

Ashford International Station Accessible Travel Policy



1. Policy summary

ABM is responsible for limited areas of the station. This document refers to the facilities and services available for disabled passengers with respect to these areas. For information on other station areas or the services at Ashford International, please refer to the Southeastern ATP, Southern ATP.

NB: Eurostar services running out/from Ashford International are currently suspended; for Eurostar services and assistance, please go to:

www.eurostar.com/uk-en/travel-info/travel-planning/accessibility

ABM maintains the international station, pedestrian link bridges, subways and International Platforms 3 & 4. The “domestic” part of the station is owned and maintained by Network Rail, managed by Southeastern, and is outside the scope of this document.

ABM’s operations are separate from those of the Train Operating Companies (TOCs) that call at the station or manage other areas within the station. However, there is a collaborative partnership from the ABM Teams to offer additional support to the TOCs for their customers as and when required.

For domestic travel assistance, Southeastern Trains, as the Station Facility Operator for Domestic Services, are responsible for domestic passenger assistance. (Please go to Section 2. Planning your journey)

2. Planning your Journey

Ashford International Station is designed in two parts, catering to International and Domestic train services. If you are travelling by vehicle to the Station, ensure you know which train services you require to enable you to arrive at the correct part of the station.

Long and short-term car parking facilities are available on both sides of Ashford International. Postcode TN23 1EZ directs you to the domestic train services side of Ashford International.

If you require International train services and car parking, use the address postcode TN24 0PS – Newtown Road. Both sides of the station are interconnected via a pedestrian subway.

For this ATP, the ‘International Station’ under Postcode TN24 0PS will be referred to.

If you arrive at the domestic part of the Station and require the international side, please follow the directional signage or speak to a Southeastern Trains staff member who will assist you.

Alternatively, if you arrive on the international part of the Station and require the Domestic side, please follow the directional signage or speak to ABM Ltd Station Staff.

Both sides of the Station are interconnected via an internal Pedestrian Subway providing step-free access via the customer Lift, located on the international side.

For domestic services assistance, please go to the Southeastern Trains website:

[Accessible travel policy | Southeastern \(southeasternrailway.co.uk\)](https://www.southeasternrailway.co.uk/accessible-travel-policy)

3. Car parking

The 'Station Approach Road' has an ANPR car-parking barrier system. All vehicle registration details are automatically recorded via a CCTV camera, and the barrier will automatically raise. Free parking is available for up to 20 minutes in the 'Set-Down Area' only at the front of the station with a 'Pedestrian Crossing' point, dropped curbs and tactile paving. Vehicles must not be left unattended in this location.

Car park tariffs are displayed at the entry point for each car park. All car parks provide a step-free route to the Station via dropped curbs and tactile paving.

The international station building has three car parks and a vehicle 'Set-Down' Area at the front of the station's main building for only dropping off and collecting customers. This area provides step-free access directly into the Station building.

Payment for car parking is due after your journey; cash and credit cards are accepted. Four Pay-on-Foot Machines are located on the station's main concourse, with an intercom facility for the car park operator if assistance is required.

There is also an intercom at the exit barriers, which links directly with the car parking operator, who will assist if required.

The main car park for international train customers is Car-Park "C" a multi-storey Car park with 1850 spaces, of which 40 are for disabled parking, located on Level 5. Luggage trolleys are located by Turret "A" in carrels on all levels and are coin-operated (£1 sterling or 1 Euro coins are accepted).

Two customer lifts located in Turret "A" and a staircase serve all floor levels. The lifts have an Intercom facility manned 24/7 by the lift service provider. The multi-storey car park provides step-free access from all levels to the station via the pedestrian link bridge on Level 5.

Access to the station is from Level 5 via an enclosed pedestrian link bridge with automatic doors and step-free access.

Car parks "D" and "E"

Both these car parks are external to the station and offer 400 and 200 spaces respectively. Payment for these car parks is made at the 'Pay-on-Foot Machines' located on the station's main concourse with an intercom facility to the car park operator if assistance is required.

