

Introduction

Here at Transport for Greater Manchester (TfGM), we want you to have a pleasant and successful journey experience. This leaflet outlines the help and support that is available and how to access it.

TfGM owns Horwich Parkway station. We provide ticket office services and clean and repair all facilities at the station. Our staff are also available to provide assistance during the hours that the station is staffed.

The train operator on this line is Northern Trains Limited which operates all the passenger services that run through the station. Northern Trains is responsible for managing your assistance booking where it has been booked in advance.

We are committed to working with Northern to continuously improve our services and facilities for older and disabled passengers.



Station access and facilities

TfGM is committed to assisting all passengers in and around the station. Horwich Parkway has step free access to and between both platforms at all times when trains are running.

There is level access to platform 1 and the ticket office. There is a footbridge which serves as an interchange connecting platform 1 to platform 2. This is accessible via a wheelchair accessible ramp on both sides with a gradient of 1 in 15.

The following facilities are available at Horwich Parkway station:

- Ticket office with induction hearing loops open Monday to Saturday 6.20am to 7.35pm. The station is unstaffed on Sundays. Help points are available for customers on both station platforms.
- Ticket office staff also able to provide assistance during opening hours.
- On-board train staff available to assist with boarding and alighting.
- A footbridge connecting the two platforms. The footbridge can be accessed by either three short flights of stairs, or accessible ramps.
- Accessible seating on both platforms.
- Waiting shelters on both platforms with platform 1 providing a heated waiting area.
- Radar-key operated accessible toilet on the station on platform 1.
- Card-only ticket machine on platform 1.
- Help points on both platforms which provide customer information and assistance.
- 13 blue badge parking spaces.
- Free parking for all passengers.
- Designated meeting point for booked assistance at the ticket office on platform 1.

Available assistance and how to get it

The following assistance is provided at our station:

- Journey planning
- Buying tickets
- Boarding and alighting trains
- Help with luggage
- Assistance around the station and to the platform, including when connecting with other transport and the car park.

You have two options:

Turn up and go



You can turn up and request assistance from a member of our staff at the ticket office during the ticket office opening hours.



Outside of staffed hours, you can use one of our help points situated on each platform which will connect you to the Northern Trains assistance line. Their team will ensure staff onboard their trains can assist you with boarding and alighting only.

Book in advance



You can use the passenger assist booking system which can be booked through Northern Trains. You can book assistance up until 10pm the day before travel. From April 2021 you will be able to book this until six hours before travel and from April 2022 up until two hours before you travel.



Assistance can be booked for your entire journey including all intermediate connections and multiple connections, in one transaction. This also accounts for alternative accessible transport when travelling to or from an inaccessible station.

You can book assistance from Northern Trains on the following:

- Telephone **0800 138 5560** – Open 24 hours, seven days a week
- Text Relay **18001 0800 138 5560**
- Online **[northernrailway.co.uk/passenger-assistance-request](https://www.northernrailway.co.uk/passenger-assistance-request)**

You are also able to book from National Rail Enquiries:

- Call free **0800 022 3720** (Open 24 hours, seven days a week)
- Text **60083**
- Telephone/Minicom **0845 60 50 600**

When you arrive at our station please head to the ticket office on platform 1 so we can assist you.

You can get up-to-date details of

- train times, routes, delays, disruptions
- temporary reductions in accessibility
- any restrictions on the use of wheelchairs, powerchairs, scooters and other mobility aids for all train operators who operate train services nationally










These are available online at:

