

Mobility Scooters



A guide to where you can travel on our network
and how to apply for your mobility scooter permit



NORTHERN

Go do your thing

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

This is the fourth version of our mobility scooter scheme, each time we have added additional scooter-friendly routes, opening up more journeys on our trains.

To date we have issued more than 3,000 mobility scooter permits and we look forward to issuing many more with the enhancements in this version of the scheme.

This time we would like to introduce to you **PERMIT PLUS**, a permit that gives customers with smaller scooters the opportunity to travel on previously excluded class 158 trains on the Northern network.

Details of the scooter requirements for Permit Plus are available in this guide. We have created this scheme because class 158 trains have limited space in the vestibule and many larger scooters are unable to manoeuvre into the accessible wheelchair space from the vestibule after boarding the train.

We welcome applications from users of both three- and four-wheel mobility scooters. Our team will be able to identify if you qualify for a permit, and which permit your scooter qualifies for.

If you are planning a journey with us, please check before you travel that the route and stations you plan to use are accessible for the type of permit you have.

Our **Assisted Travel Support Team** is here to help with all the information you need.

Get in touch with our team:

Call them free on
0800 138 5560

Dial **Text Relay** free on
18001 0800 138 5560

WhatsApp on
07779 914800 (6am-11pm)

We're Northern just like you



We're happy
to help. WhatsApp
our Assisted Travel
Support Team on
07779 914800



NORTHERN

Go do your thing

Permit requirements

Standard scooter permit

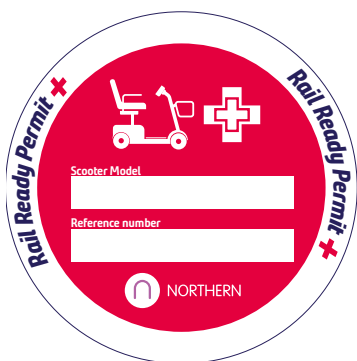
The colour of this permit, when issued, is **Turquoise**.



- 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

Permit Plus scooter

The colour of this permit, when issued, is **Red**.



- Maximum length of 120cm and width of 60cm
- A turning radius no larger than 120cm
- 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

Apply for your permit

To apply for a mobility scooter permit, please complete the application form online, at our **Accessibility Hub** at **northernrailway.co.uk/accessibility-hub**

Alternatively you can complete the application form at the rear of this leaflet and post it to our Assisted Travel Support Team.

If your scooter meets with the requirements of the scheme, we will send you a personalised permit and a sticker to display on your scooter and you should have this before you travel with us.

If you cannot display your sticker, you must be in possession of the permit card when you travel.



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 their individual mobility scooter policies before travel. Details can be found on National Rail at **nationalrail.co.uk/mobility-scooters-restrictions**


Rail Ready Scooter

Scooter Model

Reference number



Rail Ready Scooter



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 for you.

If you require a wheelchair to get on the train, just let us know. Our larger staffed stations have wheelchairs available 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. Any shopping or luggage should be removed 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 train.

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

To help with booking assistance on and off the train, please contact our **Assisted Travel Support Team**.

Call them free on
0800 138 5560

Dial **Text Relay** free on
18001 0800 138 5560

WhatsApp on
07779 914800 (6am-11pm).

Scooter Speeds

Following feedback, we have removed the fixed 4mph requirement, however when moving around stations, and when getting on and off trains, you must **not exceed 4mph**.

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 dismantle 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, you call our **Assisted Travel Support 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.

Scooter friendly routes and stations

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

If your scooter qualifies for a Permit Plus, there will be more routes and stations available for you to use.

We have provided maps of routes and stations, shown as **SF** - Scooter Friendly - where we can safely accommodate your mobility scooter.



Routes marked by a ★ are partly/predominantly operated by Class 158 trains which are only suitable for **Permit Plus holders**.

Stations served by Class 158s are marked by a ★.

Please contact our **Assisted Travel Support Team** on **0800 200 6060** or **WhatsApp 07779 914800** (6am-11pm) for advice.



Not every train calls at every station shown, please refer to timetables online at [northernrailway.co.uk](https://www.northernrailway.co.uk) for more information.

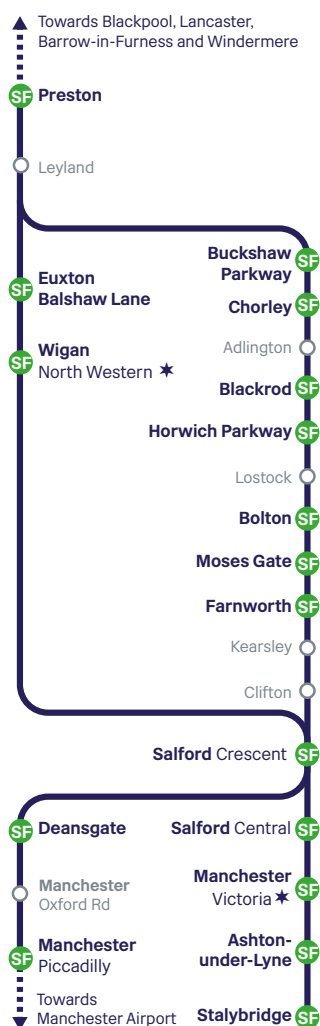
Alternatively, station staff can help you at staffed stations.

