## Planning your journey

- 1 Check your starting and destination stations plus any connections using the symbols. Then refer to the index overleaf for details of access at each station
- 2 Check that you can safely manage the step into the train, which can be as much as 300mm (12 inches). See station index overleaf
- 3 Check your return journey as this may require a different route or use of an alternative station entrance
- 4 Ring Transport for London Access & Mobility or London Travel Information before travelling to check the availability of lifts
- 5 You can also ring Access & Mobility to check you have planned your journey correctly

## Need more help?

- If you are in difficulty, contact a member of staff or use the Help Points where available on the stations
- More detailed information is contained in 'Access to the Underground' available free from Access & Mobility
- Wheelchair access is usually level, by lift or ramp, or a combination of these facilities
- You should also be aware of the London Underground Conditions of Carriage which state that if you use a wheelchair:

You must bring enough assistance to ensure you can make your journey safely, including getting to the train, changing trains and leaving your destination station

You must not use a moving escalator unless you can step onto it, stand on it and step off it. If necessary, your assistant(s) must take the folded wheelchair

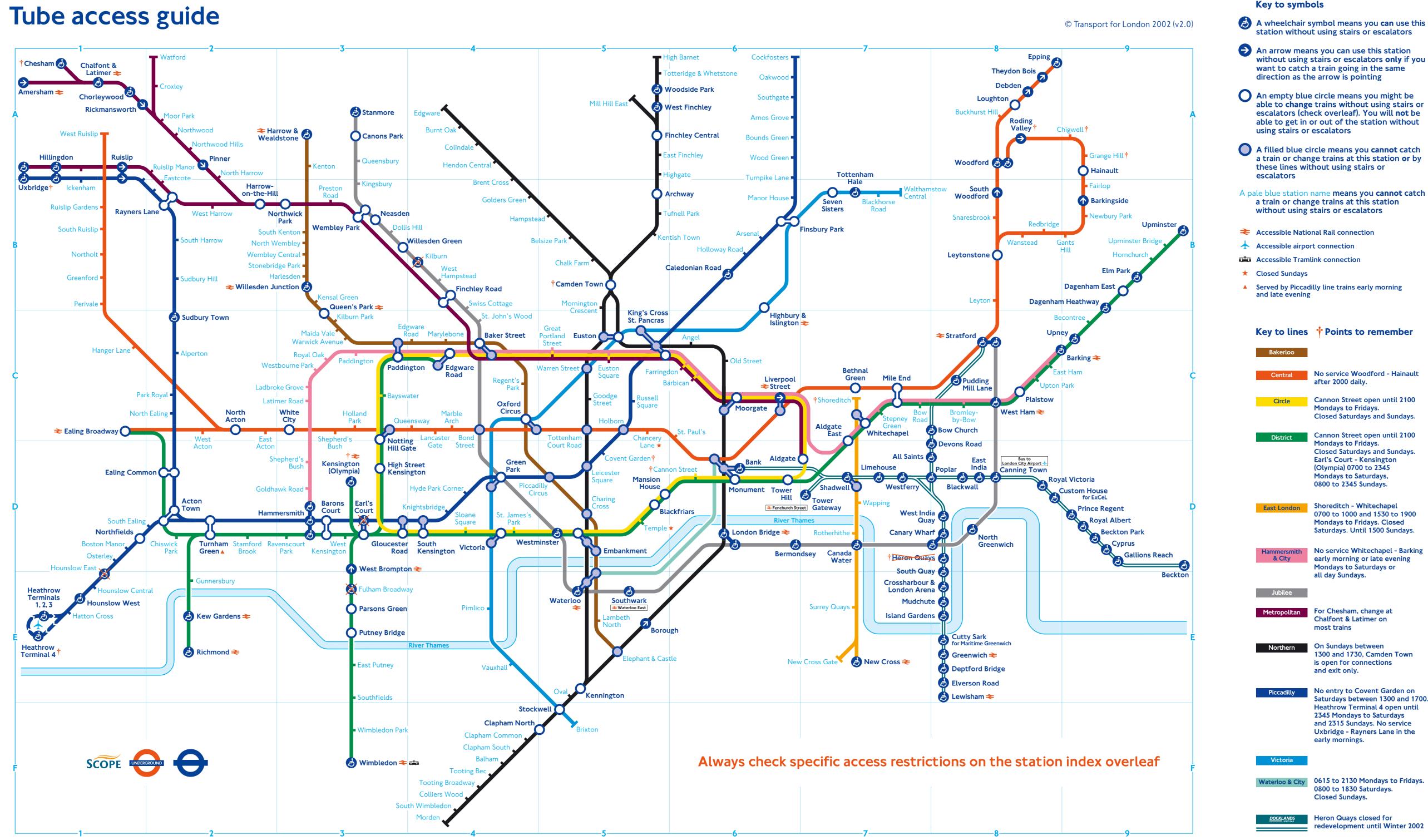
> Access & Mobility 020 7941 4600

Telephone/textphone Office hours only

24 hour London Travel Information 020 7222 1234

**Textphone** 020 7918 3015 **Docklands Travel Hotline** 020 7918 4000

www.transportforlondon.gov.uk email: access&mobility@tfl.gov.uk www.thetube.com



Certain stations are closed on public holidays.