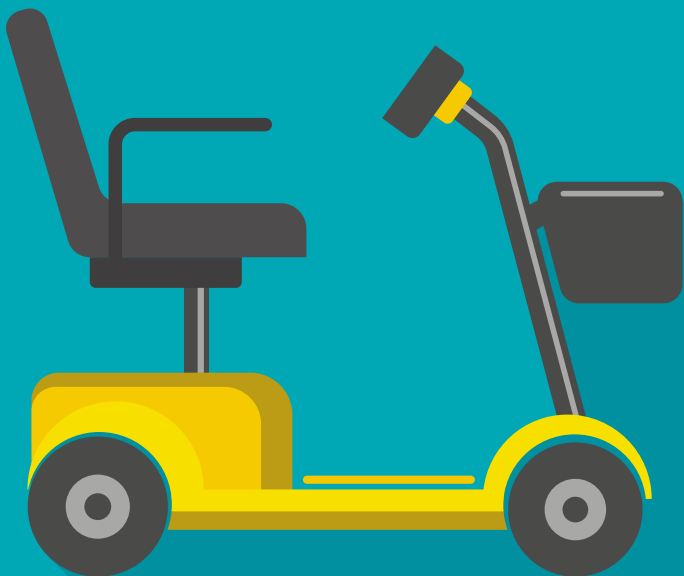


From October 2020

Mobility Scooters

Our guide to how and
where you can travel



We'd love to hear from you

If you'd like more information, or you'd like to tell us about your experience of our support, or provide feedback any aspect of our services we'd love to hear from you.

Here's how you can get in touch with our Customer Experience Centre team:



Call them free on **0800 200 6060**



Dial Text Relay free on
18001 0800 200 6060



Twitter @northernassist



Facebook /northernassist



Or go to **northernrailway.co.uk**

At Northern we are committed to providing a rail network that is inclusive and as accessible as possible, offering the opportunity to travel to areas in the north of England that may not have previously been possible.

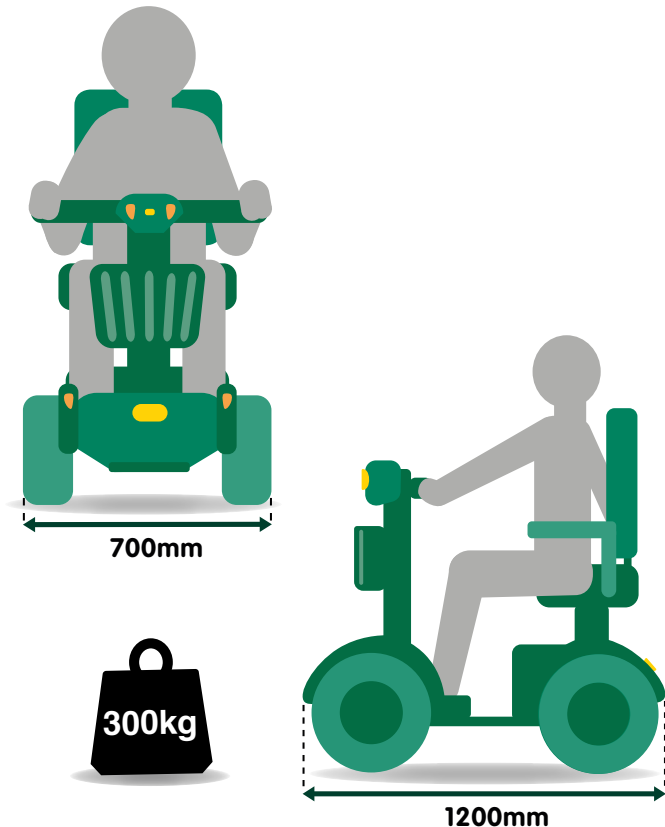
We have made great progress in upgrading our trains, introducing more almost 100 new trains and refurbishing more than 200 others. This means that the trains serving our customers across the north are more accessible than ever before.

To make the best use of these improvements, and following a successful trial, we're now able to offer our customers who use mobility scooters better access at more than 100 stations which are fully accessible.

To travel with us, scooter users will need to join our new scheme and, once approved, will receive a permit and a sticker for their scooter, depending on certain conditions being met. Once you've received your permit and sticker, you're ready to travel.

We welcome applications from users of both three and four wheel scooters, all that we ask is that they meet the criteria on the next page.

- **The scooter must be a class 2 vehicle with a maximum speed of 4mph**
- **Maximum length of 120cm and width of 70cm (standard wheelchair footprint)**
- **A turning radius no larger than 150cm**
- **Maximum weight, including rider, is no more than 300kg (47 stone)**
- **Minimum climb ability of six degrees**
- **Must have anti-tip wheels fitted to the rear of the scooter.**



To apply for a mobility scooter permit, please complete the application form in this leaflet or alternatively you can complete the application form online, available via the **Assisted Travel section** of **northernrailway.co.uk**

If your scooter meets with the requirements of the scheme, we will send you a personalised permit and a sticker that must be displayed on your scooter, where possible, before you travel with us.

