



DB Cargo (UK) Limited

Accessible Travel Policy

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1 Document Control

Ref	Title	Change	Issue	Date
1.1	Document creation	Initial draft for ORR review	1A	15.05.2025
1.2	Update	ORR review comments incorporated	1B	18.07.2025
1.3	Update	DBCUK review comments incorporated	1C	06.08.2025
1.4	Update	DBCUK review comments incorporated	1D	18.08.2025

2 Introduction

2.1 DB Cargo (UK) Limited

DB Cargo (UK) Ltd (“**DBCUK**”) is part of the DB group of UK companies. DBCUK operates Charter train services within the UK through commercial partners such as booking agents, tour operators, special interest groups and other organisations. For the purpose of this document, we refer to them collectively as ‘promoters’. Charter services are pre-planned services, therefore do not appear in the national railway timetable. DBCUK holds the operating licence for its charter services but does not itself market trains or provider services to passengers at stations, this is the role of the promoters.

We operate heritage style trains which are not built to modern accessibility standards. This policy sets out information about accessibility services we provide to support disabled and older passengers and explains the limitations of our services so customers can make informed decisions when planning their journey.

3 Assistance Commitment

3.1 Management Commitment

DBCUK and its board of directors are fully committed to assisting all passengers to allow them to have a comfortable and enjoyable journey. We are committed to meeting the standards outlined within our Accessible Travel Policy (“**the Policy**”). The contents of this Policy and compliance to it, are reviewed on a regular basis and discussed at management meetings.

3.2 Charter Services

We provide the locomotive, driver and train guard. Promoters operate their own website to advertise and sell tickets for the charter services. They also provide their own train carriages and on-board staff. For the purposes of this policy only, promoter staff will be referred to as staff. Promoters are responsible for handling matters in relation to assistance, which means they provide information on their website on the accessibility of the services and stations, and how to book assistance.

4 Commitments to Providing Assistance

4.1 Booking and Providing Assistance to passengers

DBC UK and promoters are committed to ensuring suitable provision of rail transport for rail users who require assistance to aid their travel. We recognise the broad range of customers who might require assistance and we will do our best to ensure your needs are met. This may include, but is not limited to:

- Age
- Impaired mobility
- Visual or auditory impairments
- Mental health conditions
- Sensory processing needs
- Anxiety
- Neurodiversity e.g. Autism and Asperger Syndrome
- Cognitive impairment
- Non-visible physical health conditions

On the day of travel, staff can provide the following assistance:

- Assistance with boarding and alighting our trains
- Help with your personal belongings onto and off the train.
- Deploying a ramp for boarding and alighting our train services.
- Where practical, at terminus stations, help direct you with your onward journey

You will be assisted both on and off the train as quickly as possible, where practical we aim to achieve this within a maximum of five minutes.

4.2 Ramp assistance

Our trains carry a ramp that our staff are trained to use should you need additional help getting on and off the train. The size of the carriage doors varies. If you are a wheelchair user or have a mobility aid, at the point of booking your ticket with the promoter, please discuss any access requirements with them to ensure you can be seated in the part of the train with a larger door if needed. A strong effort is made to ensure plenty of staff are available on our charter train services so that passengers can board and get off the train calmly and efficiently, without being rushed.

Due to the age and construction of the carriages, wheelchairs and mobility scooters should not exceed the following dimensions (when unfolded):

- Width: 700 millimetres.
- Length (including footplates): 1200 millimetres.
- Weight (loaded): no more than 230kg (36 stone), which is the safe limit that many of our ramps can carry.

4.3 Booking Assistance

On most occasions, due to the age and character, the rolling-stock we operate is non-compliant to current rail 'accessibility' standards. Therefore, we advise you to contact the specified promoter for further information regarding the level of accessibility and the assistance available before you book your journey. Promoters have multiple ways of getting in touch including: phone, email and text relay. Details will be available on their website.

Booking your ticket for the Charter services is done exclusively through promoters. At the point of booking, there will be an opportunity to enquire about the accessibility of the service and request help. If you book over the phone, at the point of booking your ticket, our agents will enquire as to whether you have any accessibility requirements. If you book via a website, then there is a free text box available for you to inform the promoter of your requirements. If you book via a website, you may be contacted in advance of your journey to discuss your requirements, this enables us to best meet your needs.

4.4 Meeting point

If you have booked assistance, please head to the platform where the train is due to depart. Our staff will be available and expecting you. In virtually every case this will be the origin station of the tour.