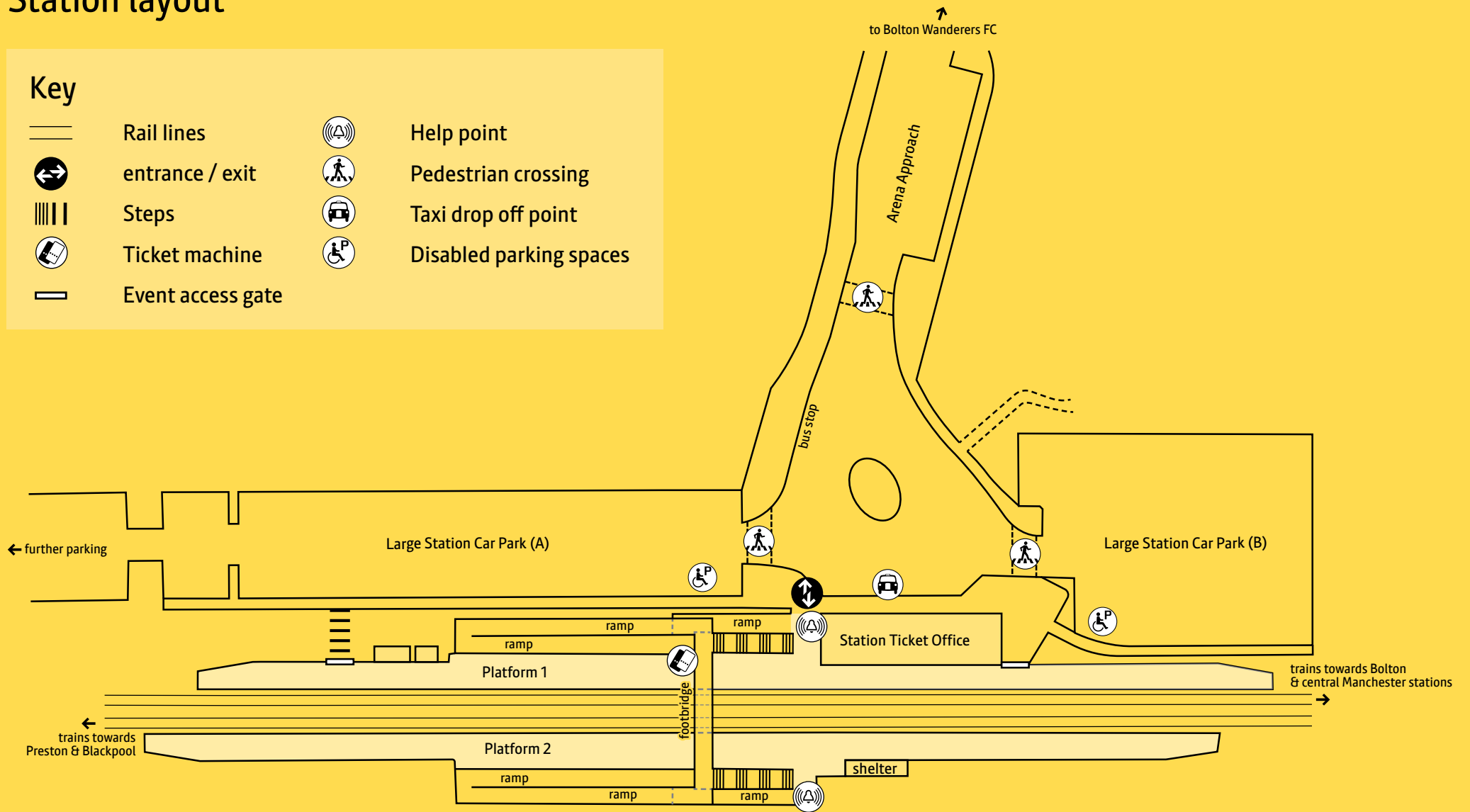
- **ojp.nationalrail.co.uk/service/planjourney/search**
- **tfgm.com/accessible-travel**

Or you can check with the train operator you are travelling with.

