

Mobility scooter guidelines

- Scooters should be a maximum of 120cm (48 inches) long and 70cm (28 inches) wide, so they fit on the anti-slip surface of our ramps.
 - Our Class 158 trains on the Cambrian Lines and other long-distance routes can only take wheelchairs or scooters measuring up to 58cm wide.
- The combined weight of the scooter and passenger cannot exceed 300kg (660lbs).
- The turning radius must be a maximum of 90cm (36 inches).
- Scooters have to be able to climb a gradient to board the train.
- Scooters must have freewheel/brake release and an anti-tipping device.

Users must be able to transfer to a seat on the train. Examples of wheelchairs and scooters allowed on board:



4-wheel Small Scooter also permitted

An example of the type of large four-wheel scooter we can't carry on board:



If your wheelchair or mobility scooter is larger than the permitted dimensions and in excess of 300kg, we can't accept it for these safety reasons:

- The wheelchair or scooter won't be able to turn corners on board the train
- The combined weight of the passenger and wheelchair or scooter may be heavier than the maximum Safe Working Load (300kg) of the access ramp between the train and the platform.

Help getting on and off the train

We'll always do our best to help you whether you're travelling at short notice or have booked assistance in advance. For the most effective service we recommend booking assistance at least 2 hours before you travel (you can book further in advance if you prefer).

Contact our Assisted Travel team (available 24/7, except 25th - 26th December):

- [Online](#)
- By phone: 03330 050 501
- Or textphone: 0845 758 5469

You can check the list of stations that are fully wheelchair and powered mobility scooter accessible in our booklet: [Making Rail Accessible: Helping older and disabled customers](#). If you've got any questions about the accessibility of the stations you're visiting, give our Customer Relations team a call on 03333 211 202.

Reservations

We want everyone to travel with confidence. That's why, if you're planning on travelling with Transport for Wales Rail services, you can reserve a wheelchair/powered mobility scooter space in advance at the time of booking assistance on many of our services” - now **up to 2 hours before your journey** is due to start, **the day**.

Please be aware that you can always simply “turn up and go” without booking assistance in advance, or if you have made an online booking that has not yet been confirmed. We'll provide assistance to get you to your destination.

- You can book passenger assistance with us [online and over the phone here](#)
- Alternatively, you can use the [National Freephone Passenger Assist](#) line by phoning 0800 0223720

If you travel without a reservation, the dedicated wheelchair/powered mobility scooter spaces might be full or become occupied later in the journey. If no dedicated space is available, you may wish to consider travelling on the next available service. In all circumstances, a wheelchair or mobility scooter user with a reservation takes priority.

You can't make a reservation on the following routes:

- Cardiff and Valleys network

Further information

You don't need a permit to travel on our trains with a mobility scooter but check that your scooter meets our suitability guidelines.

- Where your journey involves more than one train company, contact our Customer Relations team on 03333 211 202 or email customer.relations@tfwrail.wales from 08:00 -20:00 Monday to Saturday and 11:00 - 20:00 Sunday.
- Powered wheelchairs and mobility scooters must not exceed walking speed (3-4mph) within stations and on platforms.
- Stay clear of the platform edge until the train has come to a complete stop and wait until the ramp is fully in position before boarding. Always follow the instructions and guidance of our station and on train staff. You must unload any luggage or shopping off your wheelchair or mobility scooter before using the ramp, our staff in such instances can assist you where possible
- Some powered mobility scooters can be folded into components no larger or heavier than normal luggage. We can carry these types of scooters on all our trains. Make sure the scooter is folded ready for boarding before the train arrives. Our station or on train staff can help with storage if necessary.

- If you are a scooter user, and you are able and comfortable to do so, we ask you to transfer from your scooter to a seat, if one is available nearby.
- Should any luggage be blocking the wheelchair or mobility scooter area this will be relocated by our staff. Please inform them if they have not identified this.

For any questions about our Mobility Scooter Policy, contact our Customer Relations team on 03333 211 202 or email customer.relations@tfwrail.wales.