

Making Rail Accessible

Helping Older and Disabled Passengers

1 April 2024





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3.1 Introduction

We understand that if you are disabled, elderly, travel with young children or have restricted mobility, you may need help during your journey. We are continuing to work with our partners in the industry to introduce technology to improve our Passenger Assist programme. This includes improving booking systems and communication with front-line staff (those who deal directly with passengers).

In this leaflet, we set out what help and other measures we have in place to make sure you can travel with us safely, comfortably and confidently at all times, whether it is your first journey or you are a regular traveller. Our staff are trained to help passengers with both visible and non-visible disabilities, so will be looking out for those who may need help.

This leaflet also sets out how you can arrange this help in advance or, if you choose not to do this, how our 'Turn Up and Go' system works.

3.2 Assistance – what help is available and how to get it

We can help you to:

- plan your journey, based on what you tell us about your needs;
- book help with getting on and off the train;
- enter or leave the station, from the Blue Badge parking area, taxi rank or drop-off point for journeys at stations where we have staff available;
- book seat reservations, including booking wheelchair spaces (on some of our trains);
- make onward or return travel reservations on services run by other train companies (if reservations are available);
- get to and from connecting services, whether you can reserve seats or not;
- manage your luggage;
- buy travel tickets;
- check the accessibility and facilities of all stations; and
- find alternative transport if you are travelling to or from a station on our network that you cannot access.

If you need help with your journey, you have two options.

1. Turn Up and Go

If you don't book assisted travel in advance, you can turn up and ask for help from staff at the station or on the train, depending on which station you are travelling from or to. Staff are trained to look out for customers who need help on platforms,



and they check the platform before the train leaves the station. If a station has a meeting point, staff will quickly check it to make sure that everyone who needs help gets it in time before the train leaves. If you are using an unstaffed station, you can use one of our help points to contact a member of staff at our customer service centre. All stations have help points fitted with induction loops. At terminals (where a train ends its journey), there is a help point at each platform or at entrances to the station. If you are using an unstaffed station, you can contact our customer service centre through a help point who will inform the on-train staff to look out for you.

If your journey starts or ends at a station that you cannot access, we will provide appropriate alternative transport to take you to or from the nearest accessible station, at no extra cost to you. However, this may take time to arrange and there may be delays to your journey as a result.

2. Book in advance

You can ask for assisted travel up to one hour before you travel anywhere on our services. Our staff will be ready to welcome you when you arrive at the station. If you need help planning your journey, you can contact our Assisted travel team, who will be happy to help. They can give you practical advice on travelling by train, including help with buying a ticket. You can book assistance 24 hours a day, seven days a week and includes Christmas and New Year.

You can book online or at a station, on Passenger Assist App, email us or call our Assisted travel team on **0800 0461634** **textphone 18001 08000461634**, (for deaf or hard-of-hearing customers).

If you are travelling with ScotRail and contact us at least an hour before you travel, we'll be able to organise assistance for you. If you are going to interchange or travelling with another train operator such as LNER, Cross Country, Transpennine Express or Avanti West Coast, you will need to give a minimum of two hours' notice before your journey.

If your journey starts or ends at a station where you need alternative accessible transport, we will arrange this at no extra cost to you. Throughout this leaflet and from this page onwards, you will find more details on the help that staff at the station or on the train can provide.

If you arrive by car or taxi at a staffed station, we can help you into the station from the car park drop-off area or a Blue Badge parking space in the station car park. We cannot help you if you are outside the station area. We can also carry your luggage onto and off the train. This service is free. We recommend you have no more than two items of luggage, each weighing up to 23 kilograms. Please book help with your luggage beforehand if possible. There is more information about help with luggage in the National Rail Conditions of Travel at <https://www.nationalrail.co.uk/travel-information/your-rights-and-obligations-as-a-passenger/>



When the train arrives, we'll help get you and your luggage on board and make sure you are in an appropriate seat or wheelchair space. You can use an appropriate railcard or local authority travel card to buy discounted tickets. If you're travelling with a companion (another adult), they can also buy a ticket at the discounted price, but must do this as part of your purchase. You can find more information about discounts at <https://www.nationalrail.co.uk/tickets-railcards-and-offers/buying-a-ticket/>

Our Assisted travel team cannot currently sell you discounted tickets when you book assistance, but they can transfer you to our Sales team. Not all local authorities offer a discount for companions, so please check with them first.