SF Scooter friendly routes and stations

Manchester to Crewe via Manchester Airport or Stockport



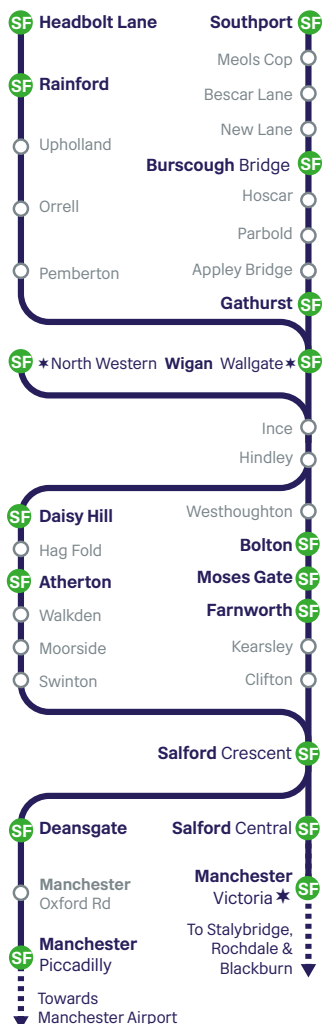
Preston, Chorley & Bolton to Manchester



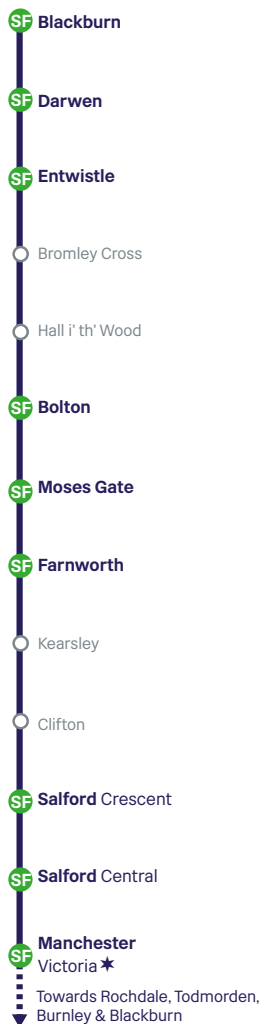
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SF Scooter friendly routes and stations

Headbolt Lane/Southport & Wigan to Manchester



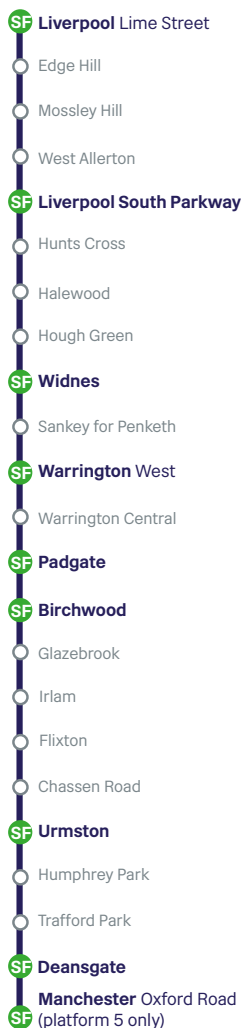
Blackburn & Darwen to Bolton & Manchester



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SF Scooter friendly routes and stations

Liverpool to Widnes, Warrington & Manchester (stopping services)



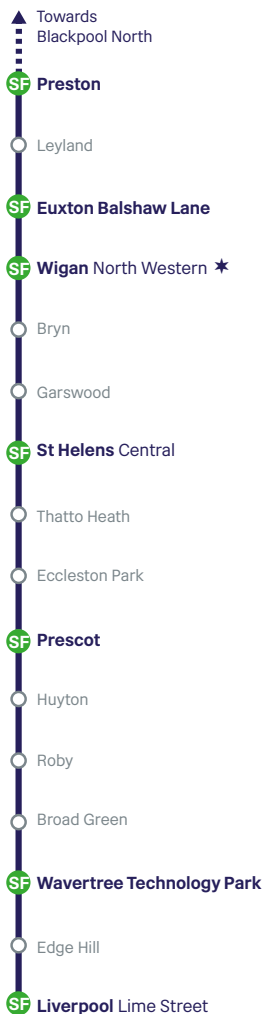
Chester/Liverpool to Newton-le-Willows & Manchester