This does not replace your ticket and you will need to purchase the appropriate ticket for your journey.



Please be aware that the information in this leaflet and mobility scooter permit applies to Northern services only.

For travel on other operators' services, you will need to check the individual mobility scooter policies before travel.

Folding mobility scooters

If you can fold your scooter to get on the train, you do not require a permit and can travel to and from any accessible station. All we ask is that you please fold it before the train arrives so you're ready to board.

If you are unable to fold down your scooter, please ensure that you are travelling with a companion who is able to fold it down.

If you require a wheelchair to get on the train, just let us know. Our larger staffed stations have wheelchairs available on the platform and we will be happy to arrange for a member of staff to help you onto the train.



Boarding our trains safely

Make sure you do not cross the yellow line on the platform before the train arrives. We also ask that any shopping or luggage is removed from mobility scooters prior to boarding as these items can affect the balance of the vehicle.

We will then put the ramp down so that you can board the wheelchair area of the train. If you are travelling without a companion, we will then bring any shopping or luggage that was removed to you.



Boarding our trains safely

It is important that **you apply the brakes and switch off your scooter**, and, if possible, transfer to a seat.

To ensure there is space available on our services to accommodate your mobility scooter we recommend that you book ahead. Our **Passenger Assist team** are available to help with any bookings or advice, they can be contacted on **0800 138 5560**.



During times of disruption

If we need to provide alternative transport when our train services are disrupted, such as during emergency line closures, we will arrange this for you. Accessible taxis able to carry non-folding scooters are not always as readily available as other taxis.

If you can fold or break down your scooter prior to travelling, please inform a member of the team, this may minimise delays for you. If you are only able to travel with your scooter in its complete state, we will endeavour to accommodate you as quickly as possible.

Where there are planned engineering works, we recommend that, where possible, you call our **Passenger Assist team** so that we can pre-book transport for you.

Of course, if this does not meet your travel needs, we will still do our best to support you during your journey but booking helps us to provide the best service for you.

A satisfied customer



Stewart Holmes - pictured - is a mobility scooter user of our services in the East Region, and recently wrote to us...

// I have been using my mobility scooter on the Leeds to Doncaster service and vice-versa, since mid-February 2019.

The scooter has assisted with my mobility needs tremendously. I have also been able to use the scooter on the new 331 trains, which have better access and facilities.

I find the 331 trains easier to manoeuvre into the designated spaces. The station and train staff are happy to assist with access on and off the trains.

Thank You Northern".

Scooter friendly routes and stations

Due to the build of some stations and platforms across the railway network, unfortunately we are unable to allow travel from stations if they cannot facilitate safe boarding for scooter users.

We have provided a list of routes and stations where we can safely accommodate your mobility scooter.

We will be looking to add to these where possible as and when newer, more compatible trains are introduced.





Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Manchester to Crewe via Manchester Airport

Manchester Piccadilly - Mauldeth Road
- Burnage - East Didsbury - Gatley -
Heald Green - Manchester Airport - Styal
- Wilmslow - Alderley Edge - Chelford -
Goostrey - Holmes Chapel - Crewe.

Manchester to Crewe via Stockport

Manchester Piccadilly - Heaton Chapel
- Stockport - Cheadle Hulme - Wilmslow -
Alderley Edge - Chelford - Goostrey -
Holmes Chapel - Crewe.



sf Scooter friendly station



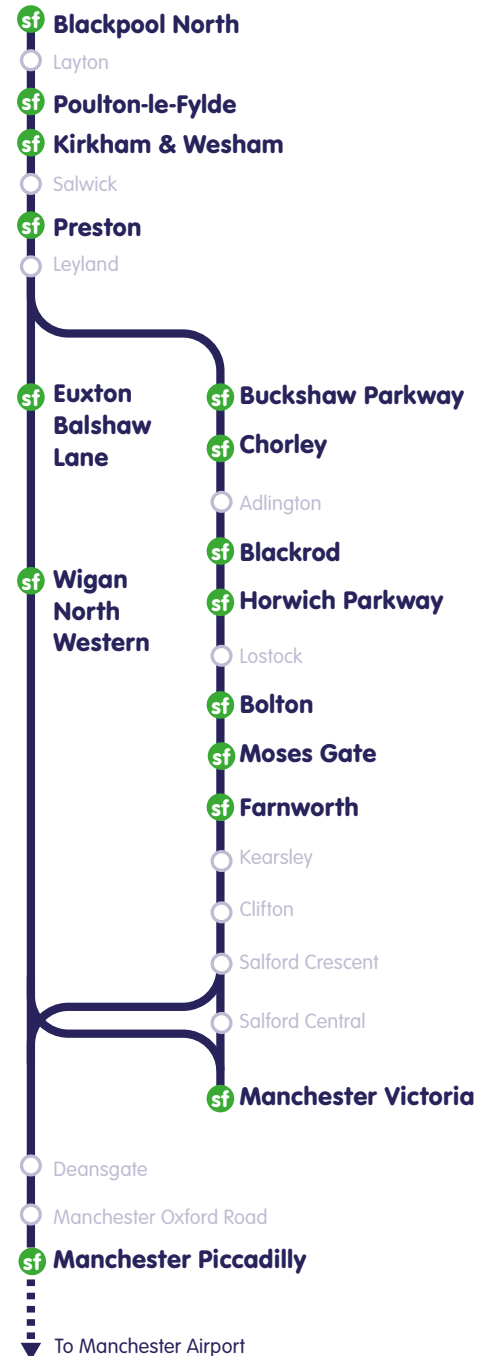
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Blackpool North to Manchester