3.3 What to expect – our commitment to you

3.3a Before you travel

On the National Rail Enquiries website, we will keep information about the accessibility of our stations up to date. This allows you to plan your journey, whatever your disability. Below we have briefly set out how you can get help with buying tickets. There is also information about discounts, station accessibility, train routes and what happens if there are delays, disruptions or emergencies. This includes information about travelling with wheelchairs, powered wheelchairs, scooters and other mobility aids.

We are committed to an improvement programme that allows us to continually monitor and evaluate our promise to provide help. This means that, at some of our busiest stations, we will make sure there are enough staff to help. We will also update information on the National Rail Enquiries website, including giving details of times when help is available.

When you arrive at the station you are travelling to, we'll make sure you get off the train safely. We'll also make sure a member of our team is there to help you to the next part of your journey, if this applies. We aim to help you within five minutes of your arrival at a terminal station.

We are committed to taking part in the Office of Rail and Road (ORR) Handover Protocol for station-to-station passenger assistance. Under this protocol, our staff will call ahead to make sure someone meets and helps you.

At each staffed station, a member of staff will be responsible for receiving these calls.

Staff at our customer service centre will update visual information systems (information screens) and make loudspeaker announcements when there are changes to services.

At stations where we have platform staff, we can help you connect with buses and taxis if the interchange is at the station.



Our staff at stations and on trains are trained in using ramps to help you get on and off the train at all stations. They are also trained to help passengers with both visible and non-visible disabilities.

You can call us if you are not familiar with travelling by train or need help planning your journey. Our assisted travel team will be happy to help you. They can give you practical advice on rail travel, including help with buying a ticket.

You can call them at any time of the day.

Freephone: 0800 0461634

Textphone: 18001 08000461634

For details on stations in Scotland, and to find out what facilities are available or if a station is accessible to you, visit our website <https://www.scotrail.co.uk/plan-your-journey/stations-and-facilities> or the National Rail Enquiries website at <https://www.nationalrail.co.uk/>.

At these websites you can find out more about the accessibility of all stations in the UK, including a map of station facilities (accessmap.nationalrail.co.uk).

Before you board the train, you must have a valid ticket or a travel pass that allows free travel. At some stations, we have automatic ticket gates, but there will always be a set of wider gates if you need them.

By phone

You can buy a ScotRail ticket, including Advance tickets, by calling our us on **0344 811 0141**. If you will need help on your journey, we will be able to transfer you to the Assisted travel team.

If you already have a train ticket, or don't need a ticket to travel, you can call our assisted travel helpline direct on **0800 0461634** or textphone **180018000461634** to book assistance.

Online

You can buy all ScotRail tickets on our website at <https://www.scotrail.co.uk/tickets/find-right-ticket>

Once you have your ticket or travel pass, you can arrange assistance by filling in a form on our website, up to one hour before you travel. Go to <https://booking.passengerassistance.com/>

At the station

Our staffed stations will be happy to sell tickets and arrange help for you between stations, whether the station you are travelling to is staffed or



unstaffed. You can find information on which stations are staffed and when they are open at www.scotrail.co.uk/plan-your-journey/accessible-travel

On the train

If you are getting a train from a station without ticket facilities or you cannot buy a ticket before travelling, you can buy a ticket from a member of our staff on the train. You can still use a railcard to get a discount (if this applies).

Discounts and railcards

There are lots of schemes that provide discounts on rail travel for different groups. Some are nationally recognised, some are run by local authorities, and some are run by the train operator. The most common discounts available on our network are listed below.

Disabled Persons Railcard

This card gives you and a companion (another adult) up to one-third off most rail fares across the UK. This scheme is run by Rail Delivery Group (RDG). You can buy a card for 12 months or three years. Apply on the Disabled Persons Railcard website at <https://www.disabledpersons-railcard.co.uk/>

Or, you can pick up a form at any staffed rail station. When you apply, you'll need to provide evidence of your disability.

For example:

- your award letter for disability benefits;
- your NHS hearing-aid battery book; or
- your exemption certificate for epilepsy medication and your prescription.

You can find more information on the Disabled Persons Railcard website, or you can call **0345 605 0525** textphone **0345 601 0132**.

Senior Railcard

Anyone over the age of 60 can apply for a Senior Railcard. It offers one-third off the price of a wide range of tickets for travel across the UK (though some restrictions apply to peak-time travel). Cards are available for 12 months or three years.

You can find more information about the Senior Railcard and apply for one at <https://www.senior-railcard.co.uk/> or call **0345 3000 250**. Forms are also available at our staffed stations and other stations across the UK rail network.