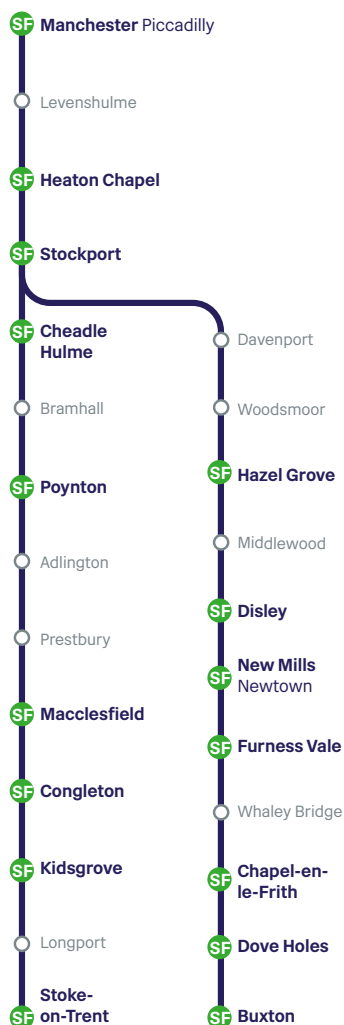
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SF Scooter friendly routes and stations

Preston, Wigan & St. Helens to Liverpool



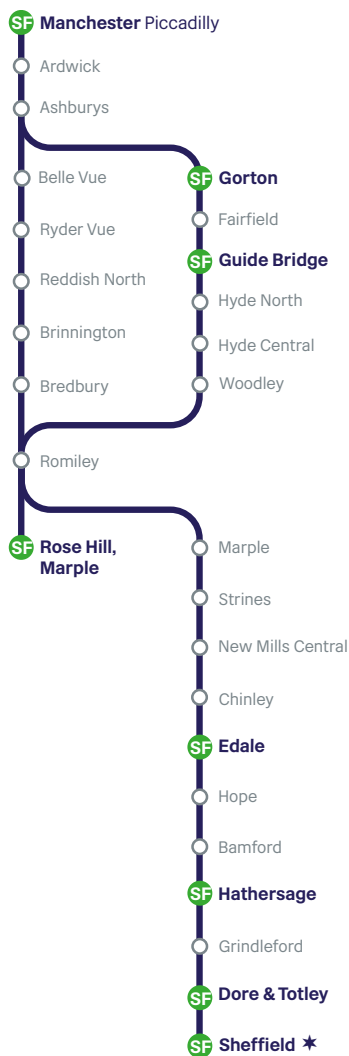
Manchester & Stockport to Buxton/Stoke-on-Trent



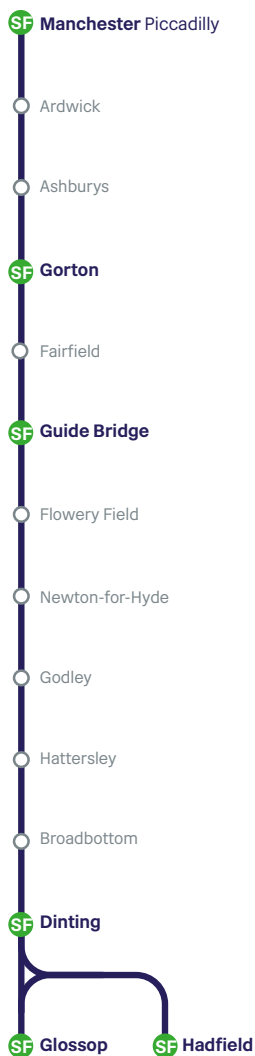
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SF Scooter friendly routes and stations

Manchester to Rose Hill, Marple/Sheffield (The Hope Valley)



Manchester & Guide Bridge to Glossop & Hadfield



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SF Scooter friendly routes and stations

Manchester & Altrincham to Knutsford & Chester

 **Manchester Piccadilly**
 Levenshulme
 **Heaton Chapel**
 **Stockport**
 **Navigation Road**
 **Altrincham**
 **Hale**
 **Ashley**
 **Mobberley**
 **Knutsford**
 **Plumley**
 Lostock Gralam
 Northwich
 Greenbank
 Cuddington
 **Delamere**
 Mouldsworth
 **Chester**

Carlisle & Maryport to Whitehaven & Barrow-in-Furness

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



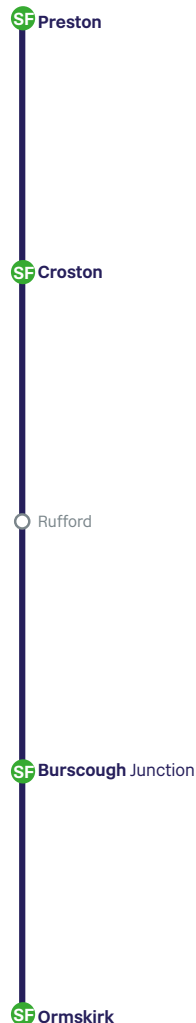
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SF Scooter friendly routes and stations

