
Great Western Railway

Our Mobility Scooter Policy:

A guide to taking mobility scooters
on our trains

March 2018



If you need to fold your scooter, and it would be easier for you to use a wheelchair to get on the train, just let us know. Most of our stations have a wheelchair on the platform. We can arrange for a member of staff to help you to the train if you need to use it.

Using the ramp

The angle of the ramp you use to get on and off the train will vary depending on the train, what station you're at and where you are on the station. So it's really important you know the limits of your scooter, and how to control it safely. You need to know whether your scooter will be able to handle the ramp.

If you think it's unsafe or you have trouble using the ramp, please ask our staff for help. If it's too difficult to board or alight with the ramp, please fold the scooter down and carry it on or off as luggage.

Our staff will be happy to help you get your scooter on to the train. But for health and safety reasons, they don't lift mobility scooters with anyone in them. All of our staff are trained to support people with scooters, so please follow any advice they give you to make sure you get on the train safely.

When you're on the train

Once you've got your scooter on board and safely stored, please sit in a seat on the train if you can, so you can travel safely. Please also follow any advice our staff give you to make your journey safe and comfortable.

If we run replacement buses or other transport

If we have to put on alternative transport when our trains are disrupted, like buses or taxis, please fold your scooter down and take it on as luggage.

What's inside?

About this document	4
Taking scooters on our trains	8
We'd love to hear from you	14
Applying for a Mobility Scooter Permit	16

About this document



Inside this document you'll find all the information you need to know about bringing a mobility scooter on our trains – including what we ask of you, and what you can expect from us. You'll also find the form you need to apply for a permit at the back.

If you need another copy of the application form, you can get one from www.GWR.com or by calling our Assisted Travel team on 0800 197 1329. They're open from 7am to 10pm every day except Christmas Day.

More information

For more information about accessibility on our trains and at our stations, you might also like to read:

- 'Making rail accessible: A guide to our policies and practices'
- 'Making rail accessible: Helping older customers and people with a disability'

You can get copies of both documents from all our staffed stations, at www.GWR.com or from our Assisted Travel team.

If you need them in a different format, just let our team know. We have copies in a few different formats, including audio CD and easy read, and can send them out to you within 7 days.

Here's how to get in touch with our Assisted Travel team:

- call them free on 0800 197 1329
- dial Textphone free on 18001 0800 197 1329
- email GWR.assistance@GWR.com

Or go to www.GWR.com.



Taking scooters on our trains



We know how important mobility scooters are for some of our customers. So we're more than happy for you to travel with yours on our trains. There are just a few things you need to know before you do.

You'll need a permit

We ask you to apply for a permit before you bring a scooter on our trains. This is so we can check it meets the standards that make it safe for us to take it on board. There's an application form for a permit at the back of this guide – just follow the instructions. Once you have your permit, it's only valid for the scooter you told us about in your application.

The permit is also only valid for travelling with GWR. So other train and transport companies may not take your scooter on board, even if you show them your GWR permit. If you need to travel with another transport company for your trip, it's a good idea to check their conditions for travelling with scooters.

If you don't have a permit

We can still take your mobility scooter if it can be folded down – to no bigger than an average large suitcase – because it can go in the luggage rack.

What scooters we can take on our trains

Class 2 mobility scooters can legally travel at speeds of up to 4mph on pavements. They're also only allowed on the road to cross from one side to the other.

We can take most class 2 scooters that:

- are no more than 700mm wide
- are no more than 1200mm long
- weigh 300kg or less (including the weight of the customer)
- have an anti-tip device

Class 3 mobility scooters are similar to class 2 scooters, but larger. They can be used on the road, and go at up to 8mph. If you have a class 3 scooter, we cannot give you a permit.

Planning your journey with us

To make your journey as easy as possible, please only travel to and from stations where there are ramps or lifts you can use. You can check these with our Assisted Travel team on 0800 197 1329 before you travel.

