

Heathrow Express Operating Company Disabled People's Protection Policy

April 2008

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1 Introduction

Heathrow Express is a high-speed rail transfer to and from London predominantly catering for airline passengers.

Heathrow Connect is a local service that links Hayes & Harlington, and some other local stations operated by First Great Western, with Heathrow Airport, and focuses on commuter passengers.

Both services are operated by Heathrow Express Operating Company Ltd.

The objective of Heathrow Express and Heathrow Connect, in terms of accessibility, is to ensure that as far as is reasonably practical, the services are usable in an unaided manner by all members of the community. However, we also recognise that some customers may desire support during their journey, which we also seek to provide, reinforcing the Company's commitment to customer care. This Disabled People's Protection Policy (DPPP) seeks to advise you how we are organised to assist all customers with special needs.

This Policy has been developed through consultation with the London Travel Watch and will be reviewed and updated on a regular basis. It is displayed on our website and is available in booklet form from our stations, through user groups and upon request from:

Heathrow Express
Freepost RLXY-ETJG-XKZS
6th Floor, 50 Eastbourne Terrace
London
W2 6LX

Heathrow Connect
Freepost RLRZ-TZXE-BYKY
6th Floor, 50 Eastbourne Terrace
London
W2 6LX

Freephone: 0845 600 1515†

0845 678 6975*

This Policy is also available in a variety of formats, including large print and Braille on request.

We very much hope that our customers will find this policy helpful and informative. We welcome any constructive feedback from you either on the contents of the policy or on your experience of the services we have provided.

Brian Raven
Managing Director

† Open Mon - Fri 08.00 to 22.00 and 08.00 - 20.00 Sat & Sun. *Open daily from 07.00 to 19.00. For out of hours calls we have a recorded message that answers frequently asked questions.

2. Statement of DPP Policy

The Heathrow Express and Connect services were designed with the aspiration that all our customers could use our service unaided, if they so desired. As an example, platform and train floor levels were designed to be the same height and our sub-surface stations have completely step free access. We are committed to making ongoing improvements to ensure our stations and service continues to be accessible to all.

Heathrow Express Operating Company is committed to adopting the services, standards and guidance contained in the DfT Train and Station Services for Disabled Passengers - A Code of Practice, Published 24th August 2006 and we make every effort to ensure that any new facilities we provide are designed to meet these standards. Where this is not possible we will follow the dispensation process set out in the Code. This undertaking is made in relation to: -

- New and Refurbished rolling stock.
- New, renewed or enhanced facilities at our stations.
- Services provided at our stations and on our trains.

We recognise that the success of our customer service based business is heavily dependant upon the professionalism and skills of our staff, so our front line staff are trained in the provision of customer care for our passengers with disabilities. This forms an integral part of the induction for all new employees and is included in on-going customer service training.

3. Detailed Arrangements for your Journey

3.1 Prior to the Journey

The matrix at the back of this policy details the facilities for customers with disabilities that are available at the stations we operate from; Heathrow Central (Terminals 1,2&3), Heathrow Terminal 4, Heathrow Terminal 5, Paddington, and Hayes & Harlington. We consider that customers with disabilities can make journeys without prior arrangement to or from any of our stations, though please note that Hayes & Harlington does not offer step free access for Heathrow Connect services. If you have any concerns about the facilities, please check the matrix at the back of this document (Appendix A), our websites (www.heathrowexpress.com and www.heathrowconnect.com), our customer care lines (Freephone 0845 600 1515, Minicom No: 0121 410 5284† and 0845 678 6975*), or at our stations.

We undertake to ensure that the information provided is current and that, wherever possible, any temporary failure of equipment likely to impact upon station or train access is communicated clearly to passengers and suitable alternatives are provided to complete the journey. We welcome any feedback from our customers when they feel that equipment or services provided by Heathrow Express Operating Company may be improved or are faulty in any way.

3.2 Booking Arrangements

If you decide you need assistance for your Heathrow Express journey, you should phone our customer care line (Freephone 0845 600 1515, Minicom No: 0121 410 5284†), so that we can discuss your arrangements with you.

If you need assistance for your Heathrow Connect journey, you should phone our customer care line (Freephone 0845 678 6975*) or the First Great Western Disabled Helpline (Tel 0800 197 1329 or Text 0800 294 9209). All calls are charged at local rate.