If you are a wheelchair user and remain in your wheelchair for a rail journey

If you remain in your wheelchair throughout the journey and do not have a railcard, you are entitled to the following discounts on Anytime/Day tickets:

First Class or Standard Anytime Single or Return	34% off
First Class or Standard Anytime Day Single	34% off
First Class or Standard Anytime Day Return	50% off

The same discount will apply to one companion travelling with you. These discounts are only available from staff at our ticket offices, or onboard and cannot be purchased online or from Ticket Vending Machines.

Wheelchair space on our trains is only available in Standard Class carriages. The carriages can only take wheelchairs up to 70cm wide and 120cm long and mobility scooters no bigger than 104cm (41ins) long and 56cm (22ins) wide. For safety reasons, the ramps we use will not allow more than a combined weight (you and your wheelchair) of 300 kilograms.

First Class areas don't have wheelchair space and there are no wheelchair-accessible toilets. You can still travel in First Class if you can transfer to a seat and do not need to use your wheelchair or mobility scooter (which will be stored in the luggage area during the journey).

Blind and partially sighted customers

If you live in Scotland and have a National Entitlement Card, you can travel for free on our services. The card also entitles you to discounted travel with other train operators. You can find more information at <https://www.disabledpersons-railcard.co.uk/using-your-railcard/>

Local authority concessionary schemes

We support many local authority schemes for disabled people. You can find out if your local authority takes part in any of these schemes by contacting them direct.

ScotRail exclusive Club 50

If you are over 50, you can discover Scotland with Club 50 for a small subscription per year. You can also buy tickets on the train if you travel from a station without ticket facilities and you cannot buy a ticket online or over the



phone. Club 50 members also enjoy other special offers throughout the year, including flat fares and 50% off refreshments on board. Kids for a Quid tickets can be used with Club 50, offering one free child entry at selected attractions across Scotland. You can find more information about Club 50 at www.scotrail.co.uk/tickets/club-50

Smartcard

A smartcard doesn't offer any additional discounts on the cost of train travel. Instead, it's a convenient way to store the tickets that you've bought online, through our app, at one of our stations or at our ticket machines. If you buy your tickets online or on the app, you don't need to queue at a ticket machine to collect them. You can load the tickets onto your smartcard using our app on android smartphones. You can find out more about smartcards on our website. For blind and partially sighted customers, your National Entitlement Card can be linked to a smartphone, allowing you to use it at automatic ticket gates to avoid queuing.

If you have a non-visible disability and you carry any of the nationally available assistance cards, you can show the card to our staff so that they know you might need some help.

However, we cannot accompany you throughout your journey or provide personal care, such as help with eating, taking medication or using the toilet. If you need personal assistance, we would advise travelling with a companion.

At the station

Our stations vary in terms of how accessible they are and the facilities available. We are constantly upgrading them to make them more accessible, with facilities such as lifts, ramps, escalators, accessible ticket counters, induction loops at ticket counters and elsewhere, toilets and accessible toilets, waiting rooms and shelters, help points and accessible seating.

Our trains call at some stations managed by other train operators or other station facility operators and their stations have a similar range of facilities.

For customers who use wheelchairs or have other mobility issues, not all our stations are step-free (accessible). If you need to use one of these stations, we will provide appropriate alternative accessible transport such as a taxi, at no extra cost to you, to take you to the nearest accessible station.

At stations with automatic ticket gates, at least one gate will have a wide aisle suitable for customers with wheelchairs, prams, pushchairs or luggage. Ticket gates are always staffed when they are in use. When a station with automatic or manual ticket gates is unstaffed, we will leave the gates open.



There are automatic ticket gates at the following stations.

Aberdeen

Anderson

Argyle Street

Ayr

Bathgate

Charing Cross

Dundee

Edinburgh Gateway

Edinburgh Park

Edinburgh Waverley

Exhibition Centre

Glasgow Central

Glasgow Queen Street

Haymarket

Inverness

Motherwell

Perth

Stirling

There are customer information help points at all our stations. Please use them if you are not sure about anything to do with your journey. We have a dedicated team at our customer service centre who answer help points, help you with your enquiries and can also see you on CCTV.

Please let us know at least one hour beforehand if you are making a journey only on ScotRail services and are likely to need any help. When you arrive at the station, please make yourself known to the staff there or contact our customer service centre using the station help point. If you are at a staffed station, local station staff will try to help you even if you turn up without telling us beforehand. However, they have other duties, including dispatching trains and looking after safety on the platform. If staff are not able to help you immediately, they will explain clearly why they cannot do so.



