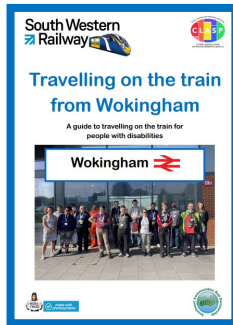


Travelling on the train from Wokingham

A guide to travelling on the train for people with disabilities

Wokingham





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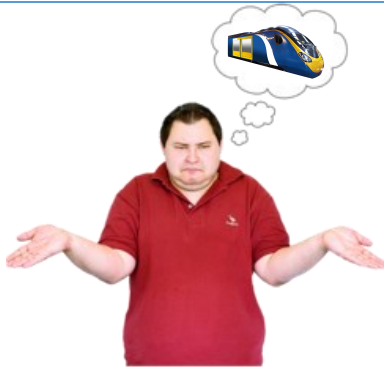
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About this leaflet



We are CLASP

CLASP is a self advocacy charity for adults with learning disabilities



Self Advocacy is when you speak up for yourself about things that are important to you



We think it is important everyone can travel safely on the train without feeling worried or anxious



We worked with Southeast Community Rail Partnership in partnership with South Western Railway to make this booklet to help you travel on the train from Wokingham train station

Before you go to the station



It is important to plan your journey before you go to the train station

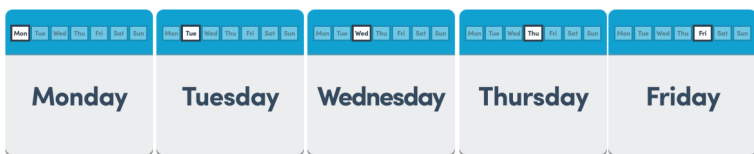


You can buy and collect your train tickets from the train station ticket office



If you need to use the ticket office check to see what time it is open

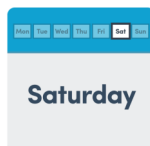
Wokingham Ticket office is open



am



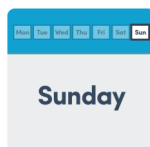
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Before I go to the station.....



You can get help to book your journey from the **assist team**



Telephone 0800 5282 100

any time of day or night



Text relay

18001 0800 5282 100

For people with hearing problems



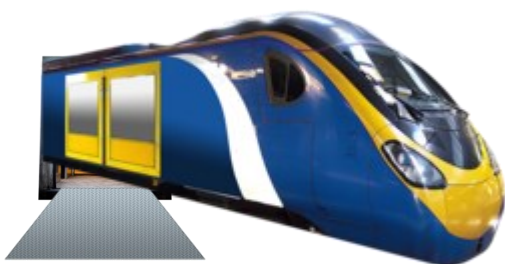
Online

[southwesternrailway.com/ traveling-with-us/assisted-travel](https://southwesternrailway.com/traveling-with-us/assisted-travel)



2 +

Try to call at least 2 hours before you plan to travel



If you need a ramp to get on the train or help changing platforms the **assist team** will be able to arrange this for you

Before I go to the station.....



You can get a discount on your train fare if you buy a disabled persons Railcard before you travel



Website:

Disabledpersons-railcard.co.uk



Email:

disability@raildeliverygroup.com



Phone 0345 605 0525



Minicom/textphone 0345 601 0132



You can use a mobile phone app to plan your journey and book your ticket

Before I go to the station.....

If you find it difficult to ask for help remember to take your Travel Assistance Card



We have included one at the back of this leaflet, fill it in and take it with you on every train journey

Or you can phone **0800 5282 100** and they will send you a card

If you have a sunflower lanyard take it with you



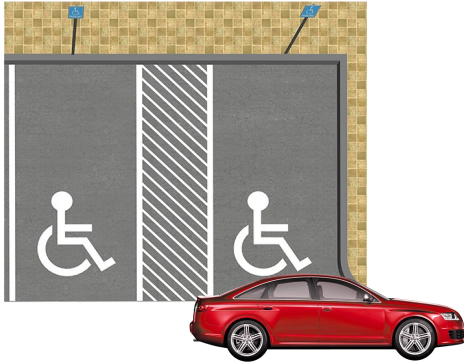
The train station staff know what the sunflower lanyard is and what reasonable adjustments they can make to help you



Remember to take a mobile phone, and emergency contacts numbers with you

How to get to Wokingham Train Station

There are lots of different ways to get to Wokingham train station



If you come by car there is a car park with disabled parking and also a drop off point

There is



A Bus Stop



A Taxi rank



Bike Storage

What is at Wokingham Train Station



There are lifts at the train station so you can get to the other platform without using the stairs