In view of the frequency, journey time and capacity of our service we do not operate a seat reservation system.

For those customers continuing their journey to airport check-in desks assistance can be obtained, by prior arrangement, from platform level to the check-in desks by calling 020 8745 6011. "Skycaps" provide this service free of charge on behalf of BAA, the airport owner. There is a minimum notice period of 24hours.

† Open Mon - Fri 08.00 to 22.00 and 08.00 - 20.00 Sat & Sun. * Open daily from 07.00 to 19.00. For out of hours calls we have a recorded message that answers frequently asked questions.

3.3 Car Parking

Car Parks with accessible facilities are provided by BAA at each Heathrow Airport Passenger terminal. These car parks are in the vicinity, but not close to Terminal 1,2,3 and Terminal 4 stations (up to 750metres away). However, the car park at Terminal 5 is adjacent to Terminal 5 station. Network Rail provides a car park with accessible facilities at Paddington, though the car park at Hayes & Harlington does not have bays for people with disabilities.

3.4 Access to Stations

Step free access is available onto the trains and at all the stations operated by Heathrow Express, but please note that Hayes & Harlington does not have step free access for Heathrow Connect services. Our staff will make every effort to offer assistance wherever possible. Due to our safety regulations, access to our platforms at Heathrow is restricted to prevent baggage trolleys. Wheelchair users should contact a member of staff either directly or by using the call points located throughout our stations at Heathrow.

3.5 Obtaining your Ticket

Tickets can be purchased at automatic ticket vending machines and ticket offices at our stations. Tickets are also available for Heathrow Express by telephone from our call centre (Freephone 0845 600 1515†) and our website, www.heathrowexpress.com. Heathrow Connect tickets can also be purchased by phoning 08457 413 775 or on the Textphone number 08456 050 6000.(while counter height at our ticket offices at Terminal 1,2,3 and Terminal 4 stations do not conform to the Code of Practice standards, our staff will make every effort to facilitate an easy transaction. The counter height at our ticket offices at Terminal 5 station do however conform.)

Discounted tickets can be purchased by disabled persons railcard holders. Disabled railcards are accepted at our ticket offices and on trains, but not at our automatic ticket vending machines. New and replacement ticket machines will facilitate wheelchair accessibility as and when they are required. Our ticket offices are open throughout our service hours. Our Paddington and Terminal 5 ticket offices are fitted with induction loops. We are investigating similar improvements to our "open" ticket offices at Heathrow Central (T1,2 & 3) and Terminal 4.

† Open Mon - Fri 08.00 to 22.00 and 08.00 - 20.00 Sat & Sun. For out of hours calls we have a recorded message that answers frequently asked questions.

3.6 Boarding the Train

There are specific areas allocated to wheelchair users on all of our trains in both First Class and Express Class on Heathrow Express, and in standard class on Heathrow Connect. All our trains have power-operated sliding doors that open to a distance of 1247mm. The doors, once released by the driver, have to be opened manually by either an illuminated external push button at the side of the doors or from inside by means of a similar button, again located at the side of the doors. An audible alarm will sound prior to the doors closing.

The data set out below is intended to provide an overall picture of the facilities for people with disabilities available on our trains:-

4/5 Car Electric Trains	Heathrow Express Class 332	Heathrow Connect Class 360/2
Built	1998 (pre-RVAR)	2004
Number of Units in Service	14	5
Graphic Evacuation Signage	Yes	Yes
Designated Wheelchair Facilities	Yes	Yes
Accessible Toilet Facility	Yes (not First Class)	Yes
Colour Contrasted Grab Rails	No	Yes
Passenger Information	TV Screens and Manual PA	Automated Audio/Visual Display
Level Train/Platform Access	Yes (If not available, staff assistance will be provided)	Present at Heathrow, but not at Hayes
Ramp access		Yes, available on board.

While we do not specifically employ staff as porters, wherever it is reasonably practical and safe to do so, our staff will provide assistance. Whenever this service is carried out no charge will be levied. Customers' attention is drawn to the free service to airport check-in desks, where assistance can be obtained from platform level to the check-in desks by calling 020 8745 6011. "Skycaps" provide this service free of charge on behalf of BAA, the airport owner.

Wheelchair ramps are provided to bridge the wider gap on the curved section of the platform at Paddington station and also at Hayes & Harlington if necessary. Mobility scooters are not allowed onboard our trains as they cannot be secured for the journey.

