

How to plan your Tube and DLR journey

1. Check your starting and destination stations, plus any connections, using the symbols shown in 'How to use this map'. Then refer to the index overleaf for additional details of access and connections at each station. You may also wish to refer to the example journey box

2. Check that you can manage the step and gap from the platform to the train, which can be up to 323mm (12.7 inches) for the step and up to a 253mm (10 inch) gap

3. Check your return journey as this may require a different route or use of an alternative station entrance

4. Call Transport for London's 24 hour travel information number 0843 222 1234* before travelling to check the availability of lifts

5. You can also plan your journey online at tfl.gov.uk/journeyplanner

6. If you experience problems with your planned route contact a member of staff at the station (or use the Help point) and we will provide you with an alternative route

7. London Underground's Conditions of Carriage place no obligation on customers in wheelchairs to be accompanied. If you need assistance please ask a member of staff who will assist you if they are able to and it is safe to do so. For your own safety, please do not use a moving escalator unless you can step onto it, stand on it and step off it

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.

How to use this map

This map highlights all Tube 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 a 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, as follows:

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)
- 121 - 323mm (4.7 - 12.7 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 181 - 253mm (7 - 10 inches)

Examples

These stations have the smallest step and gap and are suitable for most customers including wheelchair-users.

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.

The map shows the largest step and gap at each station. The index on the back of this guide details the average step and gap at each platform. A ruler is included beneath and alongside the map to demonstrate step / gap dimensions.

Key to lines

	Bakerloo		Northern
	Central		Piccadilly No service between Uxbridge and Rayners Lane in the early mornings
	Circle		Victoria
	District		Waterloo & City
	District open weekends, public holidays and some Olympia events		DLR
	Hammersmith & City		
	Jubilee		
	Metropolitan		



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



At this station you can change step-free between the Jubilee and Bakerloo lines, but not the Metropolitan line.



At these stations you can change onto National Rail and/or London Overground (sometimes only in one direction).



At stations marked with a blue box and exclamation mark please arrive at the correct entrance for your direction of travel.

Please refer to the index on the back of this guide.

For more information please check the station index on the back of this guide

Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information

Riverboat services

Airport

Tramlink

New trains with improved accessibility are being introduced on the Metropolitan line. These trains have designated wheelchair spaces and a smaller step and gap between the train and the platform.

While we change the old trains, the step and gap may vary; we show the larger measurement in the index and on the map.