Barrow-in-Furness/Windermere/ Morecambe to Lancaster & Preston



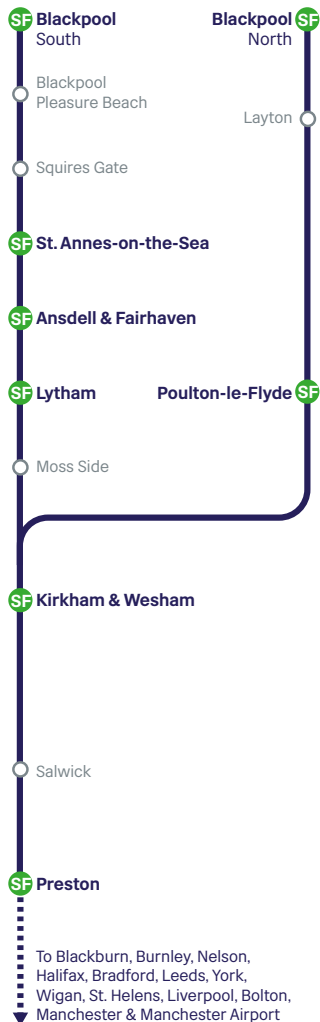
Preston to Ormskirk



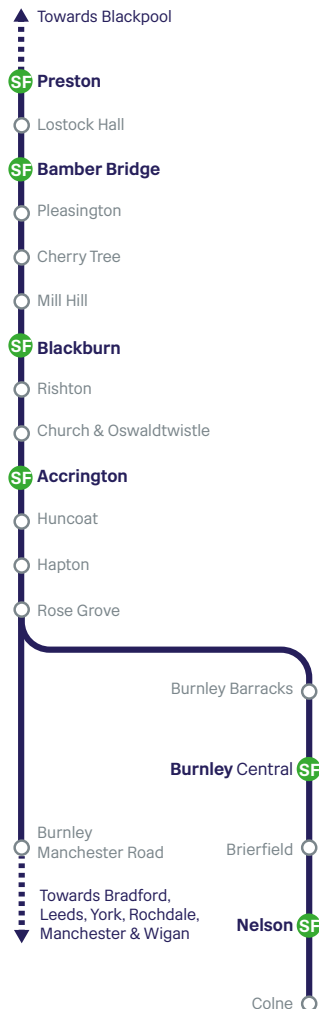
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SF Scooter friendly routes and stations

Blackpool North/Blackpool South to Preston



Preston to Blackburn, Accrington, Burnley, Nelson & Colne



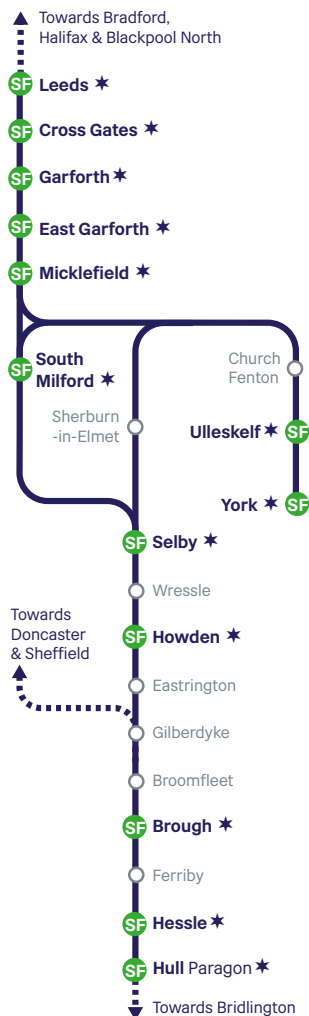
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SF Scooter friendly routes and stations

Leeds & Bradford to Huddersfield Hebden Bridge & Manchester



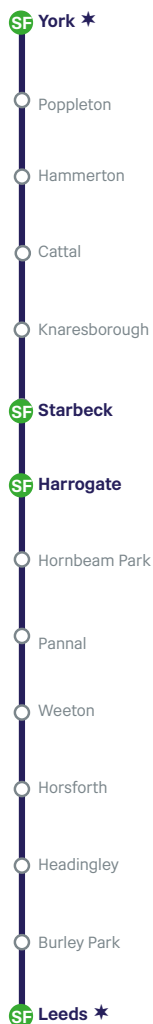
Leeds to York/Selby & Hull York to Selby & Hull



