

Kent & East Sussex Railway Facilities for the Mobility Impaired



Our facilities have been carefully designed with the mobility impaired visitor in mind. There are parking spaces for Blue Badge holders near to the platforms at Tenterden Town and Northiam Stations and accessible toilets at Tenterden, Northiam and Bodiam. We are proud to boast a specially designed coach called 'Petros', which is fitted with ramped wheelchair access, wide aisles, moveable seating and an accessible toilet.

We have standard folding wheelchairs available for use whilst with us at Tenterden, Northiam and Bodiam stations.

We recommend that visitors with special needs or specific requirements telephone our Booking Office (01580 765155 Mon-Fri 09:30 - 17:00; Sat & Sun 09:30 - 13:00) for friendly assistance: accommodation may be reserved by telephone on any train service at no additional cost.

Some of our other carriages have ramped access too and there is full wheelchair access to the shop and Station Refreshment Rooms at Tenterden Town Station. The Colonel Stephens Railway Museum has level access with 42" aisles. The Tenterden ticket office is fitted with an induction loop.

Before you arrive

We'll always do what we can to help. If you are able to book in advance, we'll happily reserve accommodation for you on the train of your choice at no extra charge and ensure we have the staff available to provide you with any help you may need. Please check the dimensions of your wheelchair to ensure it's OK to use on our trains. There is a combined weight restriction of 300kg for mobility aids and the passenger on our ramps. Some scooters are only meant for road use and cannot be used on trains.

To reserve accommodation, please contact our friendly Booking Office on 01580 765155 or email enquiry@kesr.org.uk A carer ticket is available for registered carers. These tickets may only be purchased by telephone or in person on arrival. When collecting your carer ticket, we ask that you produce one of the following documents: Entitlement to Disability Living Allowance (for children under 16) or Personal Independent payments (for those aged over 16); Attendance Allowance or Carer's Allowance letter of award; Incapacity Benefit book, or a letter notifying the recipient that the benefit has been awarded; A Certificate of Visual Impairment; A letter from a GP or consultant (dated within the last 12 months) confirming the need for a full time carer.

Further information can also be found on our website at www.kesr.org.uk/petros

As 'Petros' is very popular with our visitors, we suggest that you make your booking at the earliest opportunity to avoid disappointment.

Arriving at the station

When you arrive at the station, you'll find 'Blue Badge' parking near to the platform at Tenterden Town and Northiam stations. Bodiam station has no car parking, but there's a drop off point available and parking at the National Trust Bodiam Castle nearby (charge applies).

We suggest that you should arrive at least 20 minutes before your train is due to depart. This will give us time to make sure arrangements are in place for you, especially if you haven't booked in advance.

The platform

As platforms are not always level, please make sure you apply the brake to your wheelchair or scooter.

Platforms can be busy places, so please be aware of other passengers and if using a powered wheelchair or scooter make sure you minimise your speed and keep away from the platform edge.

Boarding the train

Please wait for our staff to deploy the ramp before attempting to board the train.

You will normally be boarded facing the train, so the member of staff or your companion are pushing you, rather than pulling you on to the train. To help prevent your chair tipping back whilst going up the ramp, please make sure that any shopping bags or similar are removed. Note that when boarding, there is sometimes a need to fold foot-rests to the vertical position to avoid a risk of 'grounding'.

Do not pause on the ramp, nor be tempted to look behind you, as this can affect your centre of gravity and lead to instability.

If boarding on your own be aware of the speed you are travelling. You are entering a confined space so be aware other people might be in your path.

Make sure your wheelchair/scooter is aligned with the middle of the ramp and do not turn when on the ramp.

There is a combined weight restriction of 300kg for mobility aids and passengers on our ramps.

On the train

We suggest that you'll be comfortable if you position your wheelchair or scooter parallel to the side of the train and facing the direction of travel. 'Petros' also has some spaces designed for users with restricted neck movement, enabling them to easily see our glorious countryside. Please ensure though that you are not blocking the corridor through the train. To help prevent tipping, please make sure that any shopping bags or similar are removed from the back of your chair. It's very important to make sure that the brakes are applied to your wheelchair so that it doesn't roll around. Be aware that the train will rock and tilt as it goes along, so make sure you are seated securely.

If you wish and are able to transfer to a seat, you'll find 'Petros' has loose seating available, making transfer a little easier.

Leaving the train

A member of staff will make sure a ramp is in place to help you move off the train. Please be patient as staff may have other passengers to assist. Please wait for the ramp to be in place before attempting to get off the train.

Please moderate your speed when leaving the train as there may be people on the platform or fixtures such as benches or lampposts that need to be avoided.

If you are being assisted off the train, staff will bring you down the ramp in the safest way possible, often with you facing towards the train.

Guidance applicable to scooter users

A scooter is different to an electric wheelchair. While a scooter can have three or four wheels it has a steering column instead of the joystick controls used for an electric wheelchair.

This means that turning circles in a scooter requires more space than it does in a wheelchair, making them less manoeuvrable on a train. And for that reason there is more restriction on scooter usage than there is on wheelchair usage.

We can accept scooters that are no longer than 1200mm (48") and no wider than 700mm (28") including any attachments. The height restriction of all scooters and wheelchairs is 1350mm. Folding/collapsible scooters that can be stored as luggage can be carried in the luggage van.

To help prevent scooters tipping back whilst going up the ramp please make sure that any shopping bags or similar are removed.

Do not pause on the ramp, nor be tempted to look behind you, as this can affect your centre of gravity and lead to instability.

We strongly recommend that scooter users transfer to a seat whilst on board the train.

There is a combined weight restriction of 300kg for mobility aids and the passenger on our ramps.

If you wish to get off your scooter and for staff to help push your scooter up the ramp, please make sure the scooter is put into free wheel mode.

Scooter users are advised to drive down the ramp facing forwards.

Feedback

Please let us know if you've had a positive or a negative experience while travelling with us. If you've any suggestions for improvement, please do share them with us at the address below.

Contact Us

For information, advice or comment on our service, please contact us:

Customer Services
Kent & East Sussex Railway
Tenterden Town Station,
Station Road,
Tenterden,
Kent
TN30 6HE
enquiry@kesr.org.uk

General enquiries 01580 765155

Or visit our website www.kesr.org.uk