Blackpool North - Poulton-le-Fylde - Kirkham & Wesham - Preston - Buckshaw Parkway - Chorley - Blackrod - Horwich Parkway - Bolton - Moses Gate - Farnworth - Manchester Piccadilly or Manchester Victoria.

OR

Blackpool North - Poulton-le-Fylde - Kirkham & Wesham - Preston - Euxton Balshaw Lane - Wigan North Western - Manchester Piccadilly or Manchester Victoria.



sf Scooter friendly station



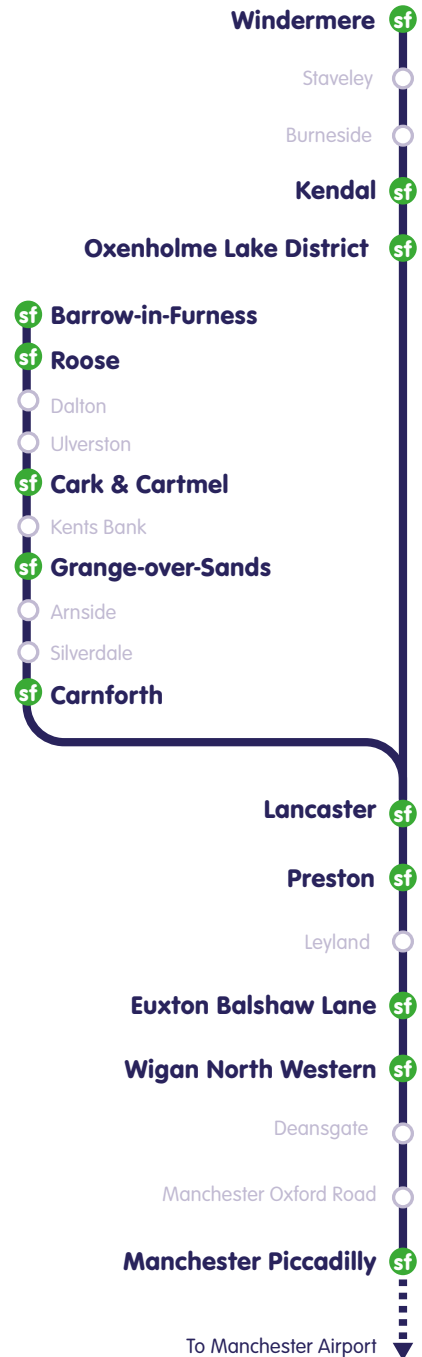
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Windermere to Manchester

Windermere - Kendal - Oxenholme Lake District - Lancaster - Preston - Euxton Balshaw Lane - Wigan North Western - Manchester Piccadilly.

Barrow-in-Furness to Manchester

Barrow-in-Furness - Roose - Cark & Cartmel - Grange-over-Sands - Carnforth - Lancaster - Preston - Euxton Balshaw Lane - Wigan North Western - Manchester Piccadilly.