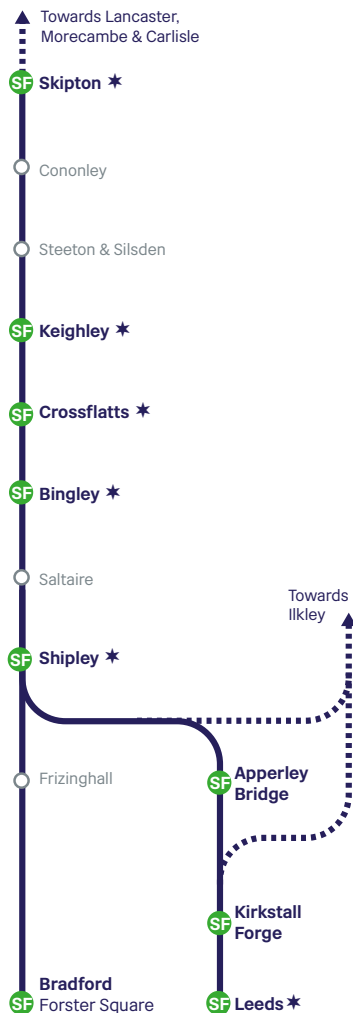
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SF Scooter friendly routes and stations

York to Leeds via Harrogate



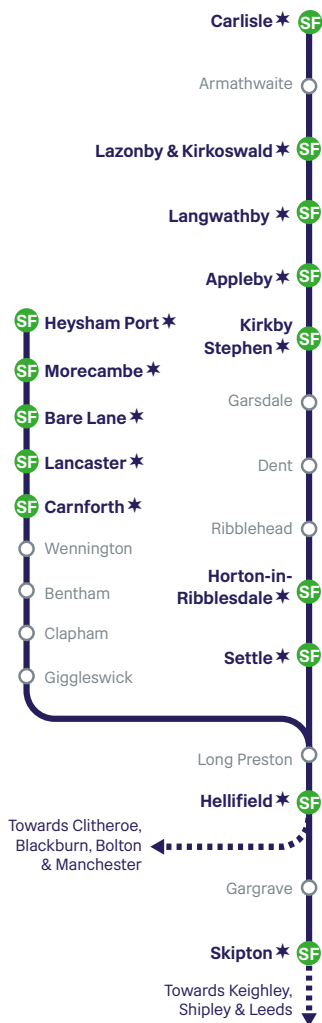
Leeds/Bradford Forster Square to Keighley & Skipton



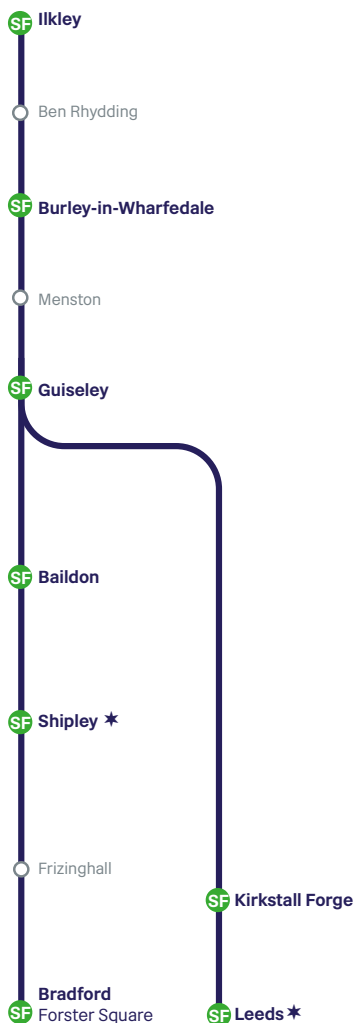
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SF Scooter friendly routes and stations

Skipton to Lancaster & Morecambe Settle & Carlisle *



Leeds/Bradford Forster Square to Guiseley & Ilkley

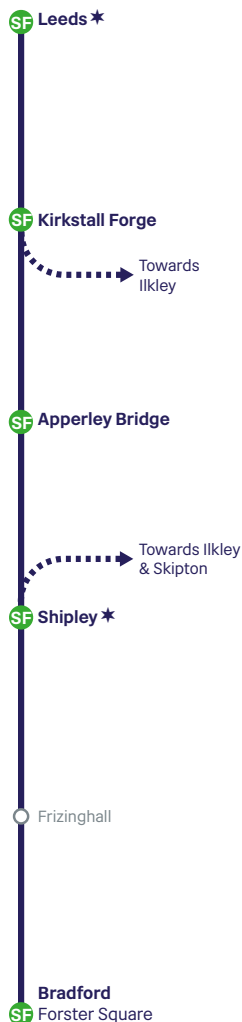


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Scooter friendly routes and stations

Leeds to Bradford Forster Square



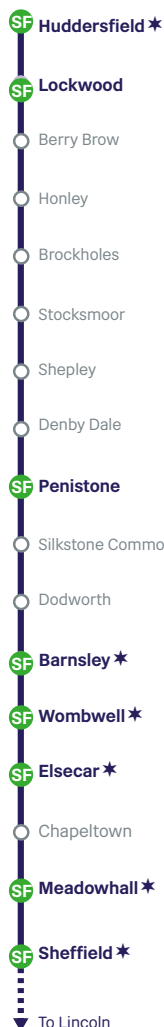
Leeds to Doncaster & Sheffield York to Sheffield via Pontefract *



