



Kent & East Sussex Railway



TENTERDEN TOWN STATION, TENTERDEN, KENT TN30 6HE
Telephone 01580 765155 • e-mail: enquiries@kesr.org.uk • kesr.org.uk

Access Statement

The Kent & East Sussex Railway (K&ESR) welcomes all in society, irrespective of age, gender, sexuality, ethnicity or any impairment, whether physical, intellectual or sensory. The K&ESR is a Visit Britain Quality Assured Attraction and meets the National Accessibility Standards for wheelchair users at Level 3.

Parking

Tenterden and Northiam stations have free parking facilities (with limited designated parking places for the mobility impaired available close to the station buildings).

Parking at Bodiam is at the nearby National Trust attraction, "Bodiam Castle", about 500 metres from the station. Coach access is available at all stations but coaches cannot be parked at Rolvenden or Bodiam stations.

Trains

Our historic railway carriages are restored to reflect their original construction and therefore access is via stepping up to board from the platform and down to alight. Ramps are available to allow access to guard's compartments on most trains, allowing wheelchair users to travel.

We have a specially designed carriage, called *Petros*, which has ramped access and a specially designed interior (including accessible toilet) to accommodate the mobility impaired.

In order to ensure our staffs are ready to welcome you, we recommend that individual access needs are discussed with our sales staff prior to booking. We are pleased to reserve accommodation on our trains at no additional charge.

Buildings and Stations

Station buildings and refreshment facilities are all accessible to mobility impaired users. Tenterden, Northiam and Bodiam stations each have toilet facilities that include toilets for the mobility impaired. Baby changing facilities are also available at these stations.

Wheelchairs are available at Tenterden and Bodiam stations to assist passengers from their transport to the trains. The National Trust has a buggy (subject to availability) to take passengers from Bodiam station to the castle and vice-versa. Advance booking is essential for this service: call the castle direct on 01580 830196. Access to the Cavell Van, at Bodiam station, is restricted for wheelchair users. The locomotive viewing gallery at Rolvenden is not suitable for wheelchair users or for persons wearing high-heeled footwear.

Wittersham Road station is fairly remote, with limited facilities and a shingle platform, and is therefore not suitable for access by wheelchair users.

Tenterden Booking Hall has an induction loop system to assist those with impaired hearing to book their journeys. All our published leaflets, explaining our various activities, are available in large print upon request.

It is our policy to allow a registered carer to accompany a visitor with special needs. No charge is made for assistance dogs.

June 2020

The Kent & East Sussex Railway Company Limited

A charitable company, limited by guarantee and not having a share capital
A company registered in England No. 1007871 • Registered Charity No 262481 • VAT No. 202 1098 21