4.5 Train accessibility information

Promoters will provide you with relevant accessibility information before the point of travel with details of the train that will be operated on the day of travel. This information related to accessibility of the train will state if the carriages include:

- Wheelchair space
- Scooter mobility aid acceptance
- Accessible toilet
- Standard toilet
- Boarding ramp
- Priority seating
- Audio information
- Visual information
- On train staff to provide assistance

We advise you to book your assistance at the point of booking your ticket. If you require assistance and if, for any reason, you have not informed the promoter in advance of travel, we will endeavour to fulfil your accessibility needs. If this is not possible, you may not be able to travel. In this instance, promoters will provide you with information on their refund policy, and where practical will help find further assistance to help you with your onward journey.

4.6 Booking Assistance for Other Train Companies

Our staff will endeavour to help passengers with their onward journey where possible. If you require assistance to reach us or continue your journey on the National Rail network, you can contact the National Rail Passenger Assist system. Passenger Assist allows you to request assistance booking in advance. More information can be found here - [Passenger Assist | National Rail](#)

- Telephone: 0800 022 3720. Select option 1 (this is the national freephone number and is available 24 hours 7 days a week, except for Christmas day and boxing day)
- Text: 60083 (Monday to Friday, 09:00 to 17:00)
- Textphone/minicom: 0345 60 50 600
- You can also find information on the Passenger Assistance App or website:
- <https://booking.passengerassistance.com/>

The current notice period for booking assistance on the National Rail network is 2 hours. If you are making a multi operator journey you only need to make one booking to book assistance for both legs of the National Rail journey. On arrival at the station, you should head to the meeting point as stated in either your booking or in the station information on the train company or National Rail Enquiry websites.

On mainline operator services, you can also turn up at any station that you have identified is accessible to you and request assistance on to a train from a member of staff or via a help point or a Freephone number. We advise you to check the train company's Accessible Travel Policy beforehand for more detail. This information is available on their website under their assisted travel section.

4.7 Assistance animals

We are happy to accommodate assistance dogs on our train services. We advise that you discuss this as the point of booking your ticket with the promoter to ensure suitable provision can be made.

4.8 Carers and companions

If you are travelling with a carer or a companion and you would like to sit close to them, please inform the promoter at the point of booking your ticket. Staff will make every effort to seat you close together.

4.9 Seating

Our promoters arrange seating in advance of travel.

If you let the promoter know at the time of booking that you have accessibility needs, they will discuss with you options to seat you in a position that best meets your requirements

4.10 Passenger Information and Promotion of Assisted Travel

We are committed to providing you with information about our services which is accessible, accurate, relevant, consistent, up to date and easy to understand to help provide you with assurance and confidence for your journey on our service.

4.11 Accessible travel policy documentation, provision and promotion

A copy of our policy document and passenger leaflet is available on our DBCUK website as a PDF that is accessible using screen readers or other software with accessibility features.

They can also be provided in alternative formats such as larger text and audio, on request and without charge. We will aim to provide this with seven working days.

A copy of the ATP documents can also be provided in Welsh upon request, within a reasonable timeframe.

Please contact DBCUK directly for a copy of our policy and how to request a different form - comms@deutschebahn.com

The promoters will be able to signpost passengers to the policy document as part of their assistance information

4.12 Station Accessibility Information

Every station in the UK will have information about the details of their services and facilities, and this information can be found on train operators' websites or the National Rail Enquiry site.

Promoters will signpost on their website where and how you can find details about the stations our charter services will call at. These stations are either managed by Network Rail or a train company. If you require more information about their accessibility and its facilities, at the point of booking your ticket, the promoter will direct you to right website. Promoters can also provide a print out of specific information should you require it.

As a minimum, Network Rail and train companies provide information on the following for their stations:

- Staffing
- Step-free access
- Designated parking
- Seating
- Toilets
- Ticket sales facilities
- Assistance meeting point
- Customer information systems
- Secure station accreditation catering

Ahead of travel, the promoter will make contact with the station representative our services depart from and discuss accessibility facilities in advance. The following information is requested for facilities.

- The accessibility of toilets and changing places
- Step-free access to platforms
- Passenger assistance within the station
- Connecting to other rail services or other forms of transport; and
- Ramp availability

Our Charter service routes and stations are fixed. Passengers cannot board or alight the train at any stops other than those planned in advance. On the rare occasion there is an intermittent stop, on-board staff will assist passengers requiring assistance. Where station platforms are unstaffed our relevant on-train staff will provide suitable assistance to joining or alighting passengers.