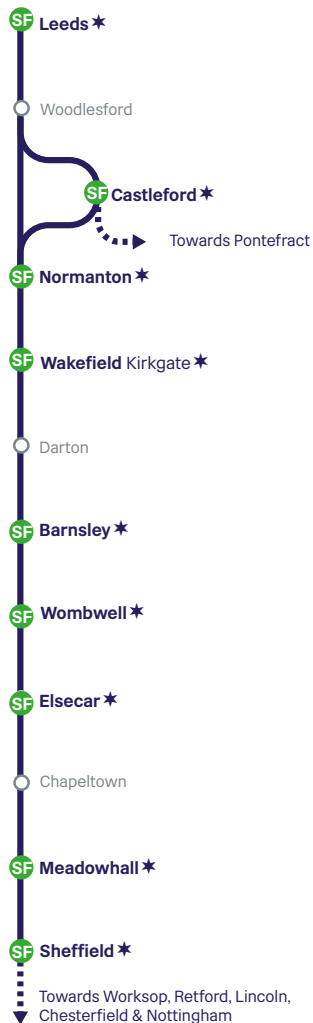
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SF Scooter friendly routes and stations

Huddersfield to Sheffield

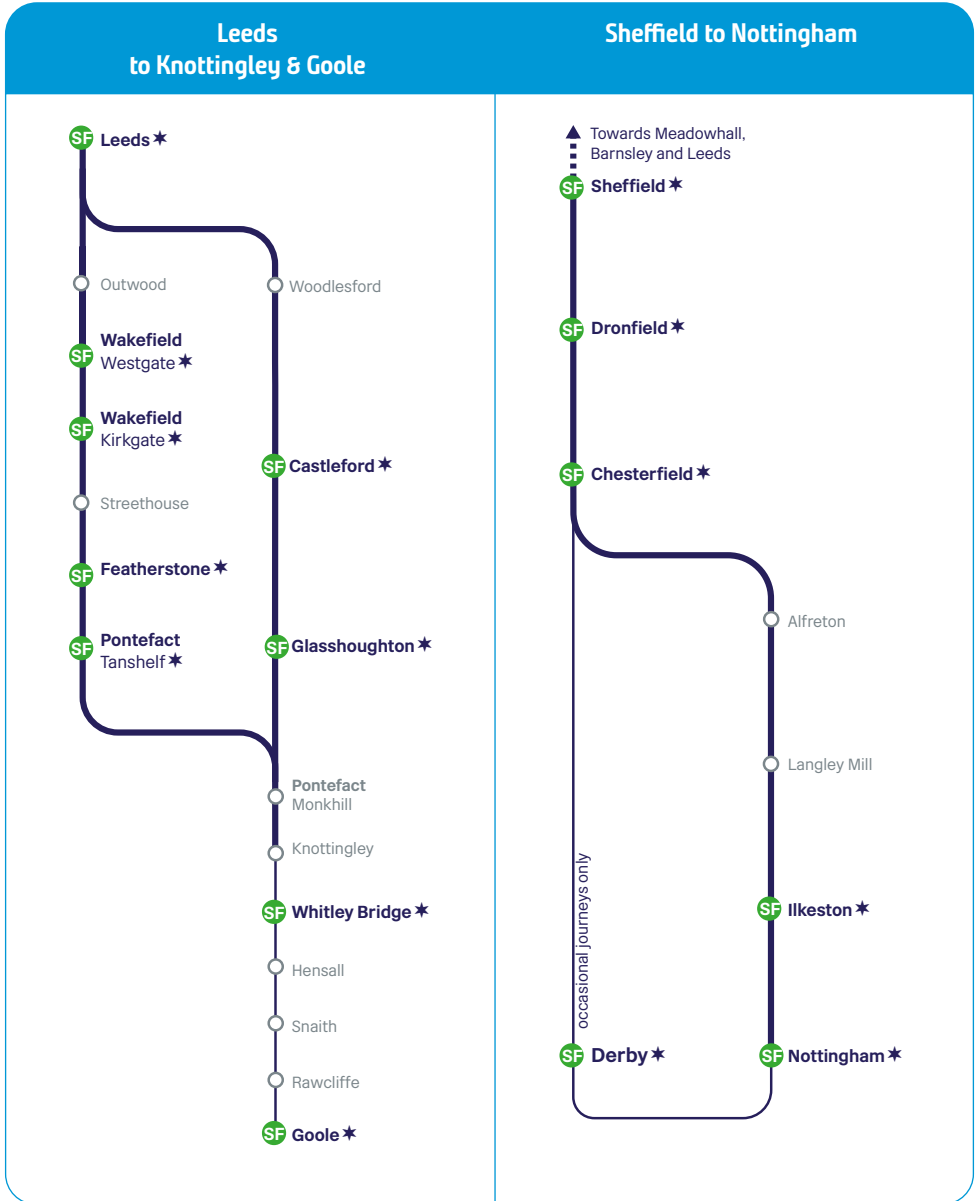


Leeds to Sheffield via Castleford & Barnsley



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SF Scooter friendly routes and stations