sf Scooter friendly station



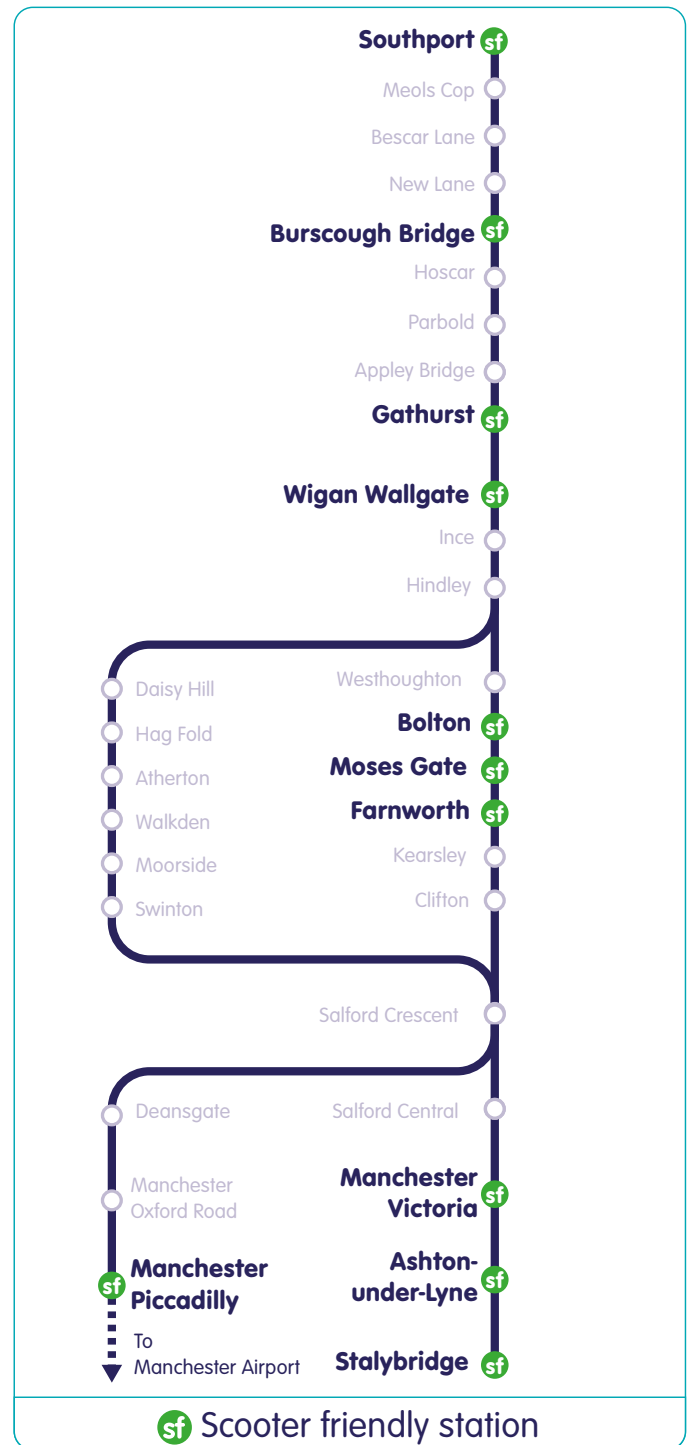
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Southport to Manchester

Southport - Burscough Bridge - Wigan Wallgate - Bolton - Moses Gate Farnworth - Manchester Piccadilly OR Manchester Victoria.

Southport to Ashton-under-Lyne

Southport - Burscough Bridge - Gathurst - Wigan Wallgate - Bolton - Moses Gate - Farnworth - Manchester Victoria - Ashton-under-Lyne - Stalybridge.





Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Liverpool Lime Street to Manchester via Warrington Central

Liverpool Lime Street - Liverpool South Parkway - Warrington West - Birchwood - Manchester Piccadilly.

sf Liverpool Lime Street

- Edge Hill
- Mossley Hill
- West Allerton

sf Liverpool South Parkway

- Hunts Cross
- Halewood
- Hough Green
- Widnes
- Sankey for Penketh

sf Warrington West

- Warrington Central

sf Birchwood

- Glazebrook
- Irlam
- Flixton
- Chassen Road
- Urmston
- Humphrey Park
- Trafford Park
- Deansgate
- Manchester Oxford Road

sf Manchester Piccadilly

- To Manchester Airport

sf Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Liverpool Lime Street to Warrington Bank Quay

Liverpool Lime Street - Wavertree Technology Park - Warrington Bank Quay.

Liverpool Lime Street to Manchester via Newton-le-Willows

Liverpool Lime Street - Wavertree Technology Park - Newton-le-Willows - Manchester Piccadilly OR Manchester Victoria.

sf Liverpool Lime Street

Edge Hill

sf Wavertree Technology Park

Broad Green

Roby

Huyton

Whiston

Rainhill

Lea Green

St Helens Junction

Earlestown

sf Warrington Bank Quay

sf Newton-le-Willows

Patricroft

Eccles

sf Manchester Victoria

Deansgate

Manchester Oxford Road

sf Manchester Piccadilly

▼ To Manchester Airport & Crewe

sf Scooter friendly station



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Blackpool North to Liverpool Lime Street

Blackpool North - Poulton-le-Fylde - Kirkham & Wesham - Preston - Euxton Balshaw Lane - Wigan North Western - St Helens Central - Wavertree Technology Park - Liverpool Lime Street.

sf Blackpool North

Layton

sf Poulton-le-Fylde

sf Kirkham & Wesham

Salwick

sf Preston

Leyland

sf Euxton Balshaw Lane

sf Wigan North Western

Bryn

Garswood

sf St Helens Central

Thatto Heath

Eccleston Park

Prescot

Huyton

Roby

Broad Green

sf Wavertree Technology Park

Edge Hill

sf Liverpool Lime Street

sf Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Manchester to Stoke-on-Trent

Manchester Piccadilly - Heaton Chapel
- Stockport - Cheadle Hulme - Poynton -
Macclesfield - Congleton - Stoke-on-Trent.

Manchester to Buxton

Manchester Piccadilly - Heaton Chapel
- Stockport - Hazel Grove - Middlewood -
Disley - New Mills Newtown - Furness Vale
- Chapel-en-le-Frith - Dove Holes - Buxton.