If you arrive by car or taxi at a staffed station, we can help you into the station from the car park drop-off area or a Blue Badge parking space in the station car park. We cannot help you if you are outside the station area.

We can also carry your luggage onto and off the train. We recommend that you have no more than two items, each weighing up to 23 kilograms. If you have not asked for help with your luggage in advance, you may need to go inside the station to ask for help. This service is free. If possible, please book help with your luggage in advance. There is more information about this in the National Rail Conditions of Carriage. When the train arrives, we'll help get you and your luggage onto the train and make sure you are in an appropriate seat or wheelchair space. Our staff are trained in using ramps if needed.

Station staff can help you collect your tickets if necessary.

At unstaffed stations or at stations that are not staffed full-time, staff on the train will help you get on or off the train. Train staff can't provide any further services, such as collecting you from the car park or helping you enter or leave the station.

When you arrive at your final station, we'll make sure you get off the train safely. If appropriate, we'll also make sure a member of our team is there to help you to the next part of your journey. We aim to help you within five minutes of your arrival at your final station.

3.c On the train

We are committed to making sure that your journey is as comfortable and stress-free as possible. If there is any part of the journey you're not sure about, please ask the staff who are helping you to get on the train.

You can reserve seats and wheelchair spaces on the following routes.

- Glasgow to Oban, Fort William and Mallaig
- Edinburgh and Glasgow to Aberdeen
- Edinburgh and Glasgow to Inverness
- Aberdeen to Inverness
- Inverness to Kyle of Lochalsh, Thurso and Wick

You can reserve seats on these routes when buying tickets or booking assistance. You can book up to 8 - 12 weeks before you travel, at one of our ticket offices or by calling our assisted travel team. You may not be able to reserve seats and book wheelchair spaces 8 - 12 weeks in advance when major engineering work is affecting these routes.



Wheelchair spaces are clearly marked with the accessibility symbol on windows and on the outside of the carriage doors nearest the wheelchair space. The designated accessible carriage is marked by an accessibility symbol making it more visible. However, on most of our trains, you cannot reserve seats and wheelchair spaces – you can only book assistance. Our staff will help you find a seat where possible, but will not be able to accompany you throughout your journey or provide personal care, such as help with eating, drinking, taking medication or using the toilet. If you need this extra help during your journey, we recommend you travel with a companion.

There are no wheelchair facilities in First Class, so this is not suitable if you cannot transfer to a seat or you need to use your wheelchair during the journey.

Our staff will do all they can to help you find a seat. If there are more wheelchair users than we have room for on the train, we will discuss other options with you. These may include travelling on the next available service or using appropriate accessible transport (provided by us) to take you to your destination. You may also be able to travel free of charge with a local bus operator. Our staff will agree with you the most suitable way of completing your journey. There is priority seating on all services, which is shown by the accessibility symbol or notices on windows or on top of the seat backrest. Staff on the train will do their best to help you find a seat. However, it is difficult for staff at stations along the route to help you to a seat as there is not enough time for them to do so before the train leaves.

We do not reserve seating for assistance or working dogs, although our priority seating has extra space under the seat for assistance dogs.

Mobility Scooters

We accept light, travel mobility scooters on all our trains. They must be no bigger than 104cm (41ins) long and 56cm (22ins) wide. You and the mobility scooter together must weigh no more than 300 kilograms (660 pounds). These are the only models that can be safely and efficiently manoeuvred into the designated accessible spaces on the train.

If you can transfer to the seat, we would encourage you to do so rather than sitting on your mobility scooter as this may be safer and more comfortable for you.

We always recommend that customers check and follow the guidance stated in their specific manufacturer's manual.

The mobility scooter must be parked and immobilised with the key taken out or battery switched off.

Mobility scooters must not have a canopy or a rear basket as these may make the mobility scooter too large for the available space.

The mobility scooter must be a class two vehicle with a maximum speed of four mph.



It must have anti-tip wheels fitted to the rear of the mobility scooter.

When booking, we will ask you to confirm that your mobility scooter meets our standards. Please read your owner's manual for the mobility scooter's measurements.

We accept walking aids, such as frames, designed to help people with mobility difficulties. However, space for these on trains is limited, and we recommend that you use fold-down ones which can be stored as luggage.

Travelling in a motorised / manual adapted wheelchair

ScotRail welcomes customers travelling with an adaptation to their wheelchair (motorised or manual attachment). If you are travelling on one of our older trains, adaptations need to be detached because there is limited space to manoeuvre. However, if you are travelling on the newer trains, adaptations may not need to be removed.