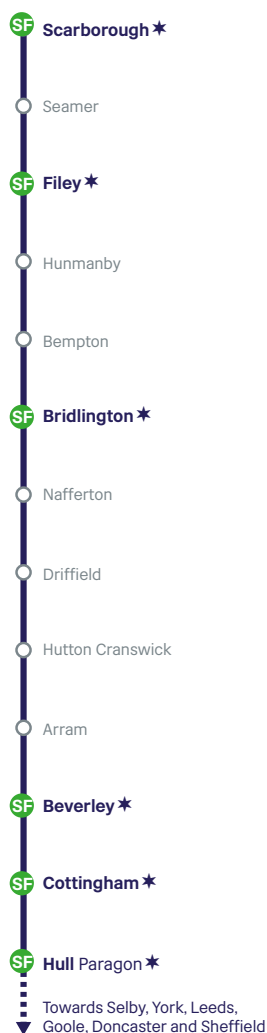
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SF Scooter friendly routes and stations

Sheffield to Lincoln/Cleethorpes via Worksop & Retford *



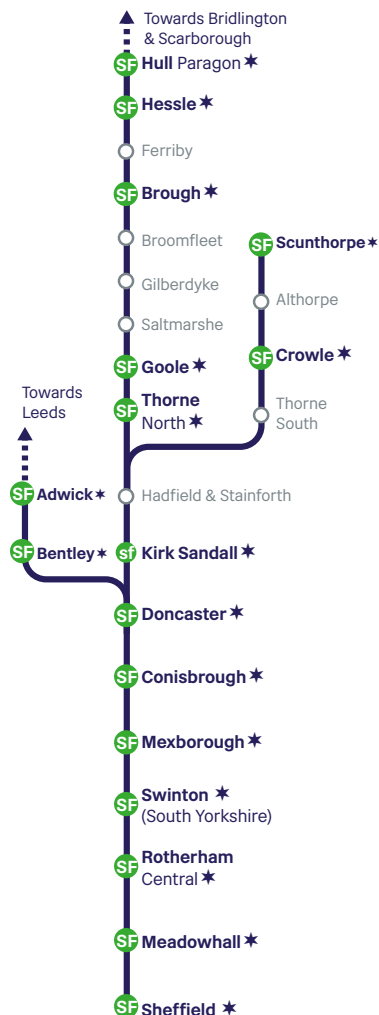
Scarborough to Hull



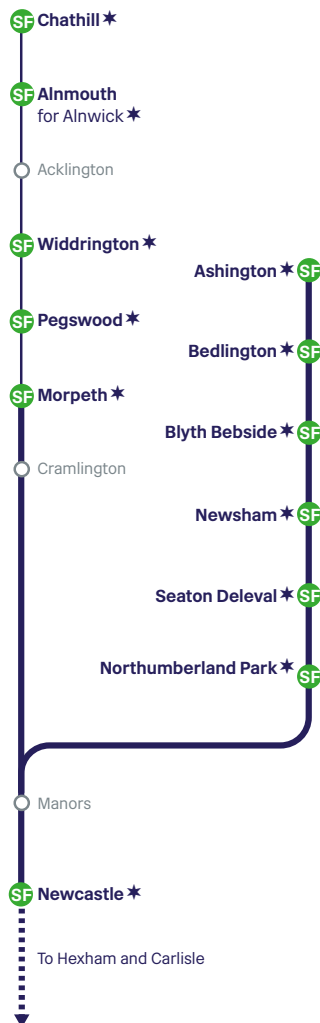
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SF Scooter friendly routes and stations

Hull/Scunthorpe/Adwick to Doncaster & Sheffield



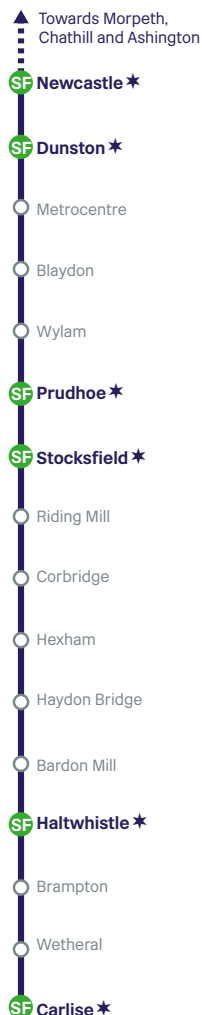
Chathill & Morpeth/ Ashington to Newcastle *