(sf) Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Manchester to Sheffield via the Hope Valley

Manchester Piccadilly - Edale - Hathersage - Dore & Totley - Sheffield.

sf Manchester Piccadilly

- Ardwick
- Ashburys
- Belle Vue
- Ryder Vue
- Reddish North
- Brinnington
- Bredbury
- Romiley
- Marple
- Strines
- New Mills Central
- Chinley

sf Edale

- Hope
- Bamford

sf Hathersage

- Grindleford

sf Dore & Totley

sf Sheffield

sf Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Manchester to Glossop and Hadfield

Manchester Piccadilly - Gorton - Guide Bridge - Dinting - Glossop - Hadfield.

sf Manchester Piccadilly

Ardwick

Ashburys

sf Gorton

Fairfield

sf Guide Bridge

Flowery Field

Newton-for-Hyde

Godley

Hattersley

Broadbottom

sf Dinting

sf Glossop

sf Hadfield

sf Scooter friendly station



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Carlisle to Barrow-in-Furness via the Cumbrian Coast

Carlisle - Aspatria - Maryport - Whitehaven -
Corkickle - Green Road - Foxfield -
Barrow-in-Furness.

- sf** Carlisle
- Dalston
- Wigton
- sf** Aspatria
- sf** Maryport
- Flimby
- Workington
- Harrington
- Parton
- sf** Whitehaven
- sf** Corkickle
- St Bees
- Nethertown
- Braystones
- Sellafield
- Seascale
- Drigg
- Ravenglass
- Bootle
- Silecroft
- Millom
- sf** Green Road
- sf** Foxfield
- Kirkby-in-Furness
- Askam
- sf** Barrow-in-Furness

sf Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Manchester to Chester via Altrincham

Manchester Piccadilly - Heaton Chapel - Stockport - Navigation Road - Altrincham - Hale - Ashley - Mobberley - Knutsford - Plumley - Delamere - Chester.

sf Manchester Piccadilly

Levenshulme

sf Heaton Chapel

sf Stockport

sf Navigation Road

sf Altrincham

sf Hale

sf Ashley

sf Mobberley

sf Knutsford

sf Plumley

Lostock Gralam

Northwich

Greenbank

Cuddington

sf Delamere

Mouldsworth

sf Chester

sf Scooter friendly station



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Leeds to York via Micklefield

Leeds - Cross Gates - Micklefield - York.

▲ Towards
Bradford, Halifax and
Blackpool North,
sf **Leeds**

sf **Cross Gates**

○ Garforth

○ East Garforth

sf **Micklefield**

○ Church Fenton

○ Ulleskelf

sf **York**

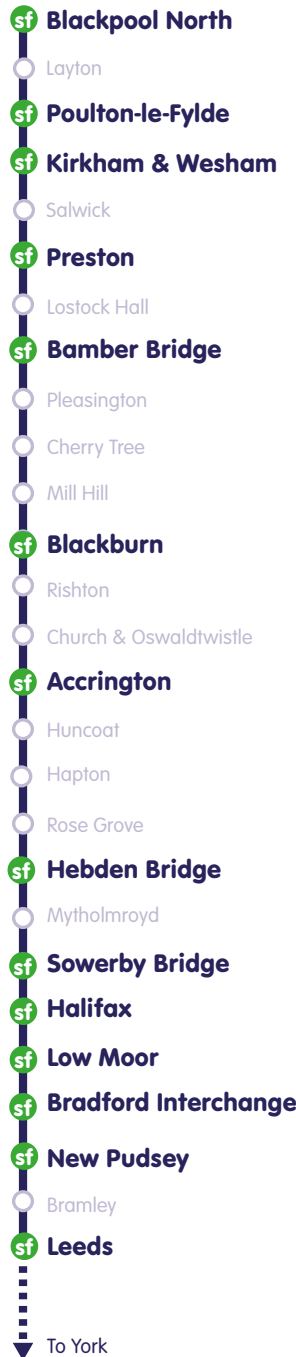
sf Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Blackpool North to Leeds via Bradford Interchange

Blackpool North - Poulton-le-Fylde - Kirkham & Wesham - Preston - Bamber Bridge - Blackburn - Accrington - Hebden Bridge - Sowerby Bridge - Halifax - Low Moor - Bradford Interchange - New Pudsey - Leeds.



