

Elizabeth line Station Information

Accessible Travel Policy

January 2024

Elizabeth line stations step-free access:

Station	Categorisation	Step Free Access
Abbey Wood	A	This station has step-free access to all platforms
Acton Main Line	A	This station has step-free access to all platforms
Brentwood	B1	This station has step-free access to all platforms. It is step-free via lifts to Platforms 1, 2 and 3. Access to Platform 4 via Alexandra Road car park entrance via a high gradient road.
Burnham (Bucks)	A	This station has step-free access to all platforms.
Canary Wharf	A	This station has step-free access to all platforms.
Chadwell Heath	A	This station has step-free access to all platforms.
Custom House	A	This station has step-free access to all platforms.
Ealing Broadway	A	This station has step-free access to all platforms.
Forest gate	A	This station has step-free access to all platforms.
Gidea Park	A	This station has step-free access to all platforms.
Goodmayes	B3	This station has step-free access to platforms 2, 3 and 4. There is no step free access to platform 1.
Hanwell	A	This station has step-free access to all platforms.
Harold Wood	A	This station has step-free access to all platforms.
Hayes & Harlington	A	This station has step-free access to all platforms.
Ilford	A	This station has step-free access to all platforms.
Iver	A	This station has step-free access to all platforms.
Langley (Berks)	A	This station has step-free access to all platforms.
Manor Park	A	This station has step-free access to all platforms.
Maryland	A	This station has step-free access to all platforms.
Paddington (Elizabeth line station)	A	This station has step-free access to all platforms.
Romford	A	This station has step-free access to all platforms.
Seven Kings	A	This station has step-free access to all platforms.
Southall	A	This station has step-free access to all platforms.
Stratford (London)	A	This station has step-free access to all platforms.
Taplow	A	This station has step-free access to all platforms.
West Drayton	A	This station has step-free access to all platforms.
West Ealing	A	This station has step-free access to all platforms
Woolwich	A	This station has step-free access to all platforms.

Elizabeth line managed stations accessibility matrix:

Station	Staff available at stations first to last train	Car park (● Disabled Parking available)	Accessible Drop off & Pick Up	Public Toilets	Accessible Toilets (◆ when Radar Key controlled)	Accessible Toilet Opening Times open from first to last train	Ticket office counters	Ticket Vending Machine	Induction Loops	Help Points	Customer Information System	Meeting Points for Assistance	Seating available at the station	Ramp for Train Access (■ no ram required due to level boarding)	Wheelchair Availability	Tactile Paving	Secure Station Accreditation	Catering Facilities	Catering Facilities Details	Station seating compliant with the code of practise	Waiting rooms (❖ heated)	Waiting rooms opening time from first to last train
Abbey Wood	✓	☒	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Shop, Coffee kiosk, Seating available	✓	☒	N/A	
Acton Main Line	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓	✓	
Brentwood	✓	✓●	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓	
Burnham (Bucks)	✓	✓●	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	☒	N/A	
Canary Wharf	✓	☒	☒	☒	☒	☒	☒	✓	✓	✓	✓	✓	■	✓	✓	✓	☒	N/A	✓	☒	N/A	
Chadwell Heath	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓	
Custom House	✓	☒	☒	✓	✓	✓	☒	✓	✓	✓	✓	✓	■	✓	✓	✓	☒	N/A	✓	☒	N/A	
Ealing Broadway	✓	☒	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓	
Forest gate	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	☒	N/A	
Gidea Park	✓	✓●	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓	
Goodmayes	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓	
Hanwell	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓	

Harold Wood	✓	✓●	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
Hayes & Harlington	✓	✓●	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
Ilford	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Iver	✓	☒	☒	✓	☒	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
Langley (Berks)	✓	✓●	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Manor Park	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	☒	N/A
Maryland	✓	☒	☒	☒	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	☒	N/A
Paddington (Elizabeth line station)	✓	✓●	✓	☒	☒	☒	☒	✓	✓	✓	✓	✓	✓	■	✓	✓	✓	✓	Various located in National Rail station	✓	☒	N/A
Romford	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Seven Kings	✓	☒	☒	☒	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Southall	✓	☒	☒	✓	✓	N/A	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Stratford (London)	✓	☒	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Café, Shops, Coffee kiosk, Seating available	✓	☒	N/A
Taplow	✓	✓●	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
West Drayton	✓	✓●	☒	✓	☒	N/A	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
West Ealing	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	☒	N/A
Woolwich	✓	☒	☒	☒	☒	☒	☒	✓	✓	✓	✓	✓	✓	■	✓	✓	✓	☒	N/A	✓	☒	N/A

