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STEAM DREAMS
RAIL CO • EST 1999

Disability & Accessibility Policy

At Steam Dreams Rail Co. we will always use our best endeavours to accommodate passengers with disabilities in order to make our trips as accessible as possible, to all. For more information about our services, or to discuss your particular requirements, please contact our Booking Office who will be glad to assist on **01483 209888**.

Background

Steam Dreams Rail Co. provides nostalgic days out on steam-hauled rail tours operated by our Train Operating Company, West Coast Railways (WCR). Steam Dreams Rail Co. hires the heritage carriages used on our trains from WCR who have a license to operate them on Network Rail controlled infrastructure.

Neither Steam Dreams Rail Co. nor WCR own or operate any stations. Station access for our train services is authorised from the appropriate Train Operating Company (TOC), or Network Rail. Details of a particular station operator and available facilities at any station can be found [here](#).

Due to our charter train having to fit in amongst other regular trains on the mainline railway network, in many instances we may only have as little as **3 minutes** to board all passengers at any particular station stop. Failure to board all passengers in the allocated time can incur considerable financial delay penalties. We therefore advise passengers to notify us of any mobility or disability requirements **no less than 7 days prior to travel** so that we can discuss your requirements with you and provide appropriate assistance on the day. To avoid disappointment and possible cancellation charges, it is important that we are given that prior notification.

Wheelchairs and Mobility

Sometimes, it may not be possible to accommodate all disability requirements due to the nature of the vintage carriages we use. Our carriages were designed and built in the 1950's & 1960's and are from an era before disabled access legislation had been introduced. They do not comply with modern standards, with limited access to seating and toilet areas meaning that, unfortunately, **wheelchairs and mobility scooters cannot be used on board the train** as the physical dimensions are too narrow and restrictive.

Passengers must be able to walk to their allocated seat. In many cases our train is longer than station platforms at which we will call at that will necessitate walking through a number of carriages when boarding or alighting. In addition to that, some stations platforms are notably lower than the usual heights and may have a greater step up or down. There are also several stations on the railway network that as yet do not have step free access onto or off their platforms. Details of station accessibility can be found [here](#), or alternatively please discuss your concerns or requirements with our Booking Office before making a booking on 01483 209888. We may be able to suggest alternative boarding or alighting arrangements to assist you.

Please also note that all carriages require a step of at least 6" (15cm) to board the train as **we are unable to provide step free access onto our trains**, even with the help of access ramps which can only rest on the lower carriage footsteps (see figure 1, below).

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Figure 1 - Mobility access ramp in use on one of our 1950's carriages

Assistance we can provide:

- Information on the boarding stations we use or destinations, to the best of our knowledge.
- Allowing Guide Dogs on all our trains.
- A member of the Steam Dreams team to assist you in preparing to board our trains and will be on hand at a boarding station.
- Allocated appropriate seating for you, which may have more manoeuvring room or be close to exit doors or toilet facilities in the carriage of your booked class. Please note that this is done on a first-come first-served basis, so we strongly advise notification at the earliest possible stage in the booking process.
- Steam Dreams Stewards can assist boarding of the train by providing an access ramp from the platform to the lower carriage footstep (as illustrated in Figure 1). **Please note that passengers will still be required to step up into the carriage. The access ramp must be requested in advance.**
- Steam Dreams Stewards can collect and assist with collapsible wheelchairs, take them to be stored as appropriate and present them back to your nearest alighting door on arrival at your destination. Please note that the location of the storage of mobility aids is at the Train Managers discretion,

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taking into consideration factors such as passenger safety, security, enjoyment and emergency egress.

- Steam Dreams Stewards can assist you with boarding, by holding or moving for you any light weight items you may be travelling with, or assist you to your seat where possible. **Please note Steam Dreams Staff are not able to provide physical assistance or lift any passengers onto the train.**