

How to plan your journey

1. Check your starting and destination stations, plus any connections, using the symbols shown in 'How to use this map'. Then refer to the index overleaf for additional details of access and connections at each station. You may also wish to refer to the example journey box

2. Check that you can manage the step and gap from the platform to the train.

3. Check your return journey as this may require a different route or use of an alternative station entrance

4. Call Transport for London's 24 hour travel information number 0343 222 1234* before travelling to check the availability of lifts

5. You can also plan your journey online at tfl.gov.uk/journeyplanner

6. If you experience problems with your planned route contact a member of staff at the station (or use the Help point) and we will provide you with an alternative route

7. Our Conditions of Carriage place no obligation on customers in wheelchairs to be accompanied. If you need assistance please ask a member of staff who will assist you if they are able to and it is safe to do so. For your own safety, please do not use a moving escalator unless you can step onto it, stand on it and step off it

*Service and network charges may apply. See tfl.gov.uk/terms for details

How to use this map

This map highlights all stations where you can get between the platform and street step-free, or change between lines step-free. Stations where this is not possible are shown in a light grey. Step-free stations are marked with a coloured symbol and a letter showing the size of the step and gap between the platform and the train, as follows:

Step
The step between the platform and the train is shown by the following symbols:

- 0 - 50mm (0 - 2 inches)
- 51 - 120mm (2 - 4.7 inches)
- Over 121mm (4.7 inches)

Gap
The gap between the platform and the train is shown by the following letters:


- A 0 - 85mm (0 - 3.3 inches)
- B 86 - 180mm (3.3 - 7 inches)
- C Over 181mm (7 inches)


Examples
● A These stations have the smallest step and gap and are suitable for most customers including wheelchair-users


● B ● C ● A These stations have varying levels of steps and gaps and may be suitable for customers with mobility impairments, those with luggage and buggies, and some wheelchair-users.


This map shows the largest step and gap at each station. The index on the back of this guide shows the average step and gap for all stations which do not have level access. At some of these stations, level access may only be available at some parts of the platform - look out for signs


● ● ● At stations marked with these symbols you can change between lines step-free (sometimes only in one direction). You will not be able to get in or out of the station without using stairs and/or escalators.


 At this station you can change step-free between the Jubilee and Bakerloo lines, but not between these lines and the Metropolitan, Circle and Hammersmith & City lines






 At these stations you can change onto National Rail (sometimes only in one direction)


 Ramps are used at this station to help you to board the train. These may need to be pre-booked. The step and gap at these stations varies

 At stations marked with a blue box and exclamation mark please arrive at the correct entrance for your direction of travel. Please refer to the index on the back of this guide

 For more information please check the station index on the back of this guide

 Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information

-  Accessible Riverboat services
-  Riverboat services
-  Airport
-  Tramlink
-  Emirates Air Line

 New trains with improved accessibility are currently being introduced on the Hammersmith & City and Circle lines. These trains have dedicated wheelchair spaces and a smaller step and gap between the platform and the train. For journeys between Hammersmith and Barking, the map now shows the smaller measurement; if you travel on one of the old trains, the step and gap will be larger.

Manual boarding ramps

At some stations access to the train is by manual boarding ramp. These stations are shown on the map with a R. If you plan to travel on London Overground, you should pre-book assistance by calling 0343 222 1234*.

If you intend to use manual boarding ramps on London Underground services, you do not need to book in advance, but please read the information below. If you require a manual boarding ramp at these stations:

- Please speak to a member of staff in the ticket hall and let them know where you are travelling to
- Staff will operate the manual boarding ramp and assist you with getting on the train if you require this
- You may need to get on at a specific doorway on the train. Staff will advise you as to this
- Where relevant, staff will arrange for you to be met at your interchange or destination by a member of staff with a manual boarding ramp


If you plan to travel from a station with permanent level access to a station with a manual boarding ramp, please speak to a member of staff before getting on the train, so that they can arrange for you to be met

If you are interchanging from a line with permanent level access to a line with a manual boarding ramp, please speak to a member of staff on the platform. If no staff are present, use the 'Information' button on a Help point to ask for the manual boarding ramp to be operated