All the car parks are well-illuminated and have recently been replaced with energy-efficient LED Lighting.

4. Station Facilities

Doors:

The station's main entrance is accessible via an automatic revolving door. There is a disabled access button located externally and internally. When pressed, it slows the door rotation to 50% of normal speed for one complete revolution, providing easy access for wheelchairs. Normal door speed then automatically resumes.

All public interface doors from the ticket gate line to the platforms are automatically operated, providing a seamless transition from arrival to boarding.

Toilet Facilities:

Main Concourse: (CURRENTLY CLOSED DUE TO NO INTERNATIONAL TRAINS)

Public signage directs customers to use the domestic station toilets via the concourse lift to Platforms 1 & 2, where lifts are also available.

Departure Lounge (CURRENTLY CLOSED DUE TO NO INTERNATIONAL TRAINS):

Arrivals Hall (CURRENTLY CLOSED DUE TO NO INTERNATIONAL TRAINS):

5. Station Access

Customer Lifts:

The international station has a customer lift, providing access to the upper and lower levels of the Station (for access to the multi-storey car park and the domestic Station).

The lifts to the 'International Platforms' 3 & 4 and 'Arrivals Hall' are not accessible to the public due to no international train services.

The lifts all have Braille external and internal push buttons, which are DDA compliant. Fixed hand support rails and Intercoms in all lift cars, communicating with the station teams if assistance is required.

Escalators:

ESCALATORS ARE NOT IN OPERATION DUE TO NO INTERNATIONAL TRAINS

Aural and Visual information

ABM is committed to providing equipment to ensure, wherever possible, clear and consistent aural and visual information of train departures and other relevant messages, particularly in the event of delays or disruption, which the train operator controls.

Customer Help-Points

There are customer help points located on the wall panels around the station. These help points are identified by a red button. When pressed, the help point system is linked to the control room. A security staff member will then be contacted to attend to the customer's needs.

Left Luggage

The station does not have a 'left luggage' facility.

Anti-Slip Floor Coverings

The Link-bridges, Subways and stairwells (incorporating anti-slip treads) have been treated with an anti-slip mineral system to improve adhesion during wet conditions.

(CURRENTLY CLOSED DUE TO NO INTERNATIONAL TRAINS):

6. Boarding International Trains

Please note: Eurostar are not currently operating services from Ashford International. For further information regarding Eurostar services please contact Eurostar on the number below or visit Eurostar website.

7. Train Operators Contact Numbers

Trains calling at Ashford International are Eurostar International Limited, Southern and Southeastern. Their contact numbers and websites are:

Eurostar International Limited - Ashford Contact Centre

(pre-travel issues): +44 (0)8432 186 186: Website: www.eurostar.com/uk-en/travel-info/travel-planning/accessibility

Southeastern: +44 (0)8450 002 222: Website: www.southeasternrailway.co.uk/about-us/our-policies/accessible-travel-policy

Southern: +44 (0)8451 272 920: Website: southernrailway.com/travel-information

Information on facilities available on the train is displayed on the National Rail Enquires website at: www.nationalrail.co.uk/on-the-train/

7. Disruption to Facilities and Train Services

The ABM Station Manager ensures that the Fire & Emergency Evacuation procedure for the Station is regularly reviewed and kept updated on the latest developments in equipment and procedures to assist with evacuating disabled people. This includes evacuation from International Trains if called upon to assist Eurostar employees and offices as well as from the Station and includes all Station users.

When changes are proposed to the Station, the effect this may have on evacuating everyone, especially disabled people, will be considered, and suitable changes will be made to the designs where this is seen as necessary. Where non-emergency evacuation from trains is required due to breakdowns or line closure, we will work

closely with Eurostar if assistance is needed. Our staff will be trained on what Eurostar may require of them in such circumstances. Such tasks will not go beyond the employee's competence or experience.

The Station Manager will ensure that staff are briefed and updated on the contents of 'Fire and Emergency Evacuation' plans, including the procedures to assist disabled people.

8. Contact us

The email address to contact ABM's Station Management Team is Info@highspeed1.co.uk