Booking support for your journey

Our Assisted Travel team can also book any support you need when you travel. You just need to let them know 24 hours before your trip. Then they will:

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- help you find your nearest station with the best facilities for you
 - help you plan the easiest route for your journey
 - make sure our staff know you're coming and what support you need
 - make sure you get all the help you need along the way – around the station and on the train

You can find out more about this at www.GWR.com, and in 'Making rail accessible: Helping older customers and people with a disability'.

Before you get on the train

When you're using a scooter on the platform, please don't go over 3–4mph. Also, please stay behind the yellow line until it's time to get on the train.

Please take any luggage off your scooter before the train arrives, so it won't affect the balance if you use the ramp. Our staff can help you take the luggage on to the train.

If you need to fold your scooter to get on the train, please fold it before the train arrives so you're ready to board. Please also make sure you can take the scooter on and off the train yourself. If you can't, it's best to make sure you have someone there to help you with it.

What to do now



What to do now

If you answered No to any questions

Sorry, we won't be able to give you a scooter permit. But you can still bring your scooter on our trains if it can be folded down small enough to fit in the luggage rack.

If you answered Yes to all the questions

We'll be happy to give you a scooter permit. Please fill in your details below and sign your name. Then send this form to us, including:

- your answers on the previous page
- a passport-sized photograph of the scooter showing the make and model
- the technical details you got with the scooter – including the size, weight and other technical details mentioned in the questions on the previous page

If you send us originals, let us know if you'd like us to send them back to you.

Please send your application form to:
GWR
Scooter Permit Assisted Travel Team
Freepost GWR CUSTOMER SUPPORT

Please fill in your details if you answered Yes to the questions overleaf.

First name: _____

Last name: _____

Email address: _____

Phone number: _____

Address: _____

Postcode: _____

How we'll store your information

We'll use and store any information or documents you give us for your application in line with the Data Protection Act.

We'll only use your information to contact you about your Scooter Permit. We'll keep your information and the copies of your documents in secure storage that only nominated staff members can access.

Please read this statement carefully before you sign and date below.

I confirm that the details I have given on this application are correct and accurate. I have read, understand and agree to the terms and conditions in this document. I also understand that my application is subject to those terms and conditions. I confirm that GWR can process and store the details I give on this application, including my sensitive personal data. I understand GWR will only use and store my data (as above) as part of my application and will not share it with other organisations.

Signed:

Date:

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Using the ramp

The angle of the ramp you use to get on and off the train will vary depending on the train, what station you're at and where you are on the station. So it's really important you know the limits of your scooter, and how to control it safely. You need to know whether your scooter will be able to handle the ramp.

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When you're on the train

Once you've got your scooter on board and safely stored, please sit in a seat on the train if you can, so you can travel safely. Please also follow any advice our staff give you to make your journey safe and comfortable.

If we run replacement buses or other transport

If we have to put on alternative transport when our trains are disrupted, like buses or taxis, please fold your scooter down and take it on as luggage.

Applying for a Mobility Scooter Permit

Before you apply for a permit, please answer the questions below. Your answers will help us decide whether or not we can give you a permit for your scooter.

About the scooter

1. What make and model is the scooter?

2. How big is the scooter?

Length: _____ mm Width: _____ mm

Please circle the answer that applies for each question:

3. Will the combined weight of the scooter and the driver be less than 300kg?

Yes / No

4. Does the scooter have an anti-tipping device?

Yes / No

5. Can the scooter be folded down and loaded onto a replacement bus?

Yes / No

6. Does the scooter have a free wheel or brake release facility?

(So it can be pushed to safety if the battery fails)

Yes / No

About the driver

7. Can the driver walk from the scooter to a seat on the train?

Yes / No

8. Does the driver know the limits of the scooter and how to control it safely?

Yes / No

9. Can the driver judge the scooter's ability to safely negotiate slopes?

Yes / No

What you need to know about the permit

Once you have your permit, please remember that it's not valid if:

- it has been defaced
- it doesn't have a valid reference number
- it has expired
- we find out later that any information you gave on your application is wrong

The permit will be GWR's property. We can withdraw it, and ask you to return it to us, at any time.

