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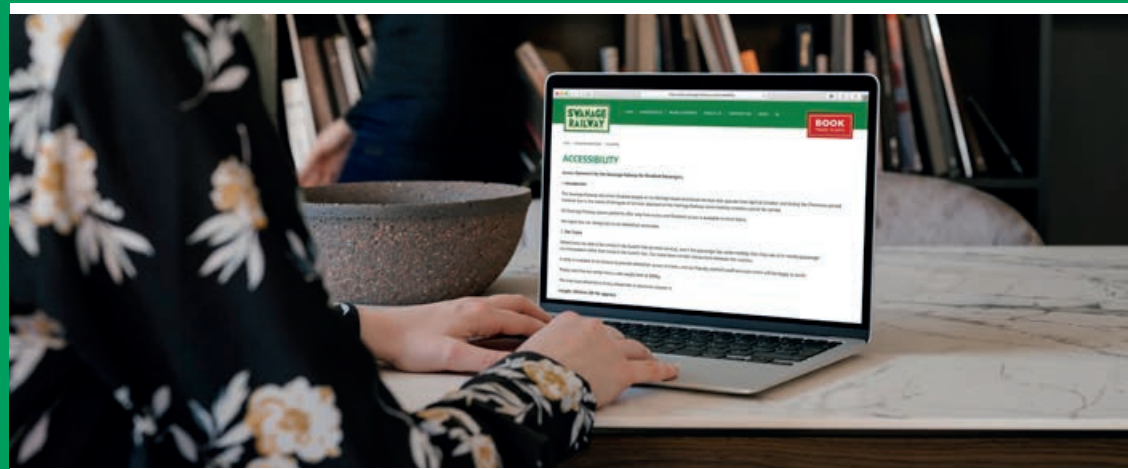


By post

Swanage Railway
Station House
Station Approach
Swanage
BH19 1HB

Station accessibility guide

Helping older and disabled people



INTRODUCTION

Swanage Railway operates heritage steam services between Swanage, Corfe Castle and Norden and heritage diesel services between Swanage and Wareham.

We are a volunteer led tourist attraction heritage railway and our customers choose to travel with us for the heritage railway experience we offer using locomotives and carriages from the 1950s and earlier eras.

THIS GUIDE

We have five stations:

- Swanage
- Herston Halt
- Harmans Cross
- Corfe Castle
- Norden

South Western Railway operates the station at Wareham.

This guide includes information on the following for each station of our five stations:

- Staffing arrangements
- Step-free access
- Designated disabled parking
- Seating
- Toilets
- Ticket sales facilities
- Customer information systems
- Catering

ACCESSIBILITY CLASSIFICATION

We use the national categories for classifying the accessibility of our stations as shown in the table.

Within Category B there are three sub-categories:

- B1 Step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street.
- B2 Some step-free access to all platforms (but may include major barriers to access)
- B3 Some step-free access, may be in one direction only (step-free access is not to all platforms)

Category	Description
A	Category A stations have step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps. Additional station entrances or walking routes not meeting the 'A' criteria are permitted, providing the additional walking distance to avoid these is no more than 100m.
B	These stations do not meet category A, but have step-free access to either all platforms or at least one platform. In some cases, the station may be usable for some disabled and older people, but in others major barriers may exist which are likely to restrict the ability of some disabled or older people to use the station. This may include long or steep ramps, access between platforms that may be via the street, and there may not be step-free access to or between all station areas.
C	These stations do not have step-free access to any platform.

REPLACEMENT ACCESS AND FACILITIES

If access or facilities are closed or not available because of repair or maintenance, we will make reasonable efforts to ensure that alternatives are provided to the same standard of accessibility.

STATION ENTRANCES

If for any reason it becomes necessary for us to alter access arrangements (station entrances) permanently at any of our stations, leading to restricted access for disabled passengers, we will consult the Department for Transport, Transport Focus and local access groups before any permanent changes are undertaken. These changes need to be approved by the Department for Transport.

If for any reason it becomes necessary for us to alter access arrangements (station entrances) temporarily at any of our stations, leading to restricted access for disabled passengers, we will ensure that changes are widely notified in advance, clearly signed and reasonable efforts made to assist disabled passengers.