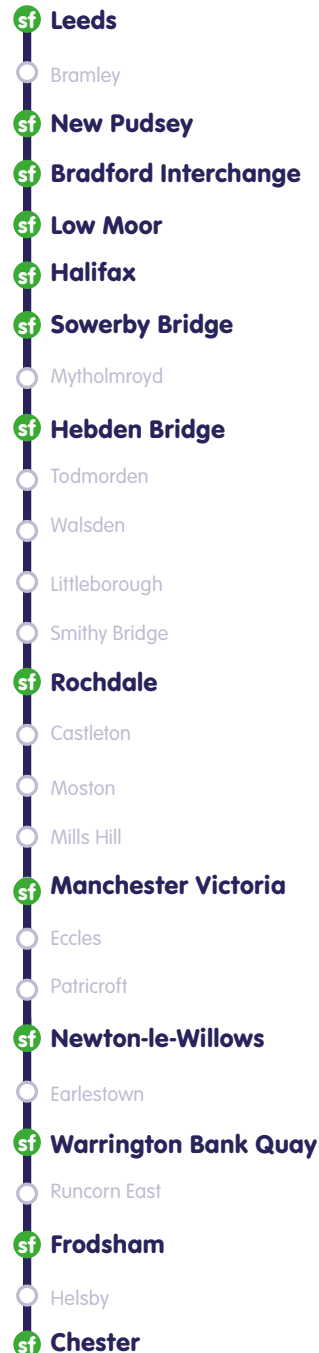
sf Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Leeds to Manchester Victoria and Chester via Bradford Interchange

Leeds - New Pudsey - Bradford Interchange - Low Moor - Halifax - Sowerby Bridge - Hebden Bridge - Rochdale - Manchester Victoria - Newton-le-Willows - Warrington Bank Quay - Frodsham - Chester.



sf Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Leeds to Skipton

Leeds - Apperley Bridge - Kirkstall Forge - Bingley - Crossflatts - Skipton.

Bradford Forster Square to Skipton

Bradford Forster Square - Bingley - Crossflatts - Skipton.



sf Scooter friendly station



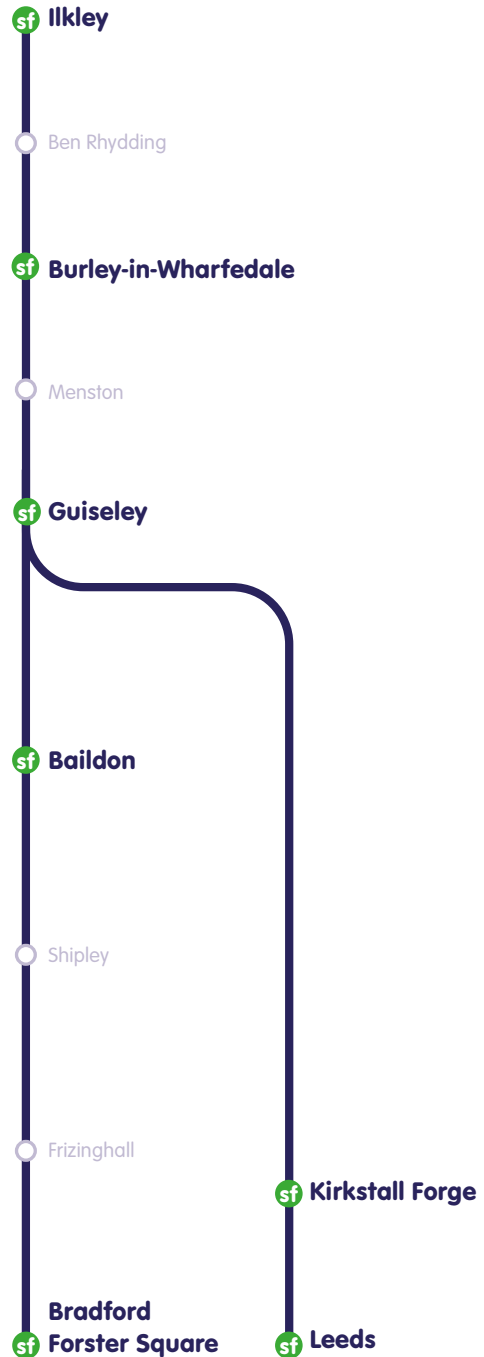
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Leeds to Ilkley

Leeds - Kirkstall Forge - Guiseley -
Burley-in-Wharfedale - Ilkley.

Bradford Forster Square to Ilkley

Bradford Forster Square - Baildon -
Guiseley - Burley-in-Wharfedale - Ilkley.



sf Scooter friendly station



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Leeds to Bradford Forster Square

Leeds - Kirkstall Forge - Apperley Bridge - Bradford Forster Square.

sf Leeds

sf Kirkstall Forge

sf Apperley Bridge

ShIPLEY

FRIZINGHALL

sf Bradford
Forster Square

sf Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Leeds to Doncaster via Wakefield Westgate

Leeds - Wakefield Westgate - South Elmsall - Adwick - Doncaster.