Station layout

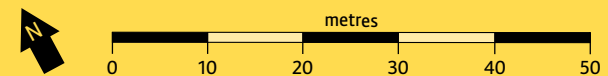
Key

- | | | | |
|---|-------------------|---|-------------------------|
|  | Rail lines |  | Help point |
|  | entrance / exit |  | Pedestrian crossing |
|  | Steps |  | Taxi drop off point |
|  | Ticket machine |  | Disabled parking spaces |
|  | Event access gate | | |



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Delays, disruption to facilities and services, and emergencies

Emergency procedures

If you arrive at Horwich Parkway station during times of train delays or disruption that occur on the day, our station staff can help you. They will assist you to rearrange your journey to ensure that you and your travelling companion are able to continue the journey with ease. If alternative travel arrangements are needed, we'll make sure that these are provided free of charge and are accessible to you. Northern Trains will contact customers who have booked assistance before they of arrive at the station to advise of any unplanned disruption and help rearrange booked journeys.

During temporary works or if a facility or service is inaccessible to you, we will arrange alternative transport – such as a taxi. This will be free of charge, and take you to the nearest or most convenient accessible station.

Alternative accessible transport (arranged by the train operator) will be available when planned engineering works require substitute transport arrangements such as suitable replacement buses or taxis.

We have an emergency plan at our station which sets out the procedures for evacuating the station in an emergency. Station staff have assigned responsibilities to evacuate all our customers in the event of an emergency. These include staff members with specific responsibilities for helping disabled customers to leave the premises safely.

The arrangements comply with the individual station's fire certificate, as well as providing refuge places of safety to British Standards requirements.



Putting things right

If we receive notification that any part your booked passenger assistance has failed for journeys starting from our station, we will take the lead to manage your complaint. This may include providing you with the appropriate compensation. Levels of compensation will be determined by TfGM's – Customer Contact Centre at **customer.relations@tfgm.com** on a case by case basis, taking in to account all relevant factors. For example, reimbursing the train fare where a particular train was missed because of Horwich Parkway station actions or inactions. We will also explain to you why assistance was not provided and what steps have been taken to ensure the failure does not happen again.

If you need to make a claim, there are several ways you can contact us:

- In person to any member of our station staff. Our staff have been trained to receive and pass on complaints.
- By email to **customer.relations@tfgm.com**
- Full contact details are on the back page.

Our Complaints Handling Passenger document is available on **tfgm.com** or from our station.

If you need to let us know that something has gone wrong, please speak to any of our station staff or contact our help desk. They will offer assistance for any issues that apply to our rail facilities or staff.

How to find out more and get in touch

We also have an Accessible Travel Policy which includes further detail on how we will comply with the requirements of the Office of Rail and Road Accessible Travel Policy Guidance for Train and Station Operators and relevant legislation. Both the Accessible Travel Policy document and Passenger document are available on our website **tfgm/assistedtravel**

A hard copy of this station guide is available at Horwich Parkway station at the ticket office. A Northern Trains passenger leaflet is also available.

We are committed to providing copies of our Accessible Travel Policy to you free of charge within seven working days. These can be supplied in alternative format such as Easy Read, large print and audio. If you would like a copy please contact us using the details on the back page.

Station and train accessibility can also be obtained via **nationalrail.co.uk/stations_destinations/default.aspx**

Or simply call for free on **0800 022 3720** 24 hours before travelling or text **60083**.

For textphone/minicom please use **0845 60 50 600**.

We are happy to receive any feedback from you, to help continually improve our service, and recognise good service from our staff. Please contact us using the details on the back page.

Get involved

If you feel you could suggest ways we could improve the accessibility services of our station we would very much welcome your input. Please contact us.

Our help desk can be contacted by:

- Phone **0161 241 1000**
Open Monday to Friday: 7am to 8pm,
Bank Holidays: 8am to 6pm and Weekends
8am to 8pm
- Visit **[tfgm.com/contact](https://www.tfgm.com/contact)**
- In writing

**Customer Relations Contact Centre
Transport for Greater Manchester
2 Piccadilly Place
Manchester
M1 3BG**

Full details of our procedure for handling comments, complaints and claims are available at the station or from on **[tfgm.com](https://www.tfgm.com)**

If you are not happy with the way in which we have dealt with a complaint you can contact the Rail Ombudsman:

- Phone **0330 094 0362**
- SMS Text **07427 580 060**
- Text relay phone **0330 094 0363**
- Email **info@railombudsman.org**