

How to plan your journey

1. Check your starting and destination station, plus any connections, using the symbols shown in 'How to use this map'. Also see the Station Index overleaf for detailed station access and interchange information.
2. Check your return journey as this may require a different route or use an alternative station entrance.
3. Check you can manage the step and gap from the platform to the train.
4. Plan your journey and check your travel including lift availability and any planned engineering works:
 - Using the TfL Go app
 - By visiting tfl.gov.uk/plan-a-journey or tfl.gov.uk/status-updates
 - By calling our 24 hour travel information number 0343 222 1234* (Network charges may apply. See tfl.gov.uk/terms for details).

Staff help may not be available at Thameslink stations at all times. To ensure there are staff available to assist you, call Thameslink on 0800 058 2844 or textphone 0800 138 1018, or contact them via their website: www.thameslinkrailway.com/contactus

Printed versions of this map are updated in May and December. The online version of this map is updated throughout the year when changes occur.

How to use this map

This map highlights stations where you can get between the platform and street step-free, or change between lines step-free. Stations where this is not possible are shown in light grey.

Step-free stations are marked with a coloured symbol and a letter showing the size of the step and gap between the platform and the train.

Step
The step between the platform and the train is shown by the following symbols:

- 0 - 50mm (0 - 2 inches)
- 51 - 120mm (2 - 4.7 inches)
- Over 120mm (4.7 inches)

Gap
The gap between the platform and the train is shown by the following letters:

- A 0 - 85mm (0 - 3.3 inches)
- B 86 - 180mm (3.3 - 7 inches)
- C Over 180mm (7 inches)



At stations marked with these symbols you can change between lines step-free (sometimes only in one direction). You may need to request boarding ramp assistance to board or get off the train. You will not be able to get in or out of the station without using stairs and/or escalators.

Station example: Baker Street
You can change step-free between the Jubilee and Bakerloo lines, but not between these lines and the Metropolitan, Circle and Hammersmith & City lines.



At these stations you can change onto National Rail services (sometimes only in one direction).

Stations marked with a blue box and exclamation mark please arrive at the correct entrance for your direction of travel. See the Station Index overleaf and Key to symbols on the map for more detail.

Examples

These stations have the smallest step and gap and are suitable for most customers including wheelchair users. Mini ramps are available on some platforms at these stations to bridge the small remaining step/gap. See the next section for detail.



These stations have varying levels of steps and gaps and may be suitable for customers with mobility impairments, those with luggage and buggies, and some wheelchair users. On some platforms level access may only be available in certain places along the platform. Look for platform signage to find the accessible boarding point. This should be indicated by the overhead sign shown below (or a similar sign). There may also be wall or floor level platform signage too.



Boarding ramps

Mini ramps
At some London Underground step-free stations a mini ramp is available to bridge the small remaining step/gap between the platform and the train on step-free to train platforms. Stations with mini ramps are shown on the map by **M**. See the Station Index for more detail.

Boarding ramps
At some London Underground, London Overground and Elizabeth line stations access to the train is by boarding ramp. Boarding ramps are shown on the map by **R**.

If you plan to travel on London Overground or Elizabeth line services and require a boarding ramp, staff are available to help you with your journey - you can pre-book this assistance by calling 0343 222 1234*.

If you plan to use boarding ramps or mini ramps on London Underground services, you do not need to book this in advance. Please speak to a member of staff to request ramp assistance before you start your journey.

Staff will:

- Use a boarding ramp or mini ramp to help you board the train.
- Arrange for you to be met at your interchange or destination station(s) by a member of staff with a boarding ramp or mini ramp to help you get off the train.
- If you want to use a boarding ramp or mini ramp while you are on your journey speak to a member of staff or request ramp assistance by pressing the 'information' button on a Help Point. Help points are located in station entrances and on most platforms.

Please allow time for staff to use a boarding or mini ramp. If platforms and trains are busy, it may take a while before there is space to get on the train.

Boarding ramps and mini ramps can take a maximum of 300kg (approx. 47 stone). This includes your weight, the weight of your mobility aid and the weight of anyone assisting you.

Example step-free journey: Woodside Park to Green Park

Find **Woodside Park** on the map. The blue box and the **!** symbol mean you need to use a specific station entrance for your direction of travel. As detailed in the Station Index - to travel southbound, you need to use the Woodside Park entrance.

All three stations on this route, Woodside Park, Euston and Green Park are step-free.

You may wish to request staff mini ramp assistance to help you get on and get off the train at Woodside Park and Green Park stations. Stations with mini ramps are shown as **M**. Please speak to a member of staff before you start your journey and they will arrange mini ramp assistance for you.

This journey involves a step-free interchange at Euston - shown by this symbol **O**.

From Woodside Park **M** take the Northern line southbound (Morden via Bank branch) to Euston **M**. At Euston use the step-free to train interchange on platform 6 to change between the Northern line and the Victoria line.

Take the Victoria line southbound to Green Park **M**. Get off the train at Green Park and exit the station via the lifts.

Further information

If you experience problems with your planned step-free journey because a lift is out of service, we will help you find an accessible route to your destination, including booking you a complimentary accessible taxi to a station in the Greater London area if there is no suitable route by public transport.

If you are unable to complete your planned step-free journey because a lift is out of service, we will help you find an accessible route to your destination, including booking you a complimentary accessible taxi to a station in the Greater London area if there is no suitable route by public transport.

Step

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