On Heathrow Express, our onboard Express TV system and/or our train staff make announcements prior to each station stop and to keep passengers informed of any disruption throughout the journey. Express TV also provides station arrival information in text format.

Heathrow Connect is equipped with a Passenger Information System that displays visual digital scroll bar messages and automated and/or manual public address announcements prior to each station stop. Our staff on board will also be available to provide information.

3.7 Interchange with other Transport

Interchange to Heathrow Airport from our stations is step free. Customers needing assistance to and from our platforms to the check-in facilities can book this free of charge from "Skycaps" on 020 8745 6011. At Terminal 5 step free interchange is available with the London Underground Piccadilly line service via the station lifts.

Interchange at Paddington from our trains to the surrounding station is step free. The taxi facilities in most cases cater for wheelchair users. The London Underground at Paddington has a lift providing step free access to the District and Circle line east-bound platform only.

Interchange at Hayes & Harlington is not step free. Customers should phone the FGWL Disabled Helpline 24 hours in advance to book assistance. Paddington or Heathrow Central are the closest alternative step free stations.

Where, for whatever reason, trains need to be replaced by buses and customers with disabilities are unable to access those buses, we will provide suitable transport to the original destination station. Whenever an interchange between train and bus takes place we will provide or arrange to have provided, suitable audible or visual instructions to enable all passengers to locate the replacement transport easily.

3.8 Station Facilities

There are accessible toilets at platform level, at all our stations. At Hayes & Harlington, there is a RADAR operated toilet accessible on platform 4. Our Heathrow stations have seats on the platform and the concourse. At Paddington there are seats on the concourse but not the platforms. However, one of our Heathrow Express trains is always (subject only to severe disruption) open and available in the platform at Paddington. Hayes has a waiting room with seats at platform level, for those Heathrow Connect customers who interchange at Hayes.

All of our station signage utilises large contrasting colours of white letters on a dark blue background. Where relevant, pictograms are also used to assist those who may have reading difficulties.

Our stations are equipped with a Customer Information System in the form of either monitors or digital scroll bars showing the next train. These are fitted on platforms and in some concourses. Our Heathrow stations are equipped with a Public Address system, which automatically announces train arrivals and stopping patterns at set periods prior to their arrival. We also announce delays to services and public safety information.

Our stations also have help points that are linked to our control centre. These help points are also linked to our CCTV system so that both audio and visual contact may be made with a passenger. In the event of accessibility being compromised due to a facility being temporarily unavailable, we will, where practical, put information on our website. We will also provide a suitable alternative to allow passengers to complete the journey.

3.9 Service Disruption

Alterations to the normal workings of our service are communicated by the most appropriate means depending upon the duration and prior warning. Our website, station signage, Express TV and press/media notification will be used as appropriate where disruption is known in advance. Where disruption results from unplanned events then news media, temporary signage, passenger information screens and PA is used to advise of information and alternative arrangements. Where this results in platform alterations at Paddington, away from the level access platforms, then wheelchair access ramps are available.

3.10 Emergency Evacuation

Our emergency plans and training make specific reference to the arrangements for care of people in need of assistance. We have the necessary emergency equipment on all of our trains to evacuate 'enroute' including a specially designed emergency chair to aid evacuation of customers with disabilities in the tunnel section of our route. 'Safe Areas' are provided at all of our escape stairs both in tunnels and stations for mobility impaired passengers. At Terminal 5 passengers who cannot manage to use the escape stairs will be evacuated by station staff using the station lifts.

4. Staff Training

All staff in direct contact with customers receive formal training in disability awareness on their induction into our business. This is refreshed from time to time. Management and Administration staff have also completed an awareness program.

5. Strategy for Improvements

Whenever we initiate major refurbishments at stations or to our trains we will always take account of the standards, facilities and services laid out in the Department for Transport's Code of Practice for Train and Station Services for Disabled Passengers. Where, for whatever reason, we are unable to incorporate these standards, facilities and services, we will follow the dispensation process with the Department for Transport [DfT] in consultation with London TravelWatch at the earliest possible opportunity. We will obtain DfT authorisation prior to initiating works that are outside of these basic standards facilities and services. The matrix at the end of this policy identifies current disabled facilities at our stations.

