Sundays)                                   | 0915 - 1830 (trial)<br>0915 - 1920 (normal)                 |
| Station staffing hours  | 0515 - 0030 (M-F),<br>0530 - 2315 (Sa),<br>0800 - 2330 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

#### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access available to both platforms, access between platforms 2 & 3 via level crossing and a ramp |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

#### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

#### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

#### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                       |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 1900                               |
| Ticket Office minimum opening hours (Saturdays)                                 | 0645 - 1530                               |
| Ticket Office minimum opening hours (Sundays)                                   | 0815 - 1500                               |
| Station staffing hours  | 0600 - 2330 (M-F),<br>0800 - 1600 (Sa-Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                       |
| Smart cards issued  | Yes                                       |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to all platforms via a liftbridge |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Station Approach, Umberleigh, Devon EX37 9AB

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Barnstaple  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | No  |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Twyford   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0700 - 1330                            |
| Ticket Office minimum opening hours (Saturdays)                                 | Closed                                 |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0700 - 1820 (M-F),<br>0700 - 1330 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has a degree of step free access as both platforms can be accessed step free via drop off however the Salisbury bound platform can only be accessed via an approx 200m walk on public roads |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes                                       |
| Ticket Office minimum opening hours (weekdays)                                  | 0650 - 1700                               |
| Ticket Office minimum opening hours (Saturdays)                                 | 0740 - 1340                               |
| Ticket Office minimum opening hours (Sundays)                                   | 1135 - 1800                               |
| Station staffing hours  | 0600 - 2359 (M-F),<br>0800 - 2359 (Sa-Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                       |
| Smart cards issued  | Yes                                       |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to all platforms via subway and the lifts |
| Designated meeting point for Assisted travel | Ticket Office or Platform 2 Office  |
| Accessible Toilets available                 | Yes   |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes       |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to the platform via a ramp which is of reasonable gradient from the car park |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Weston-super-Mare  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |             |
|---|-------------|
| Ticket Office   | Yes         |
| Ticket Office minimum opening hours (weekdays)                                  | 0610 - 1745 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0610 - 1745 |
| Ticket Office minimum opening hours (Sundays)                                   | 0830 - 1820 |
| Station staffing hours  | 0515 - 0015 |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes         |
| Smart cards issued  | Yes         |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | Yes  |
| Step-free access                             | No   |
| Step-free access note                        | This station has a degree of step free access as both platforms can be approached via adjacent roads to access step free however the Taunton bound platform can only be accessed on the station via a step bridge. |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |   |
|---|---|
| Ticket Office   | Yes   |
| Ticket Office minimum opening hours (weekdays)                                  | 0640 - 1900   |
| Ticket Office minimum opening hours (Saturdays)                                 | 0640 - 1900   |
| Ticket Office minimum opening hours (Sundays)                                   | 0820 - 1750   |
| Station staffing hours  | 0640 - 2020 (M-F),<br>0640 - 1950 (Sa),<br>0820 - 1750 (Su) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes   |
| Smart cards issued  | Yes   |

### Accessibility Information

|  |   |
|--|---|
| Accessibility Category                       | A   |
| Staffed help available                       | Yes   |
| Step-free access                             | Yes   |
| Step-free access note                        | This station has step free access to the platform |
| Designated meeting point for Assisted travel | Ticket Office                                     |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | N/A   |

### Customer facilities and Information

|   |                       |
|---|-----------------------|
| Toilets Available (opening hours may vary)        | Yes (not GWR managed) |
| Baby changing facilities (opening hours may vary) | Yes                   |
| Seating area                                      | Yes                   |
| Waiting room (opening hours may vary)             | No                    |
| Refreshments available (opening hours may vary)   | Yes                   |
| Customer help points                              | Yes                   |
| Customer Information screens                      | Yes                   |
| Automated Station Announcements                   | Yes                   |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | No  |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |             |
|---|-------------|
| Ticket Office   | Yes         |
| Ticket Office minimum opening hours (weekdays)                                  | 0500 - 2000 |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 2000 |
| Ticket Office minimum opening hours (Sundays)                                   | 0800 - 1630 |
| Station staffing hours  | 0500 - 2000 |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes         |
| Smart cards issued  | Yes         |

### Accessibility Information

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to all platforms |
| Designated meeting point for Assisted travel | Ticket Office                                      |
| Accessible Toilets available                 | Yes  |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

### Customer facilities and Information

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | Yes |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