If you are not able to remove or stow the adaptation / attachment yourself, we will consider it as luggage and where possible our station and on-train staff will assist you to safely stowing the equipment on train.

We recommend that wheelchairs with adaptations are secured by stabilizers to avoid tipping backwards.

There is information about the facilities available on different types of trains on our website. All trains we run are listed in the rolling stock accessibility information leaflet. You can find out more at

<https://www.scotrail.co.uk/plan-your-journey/accessible-travel>

There are accessible toilets on all of our trains. One of the older trains, Class 158, has a smaller accessible toilet, which larger wheelchairs cannot fit into.

These trains run on the following routes.

- Far North and Kyle lines
- Aberdeen to Inverness
- Edinburgh to Tweedbank
- Glasgow Queen Street to Anniesland via Maryhill
- Edinburgh and Glasgow to Perth, Dundee, Inverness and Aberdeen

On most of our trains there will be announcements and an information screen. This will let you know the next stop, which is displayed in time for you to prepare to get off.

On trains without automated announcements, the conductor or driver will try to make sure they make announcements before the train departs, as well as



when approaching stations and at stations. If you are deaf or hard of hearing, conductors will make every effort to make sure that you know about any announcements. In most cases, if staff on the train are aware you are deaf or hard of hearing, they will communicate by writing on a piece of paper.

Or, the conductor or staff at stations may use the British Sign Language (BSL) SignVideo app. This provides immediate access to online interpreting for deaf BSL users, helping deaf and hearing customers to communicate with each other. Our staff and customers can use the app on their smartphones. It allows us to help you during any part of your journey, including giving you information on trains during disruptions and answering your enquiries at stations or ticket offices.

Using the app, you sign to an interpreter through a video call. The interpreter will then pass on your message to our member of staff. The interpreter will then be able to sign the member of staff's response to you.

On the day you travel, if you have any questions about your journey, you can contact any of our staff at a station, use the station help point or call our Assisted travel team beforehand. If your travel plans have suddenly changed, please call the Assisted travel team so that they can rearrange or cancel your booking.

3.d If things do not go as planned

Sometimes we are forced to cancel, reschedule or alter our services. When this is due to planned improvement work, we'll give you plenty of notice and update you about the work when you book assistance. Sometimes the weather or other incidents can affect our services at short notice. When this happens, we will do our best to tell you about possible delays or cancellations.

Our website and smartphone app have information on the availability of all services. Or, you can speak to our station staff or use the help points. You can also call the Assisted travel team on **0800 0461634** or **textphone 18001 08000461634**.

If you have booked assistance in advance and services are disrupted, we will contact you if you have given us a phone number and have agreed that we can call you about your journey. When we call you will depend on the disruption and how long it is expected to last.

If a service is disrupted while you're travelling on a train where you have booked assistance, the train staff will help you complete your journey by another route if possible. If you haven't booked assistance, speak to a member of staff, who will help you and discuss the options available.

If your service is disrupted, we will do our best to find an accessible replacement bus or coach. If there is no suitable vehicle available, we will arrange an accessible taxi to get you to your destination.



Our staff are trained in emergency procedures, safety and basic first aid. If there's an emergency on a train, staff will give you help and advice. In most cases you should stay on the train and wait for instructions. If we have to ask customers to leave the train between stations, the emergency services will provide equipment and help to get you off the train safely.

Our stations have evacuation plans which take into account the needs of passengers with reduced mobility. If the incident is serious, our staff will help you to a safe place. If we need to evacuate an unstaffed station, we'll use the public address system to alert you.

3.4 Where to get more information and how to get in touch

We always do our best to provide you with the help you have asked for. Occasionally, there may be times when we cannot do this. If this happens, please get in touch with the Assisted travel team.

If you are at a station and things do not go to plan, please use the help point to contact our customer service centre. If you are at a staffed station, please speak to a member of staff there. If you are on the train please speak to the staff, who will keep you updated.

We regularly update our website, which includes information on what to do if things don't go as planned. You may also find it useful to follow us on social media, as we continually add new information. Also, you can check the customer information monitors (where available) for updates.