6. Management Arrangements

This policy is integrated into our company management system, is taken account of in our company business plans and both have annual review cycles and periodic refresher training. This document and its subsequent updates, including reports on progress, will be submitted to the DfT on an annual basis for review.

Accountability for development of the Heathrow Express Operating Company DPPP will be with the Head of Operations. The Head of Operations will oversee compliance with the policy when reviewing business plans and authorising specific project expenditure.

Heathrow Express will work with BAA, FGW, Network Rail, London TravelWatch and DPTAC to ensure that we work towards achieving the objectives of the Disability Discrimination Act 1995. The establishment and maintenance of this Disabled Peoples Protection Policy is a condition of our Passenger Licence and as such, Directors and Senior Managers will be involved in any reviews of it. Wherever it is practical to do so, Heathrow Express undertake to incorporate best practice from other industry parties such that the railway or airline industries may be seen to be moving ahead together on this important issue.

7. Useful Sources of Information and Abbreviations

Department for Transport [DfT]

Great Minister House
76 Marsham Street
London
SW1P 4 DR
Tel 020 7944 8300; Fax 020 7944 9622

London TravelWatch

6 Middle Street
LONDON
EC1A 7JA
Tel 020 7505 9000
www.londontravelwatch.org.uk

DPTAC Disabled Persons Transport Advisory Committee

Great Minster House
76 Marsham Street
LONDON
SW1P 4DR

DRC Disability Rights Commission

Freepost MID 02164
STRATFORD upon AVON
CV37 9BR
Tel 08457 622633

8. Station Facilities Information

• Paddington Station, London

Section 1: General Facilities

Lost Property	Yes ✓ Tel: 020 8745 7727
Luggage Trolleys	Yes ✓
Station staffed?	Yes ✓ 24 hours
Waiting Rooms	FGW First Class Lounge, Platform 1 Disabled waiting area at Station Reception, Platform 1
Platform Shelters	Yes ✓
Staff Assistance	Yes ✓ 24 hours, by prior arrangement Tel: 0207 922 6793 (between 6:00 - 22:00)
Left Luggage Office?	Yes ✓ Adjacent to platform 12
Left luggage lockers?	Yes ✓
Station managed by: British Transport Police Station Name	Network Rail Freephone helpline: 0800 40 50 40 Paddington Station The Station Manager 1st Floor Tournament House Paddington Station Praed Street London, W2 1HQ
Toilets (M, W and Disabled)	Open from 05.00 to 01.00 Located on platform 1 Baby changing facilities available
Public Telephones	Lawn area – wheelchair accessible Concourse Overbridge
Public internet access point	Lawn area – wheelchair access 'Eat' Mezzanine

Section 2: Tickets for travel

Ticket Office	Open 05.00 to 00.00 Wheelchair accessible Low level counter
Quickfare ticket machines	Platform 6 & 7 (wheelchair level) Clockarch Ticket office
Tickets sold on train?	Yes ✓

Section 3: Transport links

Cycle racks available	Yes ✓
Buses	Yes ✓
Car parking	Open 24 hours Located at end of platform 1 115 spaces 5 Disabled spaces (2 free, short stay on Departures road)
Car hire available	Yes ✓
Taxi rank	Yes ✓
Wheelchair accessible taxis	Yes ✓

- **Heathrow Central Station (serving Heathrow Airport Terminals 1, 2, & 3)**

Section 1: General Facilities

Lost Property	Yes ✓ Tel: 020 8745 7727
Luggage Trolleys	Yes ✓
Station staffed	Yes ✓ 24 hours
Waiting Rooms	No
Platform Shelters	n/a
Staff Assistance	Yes ✓ 05:00 to 23:59 By prior arrangement by pressing info call point or by calling skycaps 020 8745 6011
Left Luggage Office	Yes ✓
Left luggage lockers	Yes ✓
Station managed by:	Heathrow Express
British Transport Police	Freephone helpline: 0800 40 50 40
Station Name: Address:	Heathrow Central The Cofferdam Chester Road Heathrow Airport TW6 2QF
Toilets	Disabled only Open 05.00 to 23.59 Located on platform level, near T2/3
Public Telephones	Near ticket office, T2/3 with wheelchair access Platform level, near T2/3
Public internet access point	Near ticket office, T2/3 with wheelchair access