sf Leeds

Outwood

sf Wakefield Westgate

Sandal & Agbrigg

Fitzwilliam

sf South Elmsall

sf Adwick

Bentley

sf Doncaster

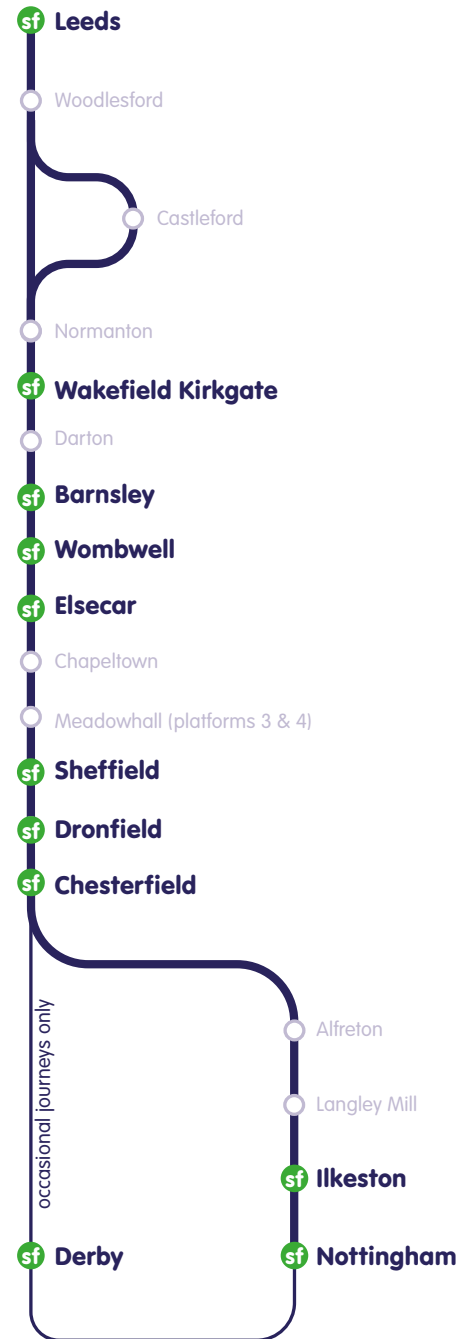
sf Scooter friendly station



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Leeds to Nottingham via Barnsley and Sheffield

Leeds - Wakefield Kirkgate - Barnsley - Wombwell - Elsecar - Sheffield - Dronfield - Chesterfield - Ilkeston OR Derby - Nottingham.



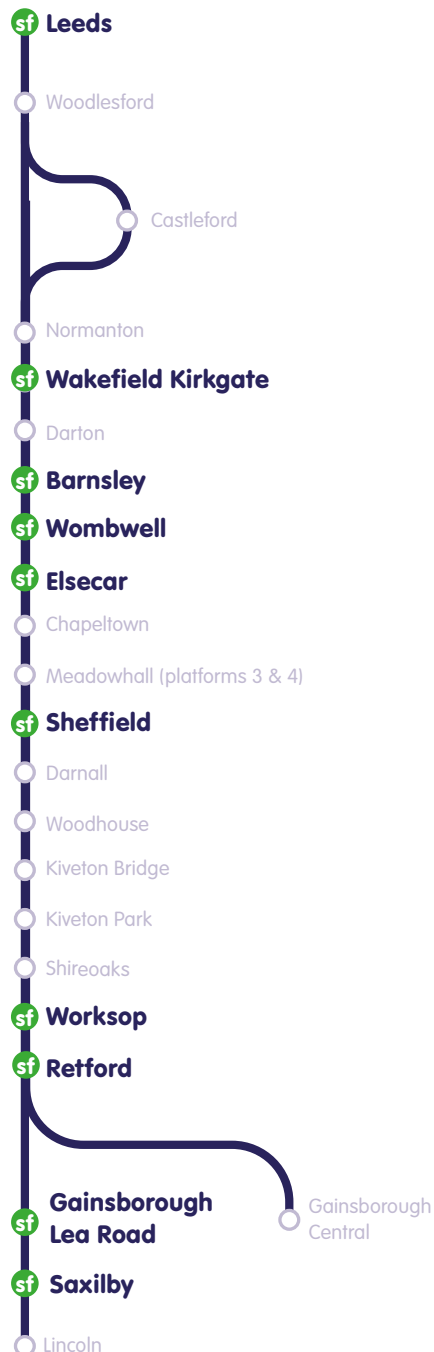
sf Scooter friendly station



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Leeds to Lincoln via Barnsley and Sheffield

Leeds - Wakefield Kirkgate - Barnsley - Wombwell - Elsecar - Sheffield - Worksop - Retford - Gainsborough Lea Road - Saxilby.



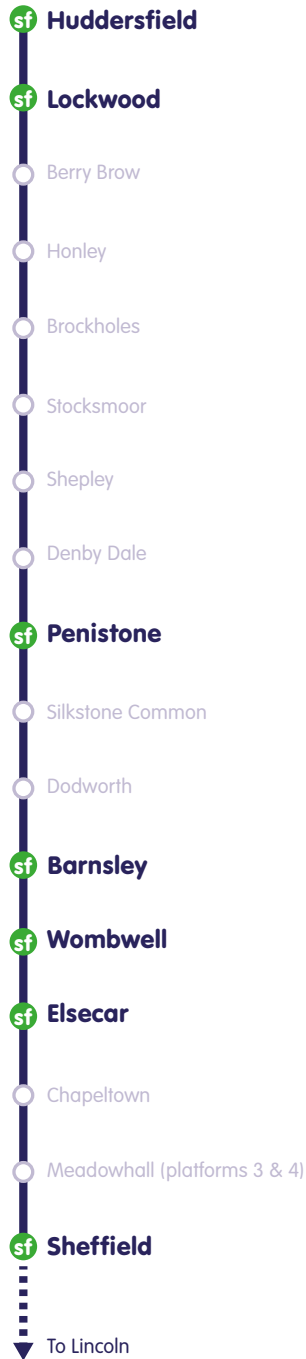
sf Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Huddersfield to Sheffield via Penistone and Barnsley

