

greateranglia

April 2023



On Train Accessibility Guide

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Facilities

Wheelchair Spaces

Three spaces available in standard class
Maximum dimensions are 700x1200mm and 300kg.

Boarding Ramp

Ramps are available at all stations. Where level boarding is possible, we can still deploy a ramp.

Scooters and Mobility Aids

Can travel in wheelchair spaces if within maximum dimensions. Larger aids must be folded for travel and stored as luggage.

Accessible Toilet

Available by the wheelchair spaces.

Priority Seating

Available throughout the length of the train.

On Board Information

Visual and audio information is provided.

On Board Crew

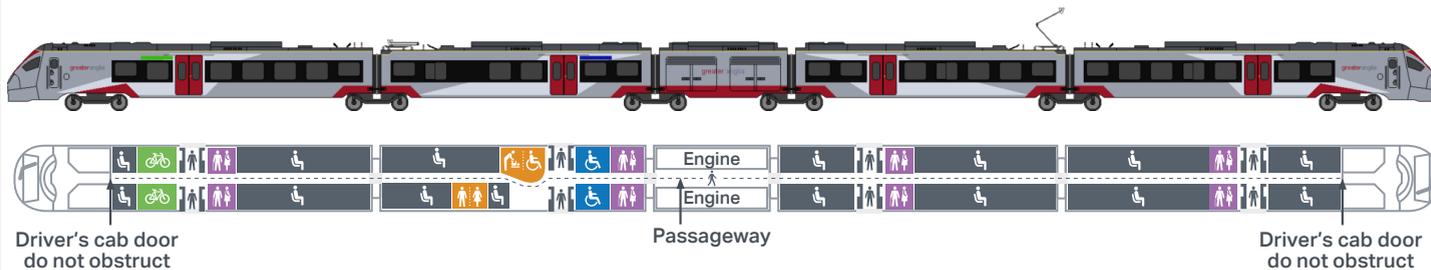
A conductor is available in all services to provide assistance

Other

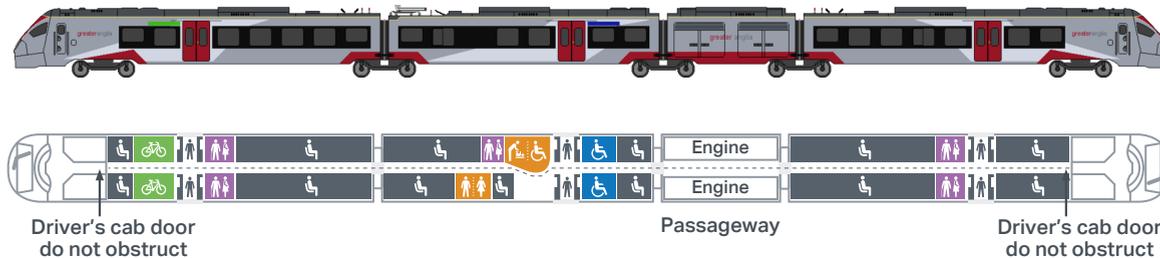
There is free WiFi on the train.



4-Car Configuration



3-Car Configuration



Seating



Entrance/Way out



Accessible toilet and baby changing



Accessible Spaces



Priority Seating



Toilets



Cycle spaces

Facilities

Wheelchair Spaces

Three spaces available in standard class
Maximum dimensions are 700x1200mm and 300kg.

Boarding Ramp

Ramps are available at all stations. Where level boarding is possible, we can still deploy a ramp.

Scooters and Mobility Aids

Can travel in wheelchair spaces if within maximum dimensions. Larger aids must be folded for travel and stored as luggage.

Accessible Toilet

Available by the wheelchair spaces

Priority Seating

Available throughout the length of the train.

On Board Information

Visual and audio information is provided.

On Board Crew

A conductor is available in all services to provide assistance.

Other

There is free WiFi on the train.

Quiet Coach and Catering only available on services between Norwich and London Liverpool Street.



