
Great Western Railway

Our Mobility Scooter Policy:

A guide to taking mobility scooters
on our trains

April 2022



What's inside?

About this document	4
Taking scooters on our trains	8
We'd love to hear from you	14
Applying for a Mobility Scooter Permit	18



About this document



Inside this document you'll find all the information you need to know about bringing a mobility scooter on our trains – including what we ask of you, and what you can expect from us. You'll also find the form you need to apply for a permit at the back.

More information

For more information about accessibility on our trains and at our stations, you might also like to read:

- **GWR's Accessible Travel Policy.**
- **Making Rail Accessible: Helping Older and Disabled Passengers**

You can get copies of both documents at **www.GWR.com**

If you need them in a different format, just let our team know. We have copies in a few different formats, including large print and can send them out to you within 7 days.

Our Mobility Scooter Policy: A guide to taking mobility scooters on our trains

Here's how to get in touch with our Passenger Assist team:

- Our Passenger Assist team are available 24hrs a day, 7 days a week (except 25th & 26th December). They can also sell tickets and make seat reservations for your journey. To contact them:
- call them free on **0800 197 1329**
- dial Textphone free on **18001 0800 197 1329**
- email **passenger.assist@gwr.com** Or go to **www.GWR.com**.





Taking scooters on our trains



We know how important mobility scooters are for some of our customers. So we're more than happy for you to travel with yours on our trains. There are just a few things you need to know before you do.

You'll need a permit

We ask you to apply for a permit before you bring a scooter on our trains. This is so we can check it meets the standards that make it safe for us to take it on board. There's an application form for a permit at the back of this guide – just follow the instructions. Once you have your permit, it's only valid for the scooter you told us about in your application.

The permit is also only valid for travelling with GWR. So other train and transport companies may not take your scooter on board, even if you show them your GWR permit. If you need to travel with another transport company for your trip, it's a good idea to check their conditions for travelling with scooters.

If you are not eligible for a permit

We can still take your mobility scooter if it can be folded down - to no bigger than an average large suitcase – because it can go in the luggage rack.

Our Mobility Scooter Policy: A guide to taking mobility scooters on our trains

What scooters we can take on our trains

We can take most scooters that:

- are no more than 700mm wide
- are no more than 1200mm long
- weigh 300kg or less (including the weight of the customer)
- have an anti-tip device

Planning your journey with us

To make your journey as easy as possible, please only travel to and from stations where there are ramps or lifts you can use. You can check these with our Passenger Assist team on 0800 197 1329 before you travel.

Booking support for your journey

Our Passenger Assist team can also book any support you need when you travel. You just need to let them know at least 2 hours before your trip. Then they will:

- help you find your nearest station with the best facilities for you
- help you plan the easiest route for your journey
- make sure our staff know you're coming and what support you need
- make sure you get all the help you need along the way - around the station and on the train

You can find out more about this in 'Making rail accessible: Helping older customers and people with a disability' and at **www.GWR.com**

Before you get on the train

When you're using a scooter on the platform, please don't go over 4mph. Also, please stay behind the yellow line until it's time to get on the train.

Please take any luggage off your scooter before the train arrives, so it won't affect the balance if you use the ramp. Our staff can help you take the luggage on to the train. If you need to fold your scooter to get on the train, please fold it before the train arrives so you're ready to board.

Please also make sure you can take the scooter on and off the train yourself. If you can't, it's best to make sure you have someone there to help you with it.

Our Mobility Scooter Policy: A guide to taking mobility scooters on our trains

If you need to fold your scooter, and it would be easier for you to use a wheelchair to get on the train, just let us know. Most of our stations have a wheelchair on the platform. We can arrange for a member of staff to help you to the train if you need to use it.

Using the ramp

The angle of the ramp you use to get on and off the train will vary depending on the train, what station you're at and where you are on the station. So, it's really important you know the limits of your scooter, and how to control it safely. You need to know whether your scooter will be able to handle the ramp.

If you think it's unsafe or you have trouble using the ramp, please ask our staff for help. If it's too difficult to board or alight with the ramp, please fold the scooter down and carry it on or off as luggage.

Our staff will be happy to help you get your scooter on to the train. But for health and safety reasons, they don't lift mobility scooters with anyone in them. All of our staff are trained to support people with scooters, so please follow any advice they give you to make sure you get on the train safely.

When you're on the train

Once you've got your scooter on board and safely stored, please sit in a seat on the train if you can, so you can travel safely. Please also follow any advice our staff give you to make your journey safe and comfortable.

If we run replacement buses or other transport

If we have to put on alternative transport when our trains are disrupted, like buses or taxis, please fold your scooter down and take it on as luggage.



What to do now



Mobility scooter permit



You will need to be able to confirm that the following statements are correct and true before we can issue your permit:

About the scooter:

1. The exact make and model of the scooter is:

2. The scooter identified is not more than 700mm wide and not more than 1200mm long.

3. The combined weight of the scooter and rider is not more than 300kg (47 stone).

4. The scooter has an anti-tipping device.

5. The scooter can free wheel and/or has a brake release facility (so it can be manually pushed to safety if the battery fails).

You will need to be able to confirm that the following statements are correct and true before we can issue your permit:

About you:

1. I know the limits of the scooter and can control it safely.
2. I have read and understood the Mobility Scooter Policy and agree to abide by the terms and conditions in that document.
3. I can judge the scooter's ability to safely navigate slopes.

Yes/No

If you answered No to any questions

Sorry, we won't be able to give you a scooter permit. But you can still bring your scooter on our trains if it can be folded down small enough to fit in the luggage rack.

If you answered Yes to all the questions

We'll be happy to give you a scooter permit. Please fill in your details below and sign below. Then send this form to us, including your answers on the previous page to:

GWR, Scooter Permit, Passenger Assist team, FREEPOST, GWR customer support. Alternatively, you can contact our Passenger Assist team through Passenger.assist@GWR.com or over the phone on 0800 197 1329 who can help process your permit.

Please fill in your details if you answered Yes to the questions overleaf.

First name: _____

Last name: _____

Email address: _____

Phone number: _____

Address: _____

Postcode: _____

How we'll store your information

We'll use and store any information or documents you give us for your application in line with the Data Protection Act.

We'll only use your information to contact you about your Scooter Permit. We'll keep your information and the copies of your documents in secure storage that only nominated staff members can access.

Please read this statement carefully before you sign and date below.

I can confirm the details in the 'About the scooter' and 'About you' sections are correct and true.

I understand that GWR have the right to check this information and I accept this permit is not valid and travel can be refused if:

- It has been defaced or altered
- The make and model of the scooter are not recorded correctly
- Any of the information knowingly given on this form is false. Knowingly providing such false information would be a breach of Railway Bye law 14.2 and could be liable to prosecution
- do not have the permit on me when asked to provide it
- Any of the above information is wrong

This permit remains the property of GWR and can be withdrawn at any time. GWR staff may check on occasion that your Mobility Scooter is the correct dimensions to safely board the train. Please take time to make sure the information you are about to confirm is correct.

This permit remains the property of GWR and can be withdrawn at any time. GWR staff may check on occasion that your Mobility Scooter is the correct dimensions to safely board the train. Please take time to make sure the information you are about to confirm is correct.

Signed: _____

Date:

GWR