

At London Euston, we are proud to offer mobility assistance to customers free of charge throughout station opening hours.

## What we offer

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Our service is open to all mobility impaired passengers who feel they need an extra hand during their travel. This includes boarding and alighting trains, assistance with your onward journey and access to the toilets and First Class Lounge. This does not include assistance to and from shops.

## Comments

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If you have any comments you can contact the Network Rail Helpline on 03457 11 41 41

## Booking

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Euston is the busiest station in the country for mobility assistance bookings. We strongly recommend that assistance is booked up to 24 hours in advance. We understand that this won't always be possible and we will always try to assist all passengers who request our help. Customers who were unable to pre-book can ask for assistance on the day but may face brief waits until staff become available to assist, as pre-booked customers take priority.

To book assistance, please call the train operator that you will be travelling with. You will need to provide your train operator with the information required, including train times and seat reservations if you have them:

- Virgin Trains – 0800 015 8123
- London Midland – 0800 092 4260
- London Overground – 0343 222 1234
- Caledonian Sleeper – 0330 060 0500

If you have any requests such as a preference to being assisted on foot rather than in a buggy please make this clear to the assistance booking agent. If you are travelling with others, especially if they also require assistance please let the booking agent know as our assistance vehicles only seat 3.

## Luggage

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Luggage trolleys can be located throughout the station. We do not provide a porter service to passengers with large amounts of luggage. Personal belongings must not be left unattended at any time. For luggage storage, you can use the facilities at the Excess Baggage Co. (Left Luggage) situated opposite the customer waiting room. They are open Monday to Sunday 07:00 to 23:00

## Departing from Euston

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Customers travelling from Euston requiring assistance should notify the Mobility Assistance Reception they are on the station. Please arrive 30 minutes prior to departure for Virgin services, and 20 minutes for other services.

London Overground operate a 'Turn up and go' service. Please speak to Overground staff on the platform who will assist you onto the train, however you can still prebook if you wish. When arriving by taxi, please call us using the handset positioned next to the bench.

If you arrive in to Euston much earlier than your departure time, you may have to wait for a buggy driver to become available. There is also a lift available that will bring you up to the main concourse. There is also a handset on Level 4 of the public car park.

There is lift access from the Underground ticket hall to the concourse. Once met, we will either take you directly to your service or to the Mobility Assistance Reception. We like to board you on to your service at the earliest given opportunity.

## Arriving in to Euston

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When arriving in to Euston, you may have to wait for up to 5 minutes from your booked arrival time for assistance staff. During disruption assistance may take up to 10 minutes.

Contact can be made via platform staff, who are happy to inform us of your arrival. You can also contact the reception directly on 0207 320 0520 For those arranging onward travel from Euston, we recommend collections being made from the taxi drop off area.

## Accessibility

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We have an induction loop system, lift access to all floors, disabled car parking bays and accessible taxi pick up point. Euston Underground station (operated by Transport for London) is not accessible. For more information on accessing London Transport please visit [www.tfl.gov.uk](http://www.tfl.gov.uk)

## Frequently Asked Questions

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1. How far in advance can assistance be booked?  
Assistance can be booked from 3 months in advance up to 24 hours beforehand.
2. Is assistance available beyond station premises, such as Euston Square? No, assistance will only be provided within station premises.
3. Can we leave our luggage in the Mobility Assistance Reception? No, luggage and personal belongings must not be left unattended at any time. The Mobility Assistance Reception will not be responsible for any personal belongings.
4. Can we be put on to an earlier train service if we arrive early? Provided that your ticket is valid for your preferred journey and a member of staff is available to assist without affecting other passengers, we will assist you to whichever service you wish.

**NetworkRail**



**London Euston**

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## A Guide to Mobility Assistance