Example step-free journey: Chalfont & Latimer to Borough

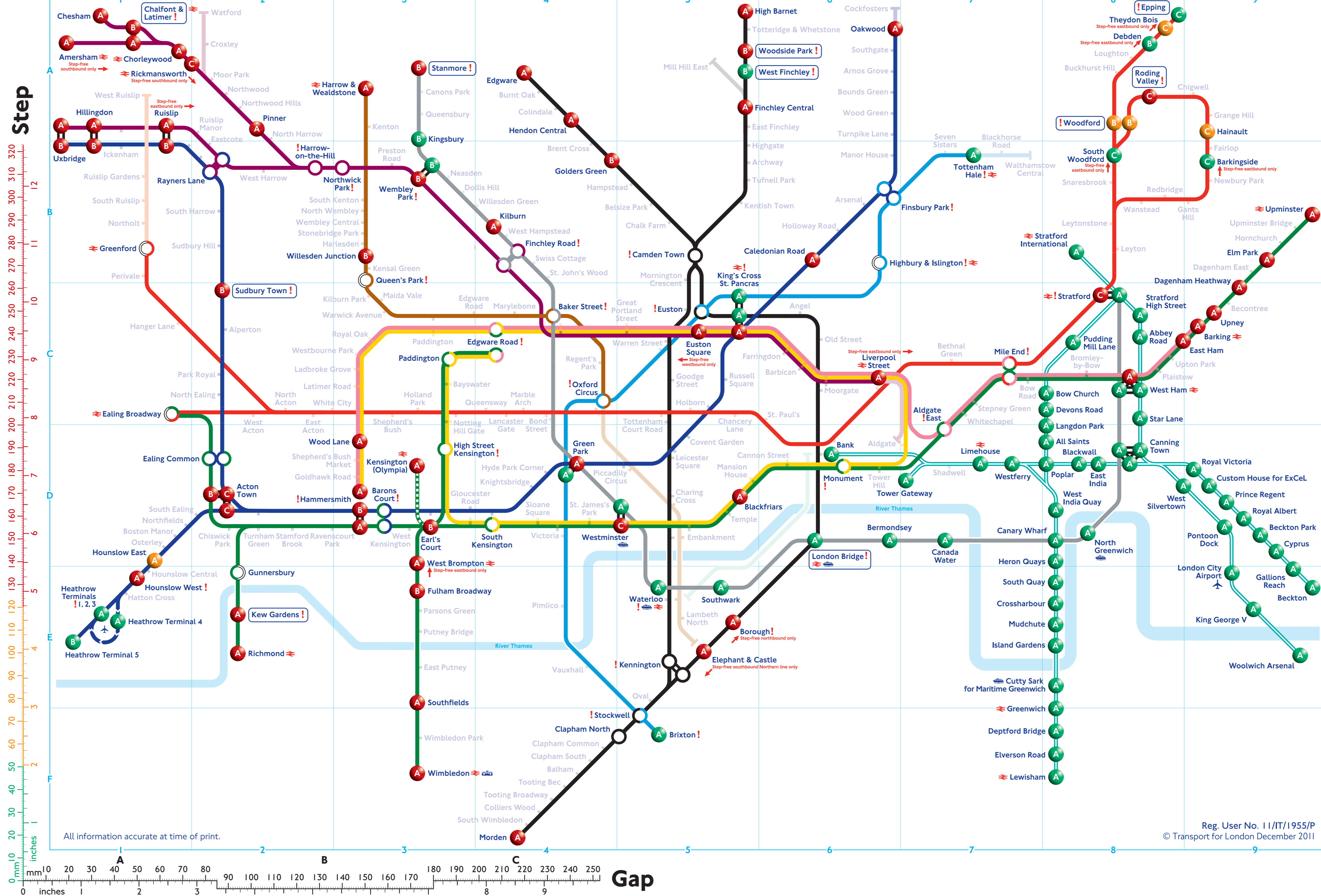
Find [Chalfont & Latimer] on the map and check both the **How to use this map** section and **Station Index** on the back of this guide. As the station index shows, you should use the Bedford Avenue entrance to access the southbound Metropolitan line platform (A step 220mm/gap 20mm) and take the Metropolitan line to Finchley Road.

At Finchley Road (A step 193mm/gap 33mm) change for the southbound Jubilee line (B step 163mm/gap 120mm). Remember that at Finchley Road you can only change step-free between Metropolitan and Jubilee line trains travelling in the same direction. You cannot change between trains travelling in different directions and you cannot enter or exit Finchley Road station step-free.

Stay on the Jubilee line to London Bridge. At London Bridge (A step 50mm / gap 70mm) change for the southbound Northern line (trains towards Morden) (A step 43mm / gap 69mm). As the the station index shows, there is a long distance between the Jubilee line and the Northern line via the street (410m).

At the southbound Northern line platform look for the level access boarding points in the centre of the platform and get on the train here.

As the map and station index show, you will not be able to exit at Borough step-free if arriving on a train from London Bridge (at Borough you can only enter and exit the northbound platforms step-free). So stay on the Northern line to Clapham North. At Clapham North (A step 147mm / gap 30mm) change trains by crossing the platform and take the northbound Northern line back to Borough. Get off the train at Borough (A 187mm / gap 27mm) and exit the station using the lift.



Further information

Transport for London produce a number of documents to help people get around London more easily.

- Audio Tube map
- Large print colour Tube map
- Large print black and white Tube map

- Avoiding stairs Tube guide – available at tfl.gov.uk/accessguides
- Getting Around London – your online guide to accessibility. Covers all TfL's transport services – available at tfl.gov.uk/accessguides

- Toilet Tube map - available at tfl.gov.uk/accessguides
- Bus maps (all London buses are wheelchair accessible, apart from some journeys on routes 9 and 15)

For copies call 0843 222 1234* or visit tfl.gov.uk/accessguides

- Blue badge car parking information - available at tfl.gov.uk/roadusers
- For information on booking taxis and minicabs visit tfl.gov.uk/cabwise

If you have any general comments about your Tube journey please contact London Underground Customer Services on 0845 330 9880, textphone 020 7918 3500 or write to: LU Customer Services, 55 Broadway, London SW1H 0BD

If you are not satisfied with their response and wish to take the matter further, contact the London TravelWatch on 020 7505 9000 or visit londontravelwatch.org.uk

If you have comments about your DLR journey call 020 7363 9700, textphone 020 7093 0999 or write to: DLR Customer Relations, Serco Docklands, Castor Lane, London E14 0DS

Website tfl.gov.uk

24 hour travel information 0843 222 1234*

Travel information at stations Help points

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