Section 2: Tickets for travel

Ticket Office	Open 05.00 to 23.59 Wheelchair accessible No low level counter
Quickfare ticket machines available	Yes ✓ Open 05.00 to 23.59 Located on both platform and ticket office levels Wheelchair accessible
Can tickets be bought on train?	Yes ✓ *with a £2 premium on Heathrow Express services

Section 3: Transport links

Cycle racks available	Yes ✓
Buses	Yes ✓
Car parking - short stay	Located at airport terminals Wheelchair accessible
Car parking - long stay	Located on the airport perimeter road Open 24 hours
Taxi rank	Yes ✓
Wheelchair accessible taxis	Yes ✓

Section 4: Local Information

Distance from station to town centre	13 miles
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****All of the below are within the airport terminals.***

Tourist information Yes ✓
 Hotels and accommodation info Yes ✓
 Bus Information Yes ✓

Section 5: Shops and Commercial services

None located in the station

Section 6: Disability and level access

Level access and seating available

	Level access	No of seats	Full length platform edge tactile warning strips	Assist button
Car park/stn	n/a	n/a	n/a	n/a
Ticket office	✓	6	n/a	n/a
Platform 1	✓	12	✓	✓
Platform 2	✓	12	✓	✓
Pick up point	n/a	n/a	n/a	n/a
Set-down point	n/a	n/a	n/a	n/a

Wheelchairs available Yes ✓
 By prior arrangement only ✓
 Tel: 0208 745 6011 (Skycaps)

Induction loop Yes ✓

Station announcements Yes ✓

Visual Displays Yes ✓

Train ramps Yes ✓ **Level access**

W/chair width doors in all public areas Yes ✓

Train information formats available
 Braille - no
 Large print format - no
 Audio tape - no
 Passenger Information system on Connect ✓
 Express TV on Heathrow Express ✓

• Terminal 4 Station

Section 1: General Facilities

Lost Property	Yes ✓ Tel: 020 8745 7727
Luggage Trolleys	Yes ✓
Station staffed	Yes ✓ From 04.50 to 23.59
Staff Assistance	Yes ✓
Left Luggage Office	Yes ✓
Left luggage lockers	Yes ✓
Station managed by:	Heathrow Express
British Transport Police Freephone helpline: 0800 40 50 40	
Station Name:	Terminal 4 Heathrow Airport
Toilets	Located on platform level Open on request Wheelchair accessible
Public Telephones	Located in Terminal building and on platform level Open from 05.00 to 23.59

Section 2: Tickets for travel

Ticket Office	Open 05.00 to 23.59 Wheelchair accessible No low level counter
Quickfare ticket machines available	Yes ✓ Open 05.00 to 23.59 Located on both platform and ticket office levels Wheelchair accessible
Can tickets be bought on train?	Yes ✓ *with a £2 premium on Heathrow Express services

Section 3: Transport links

Cycle racks available	Yes ✓
Buses	Yes ✓
Car parking - short stay	Located at airport terminals Wheelchair accessible
Car parking - long stay	Located on the airport perimeter road Open 24 hours
Taxi rank	Yes ✓
Wheelchair accessible taxis	Yes ✓

Section 4: Local Information

Distance from station to town centre	13 miles
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****All of the below are within the airport terminals.***

Tourist information	Yes ✓
Hotels and accommodation info	Yes ✓
Bus Information	Yes ✓

Section 5: Shops and Commercial services

None located in the station

Section 6: Disability and level access

Level access and seating available

	Level access	No of seats	Full length platform edge tactile warning strips	Assist button
Car park/stn	n/a	n/a	n/a	n/a
Ticket office	✓	3	n/a	n/a
Platform 1	✓	9	✓	✓
Platform 2	✓	9	✓	✓
Pick up point	n/a	n/a	n/a	n/a
Set-down point	n/a	n/a	n/a	n/a

Wheelchairs available

Yes ✓
By prior arrangement only ✓
Tel: 0208 745 6011 (Skycaps)

Induction loop

Yes ✓

Station announcements

Yes ✓

Visual Displays

Yes ✓

Train ramps

Yes ✓ Level access

W/chair width doors in all public areas

Yes ✓

Train information formats available

Braille - no
Large print format - no
Audio tape - no
Passenger Information system on Connect ✓
Express TV on Heathrow Express ✓

