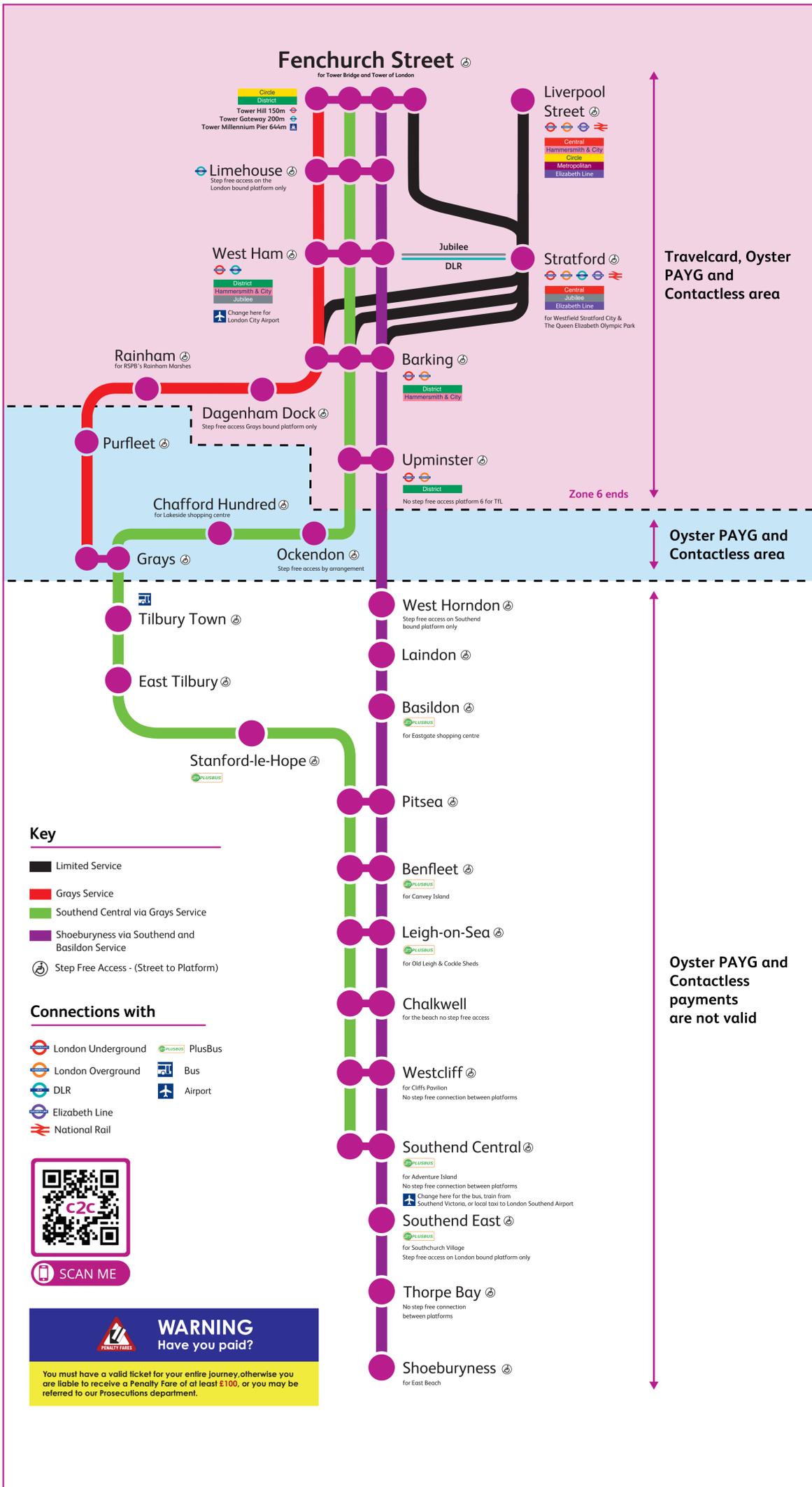




# Assisted travel information



We aim to make journeys an easy and pleasant experience for all passengers that may need assistance travelling across our network, whether assistance has been booked in advance or not.

By requesting assistance we are able to arrange:

- Assistance to and from the train at your starting, intermediate and destination stations.
- Onward travel reservations on services operated by other train companies where reservations are available.

N.B. Even if other train companies do not offer reservations on their services, you can still book assistance.

When requesting your booking to travel on c2c, we advise that you give us at least 2 hours' notice. If you want to travel with us without booking we will try to accommodate you where possible, however this is dependent on staff availability [and you may need to wait].

Un-booked assistance may not be possible on other parts of the rail network, We'll make sure you get all the help you need including any change or connections with other train companies if it is up to 2 hours before your journey is due to start, any time of the day.

You may be entitled to concessionary fares or a Disabled Person's Railcard. Please ask at your local station for more information.

Our Assisted Travel team can be contacted by telephone and textphone on the number below:

0345 744 4422 (option 3)

Text Relay: To make a Text Relay call, dial 18001 followed by 03457 444 422

Lines are open Monday to Friday 08:00 to 20:00 and 09:00 to 16:00 on weekends and bank holidays.

You may also contact us by emailing [passengerassistance@c2crail.co.uk](mailto:passengerassistance@c2crail.co.uk)

Or you can book TfL staff assistance from Passenger Assist by

- Calling 0343 222 2000 (TfL call charges)
- Booking online on the Passenger Assistance booking form
- Using the Passenger Assistance by Transport app

Travelcard, Oyster PAYG and Contactless area

Oyster PAYG and Contactless area

Oyster PAYG and Contactless payments are not valid