If platforms and/or trains are very busy, it may take a while before there is space to get on a train, particularly if you are travelling with other wheelchair users

The manual boarding ramps can take a maximum weight of 300kg (approx. 47 stone). This needs to include your weight and the weight of anyone assisting you on the manual boarding ramp, as well as the weight of your wheelchair

Example step-free journey: Chalfont & Latimer to Forest Hill

Find  on the map and check both the How to use this map section and Station Index on the back of this guide. As the station index shows, you should use the Bedford Avenue entrance to access the southbound Metropolitan line platform (● A step 50mm/gap 75mm) and take the Metropolitan line to Finchley Road.

At Finchley Road (● B step 1mm/gap 16mm) change for the southbound Jubilee line (● B step 163mm/gap 120mm). Remember that at Finchley Road you can only change step-free between Metropolitan and Jubilee line trains travelling in the same direction. You cannot change between trains travelling in different directions and you cannot enter or exit Finchley Road station step-free.

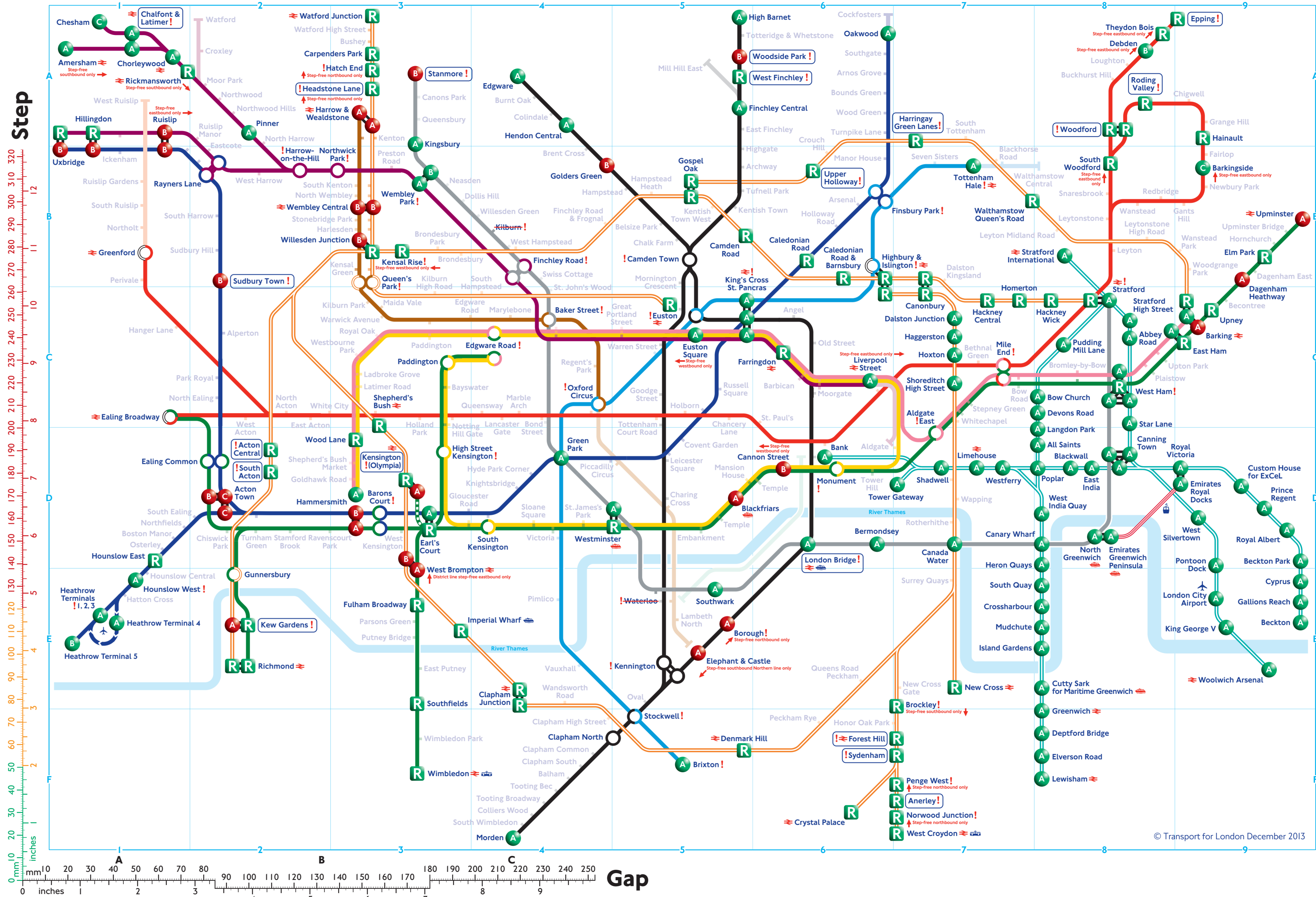
Stay on the Jubilee line to Canada Water. At Canada Water (● A step 50mm/gap 70mm), change for the London Overground service towards Crystal Palace or West Croydon (● A step 6mm/gap 75mm). As the map shows, a ramp is available at Forest Hill.