• Terminal 5 Station

Section 1: General Facilities

Lost Property	Yes ✓ Tel: 020 8745 7727
Luggage Trolleys	Yes ✓
Station staffed	Yes ✓ From 04.50 to 23.59
Staff Assistance	Yes ✓
Left Luggage Office	Yes ✓
Left luggage lockers	Yes ✓
Station managed by:	Heathrow Express
British Transport Police Freephone helpline: 0800 40 50 40	
Station Name:	Terminal 5 Heathrow Airport
Toilets	Located on platform level both London Underground and Heathrow Express Wheelchair accessible
Public Telephones	Located in Terminal building and on platform level both London Underground and Heathrow Express Open from 05.00 to 23.59

Section 2: Tickets for travel

Ticket Office	Open 05.00 to 23.59 Wheelchair accessible Low level counter provided
Quickfare ticket machines available	Yes ✓ Open 05.00 to 23.59 Located on both platform and ticket office levels Wheelchair accessible
Can tickets be bought on train?	On Heathrow Express Yes ✓ *with a £2 premium On London Underground No

Section 3: Transport links

Cycle racks available	Yes ✓
Buses	Yes ✓
Car parking - short stay	Located at airport terminal Wheelchair accessible
Car parking - long stay	Located on the airport perimeter road Open 24 hours
Taxi rank	Yes ✓
Wheelchair accessible taxis	Yes ✓

Section 4: Local Information

Distance from station to town centre	15 miles
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****All of the below are within the airport terminals.***

Tourist information	Yes ✓
Hotels and accommodation info	Yes ✓
Bus Information	Yes ✓

Section 5: Shops and Commercial services

None located in the station

Section 6: Disability and level access

Level access and seating available

	Level access	No of seats	Full length platform edge tactile warning strips	Assist button
Car park/stn	n/a	n/a	n/a	n/a
Ticket office	✓	3	n/a	n/a
Platform 1	✓	9	✓	✓
Platform 2	✓	9	✓	✓
Pick up point	n/a	n/a	n/a	n/a
Set-down point	n/a	n/a	n/a	n/a

Wheelchairs available

Yes ✓
By prior arrangement only ✓
Tel: 0208 745 6011 (Skycaps)

Induction loop

Yes ✓

Station announcements

Yes ✓

Visual Displays

Yes ✓

Train ramps

Yes ✓ Level access

W/chair width doors in all public areas

Yes ✓

Train information formats available

Braille - no
Large print format - no
Audio tape - no
Passenger Information system on Connect ✓
Express TV on Heathrow Express ✓

• Hayes & Harlington Station

Please note – this station is operated by First Great Western, as are the other stations served by Heathrow Connect between Heathrow and Paddington. Further information on these stations can be obtained from the following address:

Customer Services Team
First Great Western
Freepost SWB40576
Plymouth, PL4 6ZZ

Email: customer.relations@firstgroup.com

Assisted travel information: 0800 197 1329

Assisted travel Textphone: 0800 294 9209

Website: www.firstgreatwestern.co.uk

Step free access is not available between the ticket office to any of the platforms. The nearest accessible station is Paddington.

Section 1: General Facilities

Lost Property	No – this facility is offered at Paddington
Luggage Trolleys	No
Station staffed	Yes ✓ From 06:10 to 20:00 Mon – Sat 06:40 – 21:00 Sun
Waiting Rooms	Located on platform level
Platform Shelters	Yes ✓
Staff Assistance	Yes ✓
Left Luggage Office/lockers	No
Station managed by:	FGW

British Transport Police Freephone helpline: 0800 40 50 40

Station Name	Hayes & Harlington
Address	The Station Manager 1st Floor Tournament House Paddington Station, Praed Street London, W2 1HQ

Disabled Toilets	Located on platform 4, RADAR operated
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Section 2: Tickets for travel

Ticket Office	Yes ✓ Open 06:10 to 20:00 Mon – Sat; Open 06:40 to 21:00 Sun
Wheelchair access to ticket office	Yes ✓
Low level counter in ticket office	No
Induction loop fitted in ticket office	Yes ✓
Quickfare ticket machines available	Yes ✓
Low level ticket machine available	No
Can tickets be bought on (Heathrow Connect) train	Yes, including Disabled Discount tickets

Section 3: Transport links

Buses	Yes ✓
Car parking - short stay	Yes; disabled bays are not available.

Heathrow Express Operating Company Limited, registered in England and Wales co. no. 3145133, registered office 130 Wilton Road London SW1V 1LQ.