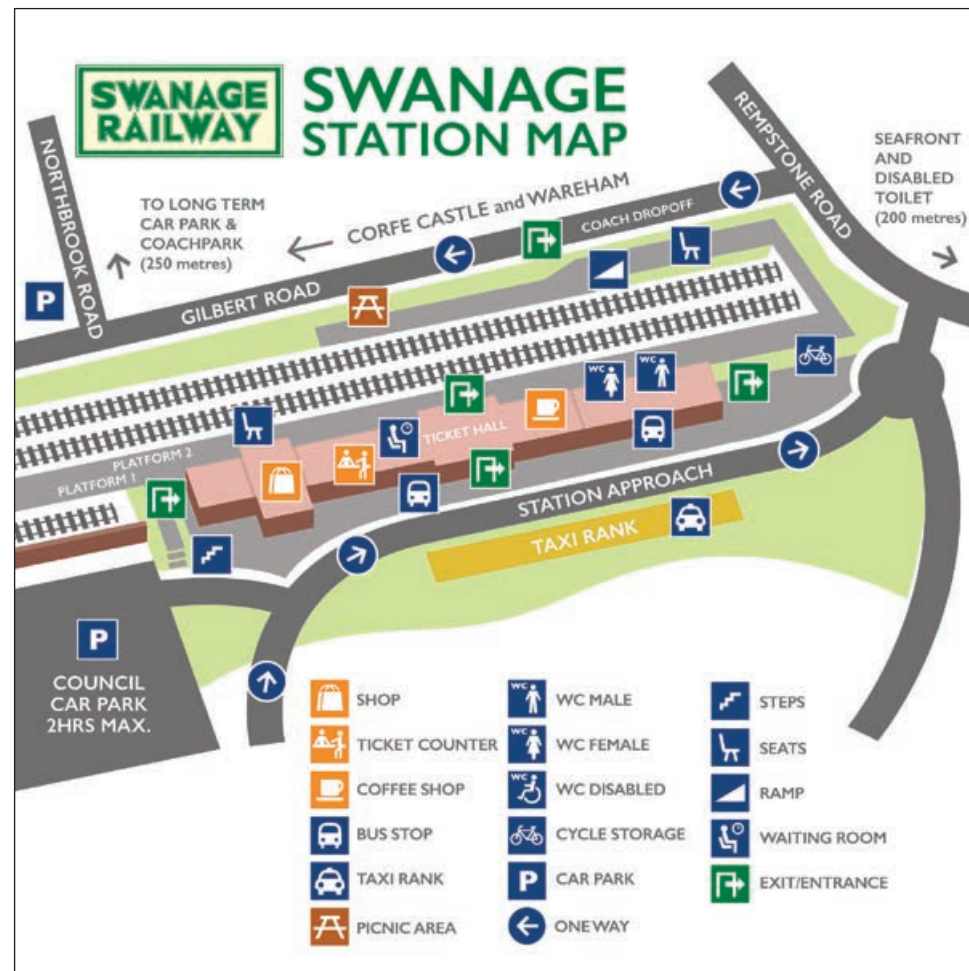
OUR STATIONS

Swanage, Corfe Castle and Norden stations are normally staffed when trains are running. Wareham station is operated by South Western Railway.

SWANAGE

Category B1 station

Car parking	Local authority Pay & Display car park with disabled spaces. 300m from Swanage station.
Step-free access to platforms	Yes.
Buying tickets	Ticket office fitted with hearing induction loops.
Toilets	Nearest accessible toilet is at Recreation Ground car park (120m from station) and on the sea front (300m from station) Male and female toilets on station platform area.
Catering	Refreshment kiosk fitted with hearing induction loop.
Seating	Covered waiting area. Seating on platforms.
Assistance	Help on and off trains is provided by the train guard.



OUR STATIONS

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HERSTON HALT

Category B1 station

Car parking	None.
Step-free access to platforms	Yes (via ramp from road, 100m).
Buying tickets	No facilities (buy tickets on the train).
Toilets	None.
Catering	None.
Seating	Open air seating on platforms.
Assistance	Help on and off trains is provided by the train guard.



OUR STATIONS

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HARMANS CROSS

Category B1 station

Car parking	Local authority car park opposite station.
Step-free access to platforms	Yes (via ramp from road, 100m).
Buying tickets	No facilities (buy tickets on the train).
Toilets	None.
Catering	None.
Seating	Covered waiting area with seating and open air seating on platforms.
Assistance	Help on and off trains is provided by the train guard.



OUR STATIONS

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CORFE CASTLE
Category B1 station

Car parking	Local authority West Street car park (650m). 125 spaces, 2 disabled.
Step-free access to platforms	Yes. Step-free route between platforms (20m).
Buying tickets	Ticket office fitted with hearing induction loops.
Toilets	Male and female toilet on station platform area.
Catering	None.
Seating	Covered waiting area with seating and open air seating on platforms.
Assistance	Help on and off trains is provided by the train guard. Assistance available for interchange between platforms.



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NORDEN

Category B1 station

Car parking	Local authority car park (200m). 350 spaces, 14 disabled.
Step-free access to platforms	Yes (via ramp from road, 200m).
Buying tickets	Ticket office fitted with hearing induction loops.
Toilets	Accessible toilet in local authority car park (200m).
Catering	Refreshment kiosk fitted with hearing induction loop.
Seating	Covered waiting area with seating and open air seating on platforms.
Assistance	Help on and off trains is provided by the train guard.



OUR STATIONS

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WAREHAM (SOUTH WESTERN RAILWAY)
Category B2 station

Car parking	Station car park. 69 spaces, 2 disabled.
Step-free access to platforms	Step-free access between platforms via controlled level crossing with locking automatic gates.
Buying tickets	There are accessible ticket machines at this station. Office is staffed during peak periods.
Toilets	Toilets are located on Platform 2 (accessible toilet provided).
Catering	No facilities.
Seating	Open air seating on platforms.
Assistance	Assisted Boarding Points are located on both platforms. Help on and off trains is provided by the train guard.