Huddersfield - Lockwood - Penistone -
Barnsley - Wombwell - Elsecar - Sheffield.



sf Scooter friendly station



Not every train calls at every station, please refer to timetables - available at stations or online at northernrailway.co.uk - for more information. Alternatively, at staffed stations, station staff will help you.

Bridlington to Hull

Bridlington - Beverley - Hull Paragon.

sf **Bridlington**
Platforms 5 & 6 only

Nafferton

Driffield

Hutton Cranswick

Arram

sf **Beverley**

Cottingham

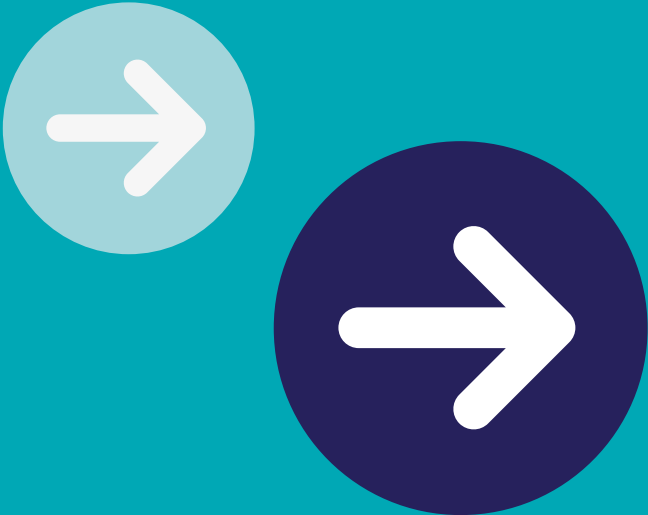
sf **Hull Paragon**

sf Scooter friendly station



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Apply for your mobility scooter permit



Your application

Please complete the application form and then cut it out, fold in half and glue round the edges then put in the post.

Alternatively you can complete the application form online, available via the **Assisted Travel section** of **[northernrailway.co.uk](https://www.northernrailway.co.uk)**

Once we have received your application and information relating to your scooter model, we will determine whether it meets the criteria of the mobility scooter permit using manufacturers data sheets.

The permit will be model specific, if you change your scooter you will need to apply for a new permit.

The mobility permit and sticker remains Northern's property at all times. We can withdraw it, and ask you to return it to us, at any time.

Your personal information

We are committed to protecting your privacy and complying with the Data Protection Act 2018.

The information provided on the application form will be held securely and managed in line with our privacy policy, which you can find online at **[northernrailway.co.uk](https://www.northernrailway.co.uk)**

We require this information in order to issue you with a permit and sticker and we will not use your information for any other purposes.

We apply appropriate administrative, technical and organisational security measures to protect your personal data that is under our control from unauthorised access, collection, use, disclosure, copying, modification or disposal.

The information in this leaflet was correct at the time of printing in October 2020, but may be subject to change without prior notice.

Assisted Travel Team - Scooter Permit Application
Customer Experience Centre
Freeport NORTHERN RAILWAY



**Open out for
your mobility
scooter permit
application form**

Northern mobility scooter permit application form

First name

Last name

Address

Postcode

Email address

Telephone number

Would you like to be kept up to date with additional scooter routes that Northern introduces?

Yes

☐

No

☐

Make and model of mobility scooter

Number of wheels

3

☐

4

☐

Does your mobility scooter have anti-tip wheels at the back?

Yes

☐

No

☐

When riding the scooter, is your combined weight under 300kg/47stone?

Yes

☐

No

☐

Useful contact details



Fares and service information

National Rail Enquiries
visit nationalrail.co.uk
call **03457 48 49 50**
textphone **0345 60 50 60**



Customer helpline

For comments and enquiries
visit northernrailway.co.uk/comments
call **0800 200 6060**



facebook [/northernassist](https://www.facebook.com/northernassist)



twitter [@northernassist](https://twitter.com/northernassist)



Access or disabled information and assistance

call **0800 138 5560**
email assistance@northernrailway.co.uk



Lost property

email lostproperty@northernrailway.co.uk
call **0800 200 6060**

Correspondence

Customer Experience Centre
Freeport NORTHERN RAILWAY



British Transport Police

call **0800 40 50 40** text **61016**

Timetables are available online and can be downloaded to your mobile device. This saves space in your pocket or bag, as well as paper and the planet! northernrailway.co.uk/timetables

All our policy documents can be found at
northernrailway.co.uk/legal