To ensure that this is available, you should pre-book assistance by calling 0343 222 1234*

*Service and network charges may apply. See tfl.gov.uk/terms for details

Alternative transport

If you are unable to complete your planned step-free journey because the lifts are out of service, we will help you to find an accessible route to your destination, including booking you a taxi if there is no suitable alternative route by public transport.



Further information

Transport for London produce a number of documents to help people get around London more easily.

- Audio Tube map
- Large print colour Tube map
- Large print black and white Tube map
- Avoiding stairs Tube guide
- Getting Around London - your online guide to accessibility. Covers all TfL's transport services
- Toilet Tube map

Bus maps (all London buses are wheelchair accessible, apart from some journeys on routes 9 and 15)

London River Services guide to the Thames river boat services - large print versions are available

- For copies call 0343 222 1234* or visit tfl.gov.uk/accessguides
- Blue badge car parking information - available at tfl.gov.uk/roadusers
- For information on booking taxis and minicabs visit tfl.gov.uk/cabwise

@TFLAccess
Official Transport for London Twitter feed for news and information about accessibility on London's transport network

If you have any general comments about your Tube journey please contact London Underground Customer Services on 0343 222 1234*, textphone 020 7918 3500 or write to:

TfL Customer Services, 4th Floor, 14 Pier Walk, North Greenwich, London SE10 0ES

If you have comments about your DLR journey call 0343 222 1234*, textphone 020 7918 3500 or write to: DLR Customer Relations, Serco Docklands, Castor Lane, London E14 0DS

If you have comments about your London Overground journey call 0343 222 1234*, textphone 020 3031 9331 or write to:

Freepost RSTY-TJRK-JRUG London Overground Customer Services Team, 125 Finchley Road, London NW3 6HY

If you are not satisfied with their response and wish to take the matter further, contact London TravelWatch on 020 3176 2999 or visit londontravelwatch.org.uk

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Key to lines


-  Bakerloo
-  Central
-  Circle
-  District
-  District open weekends, public holidays and some Olympia events
-  Hammersmith & City
-  Jubilee
-  Metropolitan
-  Northern
-  Piccadilly
-  No service between Uxbridge and Rayners Lane in the early mornings
-  Victoria
-  Waterloo & City
-  DLR
-  London Overground
-  Emirates Air Line


Key to symbols


- Step between platform and train**
- 0 - 50mm (0 - 2 inches)
 - 51 - 120mm (2 - 4.7 inches)
 - Over 121mm (4.7 inches)

- Gap between platform and train**
- A 0 - 85mm (0 - 3.3 inches)
 - B 86 - 180mm (3.3 - 7 inches)
 - C Over 181mm (7 inches)

 Platforms with designated level access boarding points. Step/gap measurements at these stations are when boarding train at these points only

 Access from platform to train by manual boarding ramp

 Access via lift(s). Limited capacity (8 to 12 persons) indicated by 'small'

 Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information

 Main bus interchange

 Emirates Air Line

 Accessible Riverboat services

 Riverboat services

 Airport

 Taxi rank (some taxi ranks may not be fully accessible)

 Car park with number of blue badge bays indicated in brackets

 Accessible toilet on site or nearby