Or, you can contact our Assisted travel team on:

Freephone: 0800 0461634

Textphone: 18001 080004616341

If your journey involves other train operators, you may want to contact the UK national passenger assistance booking team on **0800 0223720** or **textphone 0845 60 50 600**. Or you can visit <https://www.disabledpersons-railcard.co.uk/using-your-railcard/passenger-assist/>

If you would like to give us feedback or make a complaint, you can contact our customer relations team. We will tell you how long it will take us to respond, and do our best to make sure you are satisfied with how we deal with your complaint. In the unlikely event of us not being able to provide assistance you have booked, we'd like you to tell us about it. This helps us to understand the situation, find ways to put things right and, most importantly, make sure it doesn't happen again.

Please tell a member of our staff, either on the train or at a station, that you have not received the assistance you have booked. They will arrange to get you to your destination. We understand that, even if our staff successfully do this, you may still want to make a formal complaint or want compensation.



To make a complaint or apply for compensation, you must contact our customer relations team. We will fully investigate the matter and contact you with our findings. You will be entitled to compensation under the Consumer Rights Act. Under this act we have to fully assess your complaint and award appropriate compensation if we have fallen significantly short of our standards.

The compensation you receive will depend on the circumstances of your complaint. It could be one or more of the following.

- A full or partial refund of the cost of your ticket by:
- a refund onto the debit or credit card you used to pay for your ticket;
- rail travel vouchers (which can be exchanged for cash);
- a refund into a PayPal account;
- bank transfer (we will need your bank details); or cheque.
- Delay Repay compensation if you didn't receive assistance due to a disruption of 30 minutes or more.
- Compensation if you've had to pay for something as a direct result of us failing to provide assistance.
- Compensation due to how us failing to provide assistance has affected you.

When we have completed our investigation, we will write to you with the outcome. If we find that the assistance you received fell below an acceptable standard or failed completely, we will discuss compensation with you based on the circumstances of your complaint. We decide the amount of compensation we will pay. We will tell you how much compensation you will be awarded and how we will pay this, and then close your complaint.

If you have travelled with another train operator or on more than one train during your journey, we are happy to help you with your claim as much as we can. We will fully investigate and contact you with a full explanation, including why we failed to give you help and what we aim to do as a result. We will co-ordinate the response between all operators involved, including if you used more than one train. At times, you may get a faster response if you make your complaint to the train operator you were travelling with when the incident happened.

If your complaint is about something which happened on another operator's service, we will do our best to investigate and give you a full response. However, depending on how complicated your complaint is and the involvement of the other operator, we may decide that it's in your best interest for that operator to handle your complaint. If so, we will ask you if we can forward your complaint to them on your behalf.



We are a member of the Rail Ombudsman scheme. You can ask them to take up your complaint if you are not happy with our final response. You can learn more about the Rail Ombudsman scheme from their website at www.railombudsman.org/. Or you can contact them by:

- phone on **0330 094 0362**;
- **textphone on 0330 094 0363**;
- email at info@railombudsman.org;
- [X @RailOmbudsman](#); or
- post to: FREEPOST – RAIL OMBUDSMAN.

There are some complaints that the Rail Ombudsman will not be able to look into, for example, complaints about the way one of our services has been designed, industry policy, or a complaint they do not have the power to deal with. If this is the case, they will let you know.

Your customer rights under the Consumer Rights Act are not affected by this.

You can also get in touch by contacting ScotRail customer relations, **PO Box 27129, Glasgow, G2 9LH**.

Email: customer.relations@scotrail.co.uk

Phone: **0344 811 0141 (open 7am to 10pm every day)**

We're always interested in hearing your views about our services and about your experience with us, good or bad. There are several ways to send us feedback. You can:

- talk to a member of our staff at stations;
- use a help point at stations;
- fill in our feedback forms at stations or online;
- contact us at [X@ScotRail](#);
- contact us on Facebook at [Facebook.com/ ScotRail](https://www.facebook.com/ScotRail); or
- write to ScotRail customer relations at the address above.

If you need a copy of this leaflet or our Accessible Travel Policy document in large print, audio or easy read, please get in touch with our Assisted travel team or customer relations. You can also pick a copy of this leaflet in ticket offices or ask for copy from the ticket office counter if none are available on racks. We'll provide the format you want within seven working days of your request.







ScotRail website

www.scotrail.co.uk



National Rail Enquiries

03457 48 49 50

Please note calls to this number may be recorded



Customer Relations

customer.relations@scotrail.co.uk

0344 811 0141

ScotRail Customer Relations

PO Box 27129

Glasgow, G2 9LH



Assisted Travel

0800 0461634



Textphone

18001 08000461634

(deaf and customers who are hard of hearing)



Social media

 [X.com/scotrail](https://x.com/scotrail)

 facebook.com/scotrail