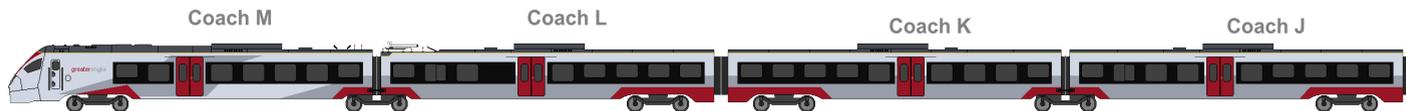
12-Car Stansted Airport Configuration



Driver's cab door do not obstruct



Train engine passageway



Driver's cab door do not obstruct



Seating



Entrance/Way out



Accessible toilet and baby changing



Accessible Spaces



Priority Seating



Toilets



Cycle spaces

12-Car Intercity Configuration



Driver's cab door do not obstruct



Train engine passageway



Driver's cab door do not obstruct



Seating



Entrance/Way out



Accessible toilet and baby changing



Accessible Spaces



Priority Seating



Toilets



Cycle spaces



First Class



Café bar

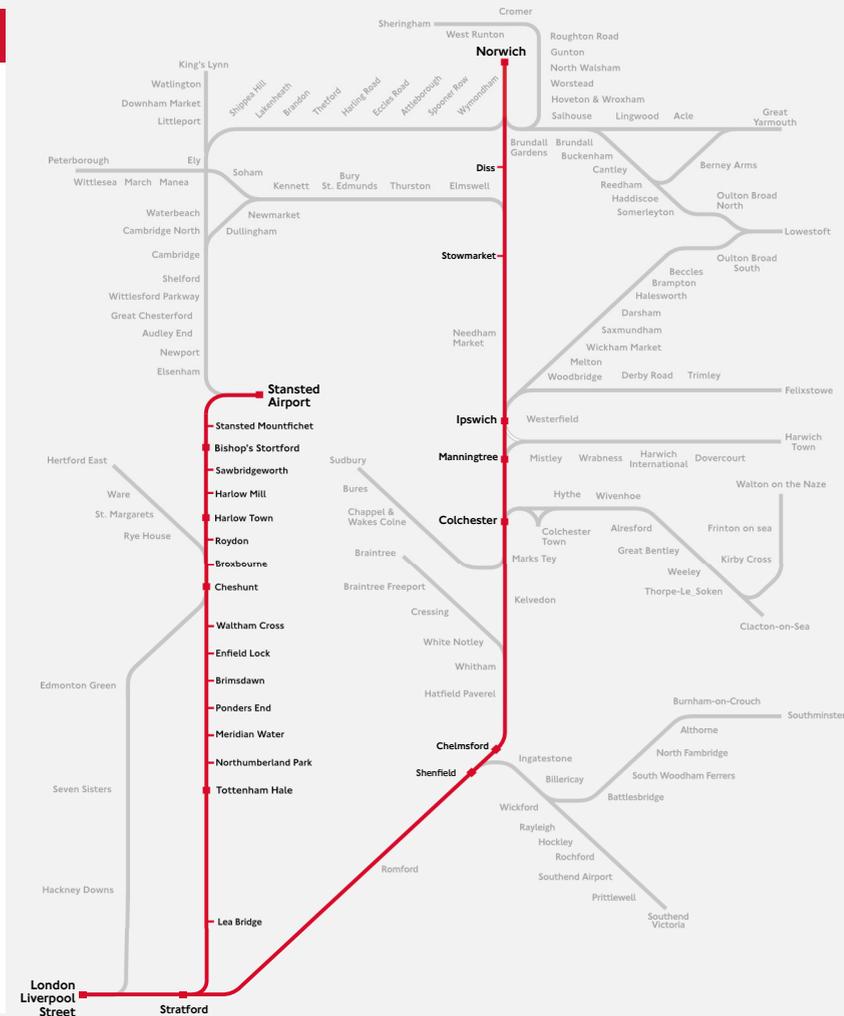


Quiet Coach

Routes Operated

Norwich - London Liverpool Street

London Liverpool Street – Stansted Airport



Facilities

Wheelchair Spaces

Three spaces available in standard class
Maximum dimensions are 700x1200mm and 300kg.

Boarding Ramp

Ramps are available at all stations

Scooters and Mobility Aids

Can travel in wheelchair spaces if within maximum dimensions. Larger aids must be folded for travel and stored as luggage.

Accessible Toilet

Available by the wheelchair spaces.

Priority Seating

Available throughout the length of the train.

On Board Information

Visual and audio information is provided.

On Board Crew

Driver Only Operation (DOO). Assistance is provided by Station staff or our Mobile team where available.

Other

There is free WiFi on the train.



5-Car Configuration



Seating



Entrance/Way out



Accessible toilet and baby changing



Accessible Spaces



Priority Seating



Toilets



Cycle spaces

Routes Operated

London - Cambridge - Hertford East

Colchester - Walton on Naze

Colchester - Walton on Naze

Witham - Braintree

Manningtree - Harwich

London Liverpool Street - Southend Victoria

Wickford - Southminster

London Liverpool Street - Ipswich

Stratford - Meridian Water

Stratford - Bishops Stortford