Platform 1

The toilets are on platform 1 near the ticket office

You will need a radar key to get into the disabled toilets

The toilets are only available when the ticket office is open



There is a café where you can buy drinks and snacks



There is a Metro newspaper stand where you can pick up a free newspaper



There are staff at the ticket office and gate line

How to buy or collect my ticket



You can buy or collect your ticket from the ticket office

or

a ticket machine



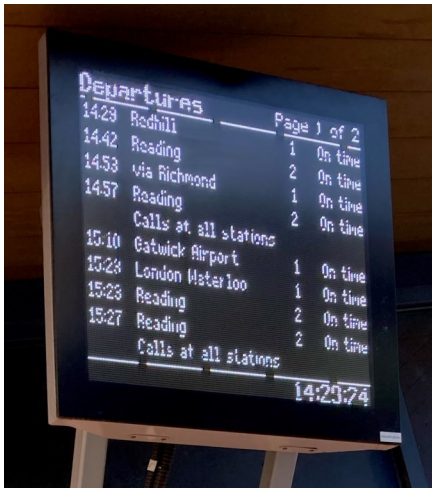
If you need help using the ticket machine you can ask a member of staff or telephone the **assist team 0800 5282 100**

The ticket machines at Wokingham train station are in the main building on platform 1 and also by the ticket barriers on platform 2



You will need to use your ticket to open the ticket barrier and get to the train platform

How do I find my train?



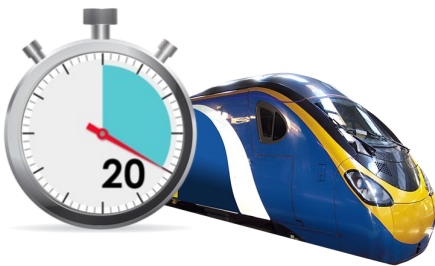
There are electronic timetables at the station

They tell you

Where the train is traveling to

What time they will arrive

The platform number



If you have booked some assistance, arrive 20 minutes before your train is due to leave



Help
Please

Tell a member of staff when you arrive and they can help you



I can
help

You can ask staff for help

How do I get on to the train?

Check the sign on the platform to make sure you are getting on the right train



It will tell you where the train is going and what time it is due to leave

If you need a ramp to get on the train you can book this with **travel assistance**



Wait by the assisted boarding point sign and staff will set the ramp up for you and help you on to the train

To open the train door you need to press this button



There might be a big gap between the train and the platform so be careful when stepping on and off the train



On to the train



There is a guard on the train who can help you to get on and off the train

They step out of the train when the train arrives at the station



Trains have space for most types of wheelchairs and accessible seating

This is called priority seating

They are marked with these signs



There is storage above the seats for your luggage

On to the train



There are toilets on the train



To open the door
press the yellow button



To lock the door
press the close door button
and push the lever to the right
the red padlock will light up



To unlock the door
press the open door button and
push the lever to the left
the red padlock light will go off

When you arrive at your destination



Its good to know about the station you are traveling to

Does it have lifts, a bus stop, toilets or a café?

You can find out information about what is available at the station you are traveling to by looking at the National Rail website and typing in the name of the station you are traveling to.

https://www.nationalrail.co.uk/stations_destinations/



Or you can phone **assisted travel** who will be able to tell you information about the station you are traveling to and book any assistance you may need
Telephone 0800 5282 100

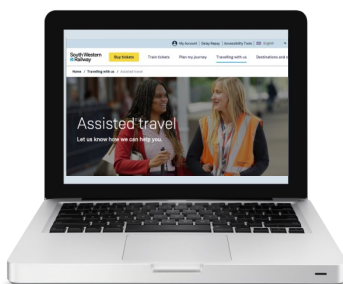
Useful information



If you have a problem and there are no staff around to help you, you can use the help point. There are two buttons, the blue one is to ask for information and the green one is to ask for help



South Western Railway have produced an easy read guide called “Making rail accessible” which has lots of information about how they can help you



www.southwesternrailway.com/travelling-with-us/assisted-travel



This easy read document was written by CLASP, a charity supporting adults with learning disabilities. For more information about CLASP and their Easy Read Service, email: admin@claspwokingham.org or telephone: 0118 228 1801

The station I regularly use is

The station I usually travel to

www.southwesternrailway.com

Customer service centre: 0345 6000 650

Assisted travel:

Phone: 0800 5282 100 Text: 0800 6920 792

Travel Assistance Card

Can you help me?

South Western
Railway

My emergency contact is

Hello, my name is

How you can help me
(please write or draw below)