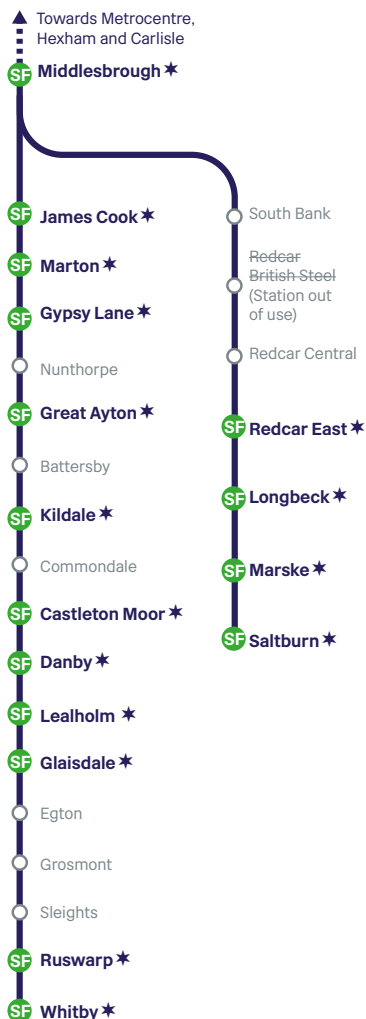
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SF Scooter friendly routes and stations

Newcastle to Carlisle via Hexham *



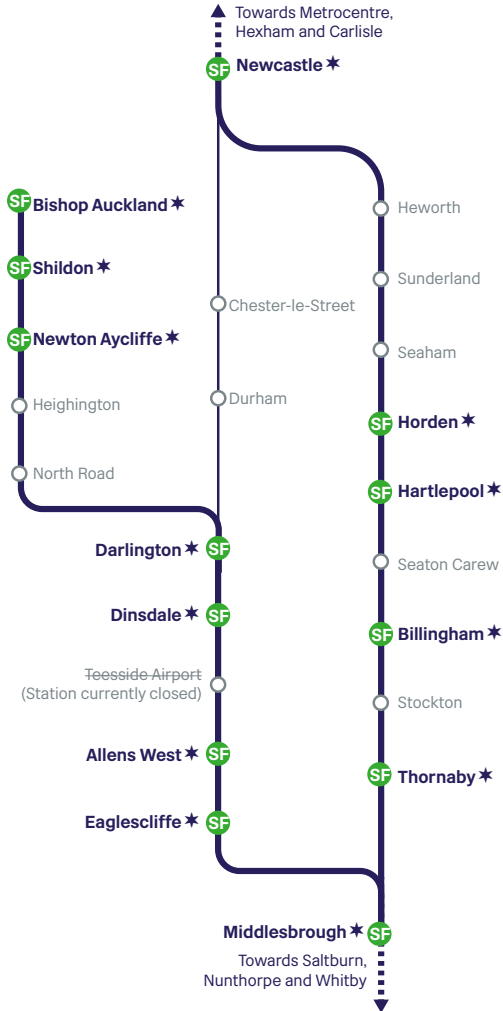
Middlesbrough to Saltburn, Nunthorpe & Whitby *



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SF Scooter friendly routes and stations

Newcastle/Bishop Auckland & Darlington to Middlesbrough (Bishop's & Durham Coast lines) *



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Your application

Please complete the application form at the rear of the leaflet, cut it out, fold in half and glue round the edges. Then put in the post to:

**Assisted Travel Team
Scooter Permit Application
Customer Experience Centre
Freepost NORTHERN RAILWAY**

Alternatively you can complete the application form online at **northernrailway.co.uk/mobility-scooters**

Once we have received your application and information relating to your scooter model, we will determine whether it meets the criteria of the scheme and which type of permit you qualify for 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 permits and stickers remain 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/privacy-policy**

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 August 2026, but may be subject to change without prior notice.

Mobility scooter permit application form

Complete the application form, cut it off from this leaflet, fold it in half and seal it and then post it to us free of charge and we'll do the rest.

We'd love to hear from you

If you'd like more information or you'd like to tell us about your experience of travelling with us and the service you received, we'd love to hear from you.

Get in touch with our Assisted Travel Support Team:



Call them free on **0800 138 5560**



Dial **Text Relay** free on
18001 0800 138 5560

WhatsApp on
07779 914800 (6am-11pm)



@northernassist



/northernassist



[northernrailway.co.uk](https://www.northernrailway.co.uk)

Northern mobility scooter permit application form

All sections of this form must be completed before being returned.

First name

Last name

Address

Postcode

Email
address

Telephone
number

Make and model of your
mobility scooter?

What is the turning radius of
your 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

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

Yes

No

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



NORTHERN

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