### Getting to and from the station

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | Yes |

### Security

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | No  |

|   |                   |
|---|-------------------|
| Ticket Office   | Yes               |
| Ticket Office minimum opening hours (weekdays)                                  | 0600 - 0930       |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed         |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed         |
| Station staffing hours  | 0600 - 0930 (M-F) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes               |
| Smart cards issued  | Yes               |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B1  |
| Staffed help available                       | No  |
| Step-free access                             | Yes   |
| Step-free access note                        | This station can be accessed step free to both platforms, however access to the Taunton bound line is via a ramp bridge of modest gradient. Both platforms can be accessed independently via drop off |
| Designated meeting point for Assisted travel | N/A   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | No  |
| Nearest station(s) with more facilities      | Weston-super-Mare   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |                   |
|---|-------------------|
| Ticket Office   | Yes               |
| Ticket Office minimum opening hours (weekdays)                                  | 0700 - 1100       |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed         |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed         |
| Station staffing hours  | 0630 - 1200 (M-F) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes               |
| Smart cards issued  | Yes               |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has a degree of step free access via the car park (southbound) however the northbound platform can only be accessed via a busy roadbridge and long steep ramp |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Bristol Parkway  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

|   |  |
|---|--|
| Ticket Office   | Yes                                    |
| Ticket Office minimum opening hours (weekdays)                                  | 0630 - 1230                            |
| Ticket Office minimum opening hours (Saturdays)                                 | 0700 - 1200                            |
| Ticket Office minimum opening hours (Sundays)                                   | Closed                                 |
| Station staffing hours  | 0630 - 1230 (M-F),<br>0700 - 1200 (Sa) |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | Yes                                    |
| Smart cards issued  | Yes                                    |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B1   |
| Staffed help available                       | Yes  |
| Step-free access                             | Yes  |
| Step-free access note                        | Step free access is available to both platforms although step free between platforms involves using local pavements and roadbridge |
| Designated meeting point for Assisted travel | Ticket Office  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | Yes  |
| Nearest station(s) with more facilities      | N/A  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Station Approach, Yeoford, Crediton, Devon EX17 5JB

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | B2   |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has a degree of step free access however the only platform can be accessed via a steep ramp from the road |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Crediton   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |    |
|-------------------------------|----|
| Station Car Park(s) available | No |
| Bike Racks available          | No |
| Taxi rank                     | No |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

Station Approach, Sherborne Road, Yeovil, Somerset BA21 5DD

|   |  |
|---|--|
| Ticket Office   | Yes  |
| Ticket Office minimum opening hours (weekdays)                                  | 0720 - 1825  |
| Ticket Office minimum opening hours (Saturdays)                                 | 0720 - 1410  |
| Ticket Office minimum opening hours (Sundays)                                   | 1430 - 1700  |
| Station staffing hours  | 0720 - 1825 (M-F), 0720 - 1410 (Sa), 1430* - 1700 (Su)<br>* On Summer Sundays<br>0940 - 1700 |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No   |
| Smart cards issued  | Yes  |

**Accessibility Information**

|  |   |
|--|---|
| Accessibility Category                       | B3  |
| Staffed help available                       | Yes   |
| Step-free access                             | No  |
| Step-free access note                        | This station has a degree of step free access to the platforms, Platform 3 can only be accessed via a step bridge when the station is unstaffed. Access via a barrow crossing to platform 3 but only when the station is staffed. |
| Designated meeting point for Assisted travel | Ticket Office   |
| Accessible Toilets available                 | No  |
| Wheelchairs available                        | Yes   |
| Nearest station(s) with more facilities      | N/A   |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | Yes |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | Yes |
| Waiting room (opening hours may vary)             | Yes |
| Refreshments available (opening hours may vary)   | Yes |
| Customer help points                              | Yes |
| Customer Information screens                      | Yes |
| Automated Station Announcements                   | Yes |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | Yes |
| Secure Stations Accreditation | Yes |

Chapel Lane, Yetminster, Dorset DT9 6LH

This station is a Request stop

|   |           |
|---|-----------|
| Ticket Office   | No        |
| Ticket Office minimum opening hours (weekdays)                                  | Unstaffed |
| Ticket Office minimum opening hours (Saturdays)                                 | Unstaffed |
| Ticket Office minimum opening hours (Sundays)                                   | Unstaffed |
| Station staffing hours  | None      |
| Ticket machine available<br>(including for collection of pre-purchased tickets) | No        |
| Smart cards issued  | No        |

**Accessibility Information**

|  |  |
|--|--|
| Accessibility Category                       | A  |
| Staffed help available                       | No   |
| Step-free access                             | Yes  |
| Step-free access note                        | This station has step free access to the platform via the car park |
| Designated meeting point for Assisted travel | N/A  |
| Accessible Toilets available                 | No   |
| Wheelchairs available                        | No   |
| Nearest station(s) with more facilities      | Yeovil Pen Mill  |

**Customer facilities and Information**

|   |     |
|---|-----|
| Toilets Available (opening hours may vary)        | No  |
| Baby changing facilities (opening hours may vary) | No  |
| Seating area                                      | No  |
| Waiting room (opening hours may vary)             | No  |
| Refreshments available (opening hours may vary)   | No  |
| Customer help points                              | Yes |
| Customer Information screens                      | No  |
| Automated Station Announcements                   | No  |

**Getting to and from the station**

|                               |     |
|-------------------------------|-----|
| Station Car Park(s) available | Yes |
| Bike Racks available          | Yes |
| Taxi rank                     | No  |

**Security**

|                               |     |
|-------------------------------|-----|
| CCTV                          | No  |
| Secure Stations Accreditation | Yes |

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