5 Passenger Journey Information

5.1 Train departure and arrival information

We are committed to ensuring that our services run smoothly, and we work with stations and promoters to provide a prompt service. Passengers will receive information relating to departure times approximately 5 days before departure. This will be delivered in the format you have requested at the point of booking, usually letter or email but telephone is also possible. Promoters' websites also display information on itineraries.

Information about our services' departure and arrival times are displayed on customer information screens at the stations we operate from. Our staff will also update passengers in person on any changes to the itinerary. Departure and arrival information will also be made available on board the train through audible announcements.

5.2 Connections and wayfinding

When purchasing your tickets, promoters will direct you to websites that contain information about the use of other modes of accessible transport in the station area we operate. The National Rail Enquiries website provides information about taxis and buses from all station on the rest of the National Rail network.

5.3 Delays, diversions and disruptions

We are committed to providing passengers with clear and accurate information in case of a disruption. On the day, staff are trained to look out for passengers who may need assistance or provide information about how any booked assistance may be impacted by disruption. They will also have a record of who has booked assistance for the service.

Where available, the station customer information screens will include information about our train departure times, platform number and whether there is a delay.

Staff will also inform passengers of any disruption to services or facilities throughout the journey. This will happen prior to the journey and during the journey via public announcement system or face to face.

In the event the experience/tour is cancelled or is disrupted ahead of it departing, it will be communicated to passengers ahead of the day by the promoter by telephone/email. Relevant information will be communicated accurately, clearly and consistently to passengers, including those with mental, intellectual or sensory impairments.

If any facilities are unavailable and the promoter knows about this before your travel date, they will contact you in advance – no later than 24 hours before your journey.

If you find that a facility is broken or not working as expected during your journey, please inform a member of staff. They will make every effort to provide alternative arrangements.

5.4 Websites

We are committed to working towards achieving the industry-recognised WCAG standards and work with our promoters to also ensure their commitment.

The DB Cargo website contains information on the assistance provision including copies of the ATP policy document and passenger leaflet.

Our promoters' websites contain specific accessibility information for their planned journeys, including signposting the location of the ATP documents and where to find details about the stations our services call at.

We monitor promoters' websites and our own website to ensure the accuracy and accessibility of information provided.

Key features include:

- Adjustable text size
- Clear navigation
- Readable, understandable content
- Compatibility across devices

5.5 Ticketing

All ticketing is conducted through promoters. They have their own websites with information on the services offered and how to purchase a ticket and book assistance. Promoters are contactable by website enquiry or by telephone. Their agents can also advise on accessibility provision in advance of purchasing tickets.

Due to our services being privately run by promoters, tickets cannot be bought on general rail websites and apps. Railcards, including Disability Railcards, are not valid as the services are not part of the National Rail network.

5.6 Delays, disruption to facilities and services and emergencies

We work with stations and promoters to ensure that our trains only run outside of planned disruption periods.

In the event the service is cancelled mid-journey for whatever reason it is likely this will result in returning passengers to the origin station by the first regular service train which is most likely to be compliant with modern accessibility standards. Staff will accompany passengers on the return journey and can provide assistance onto and off the train. If an alternative train service is not possible, road transport by either coach, bus or taxi will be provided.

5.7 Rail replacement services and alternative accessible transport

In the first instance, if we are unable to use a regular train service to return you to the origin station, we will provide alternative transport such as a coach or a bus and will make every effort to ensure that it meets the requirements of the Public Service Vehicle Accessibility Regulations 2000 (PSVAR). On occasions where we cannot provide alternative transport that is PSVAR compliant, we will make every effort to provide accessible alternatives.

5.8 Wheelchairs and Mobility Scooter Users

We operate only heritage style trains which means they have more narrow walkways than modern trains.

Unfortunately, we cannot accommodate wheelchairs or mobility aids in the seating areas or carriages due to the size of the carriage doorways.

If you're able to transfer to a seat from your wheelchair or mobility aid, promoters will reserve one for you and store your wheelchair or mobility aid securely in the brake van which is attached to the end of the train. Please ensure you discuss these arrangements with the promoter in advance of you travelling on the service.

We can accommodate a fold-up walker on board the train and passengers can have access to it on board the train and for any excursions.

Our staff can assist passengers using wheelchairs onto the train. Where you require enhanced assistance, such as to use the lavatories, we advise that a carer or companion is brought with you to assist on their journey, as this is not something that our staff can provide.

6 Emergency Procedures

On rare occasions during our services, the trains may need to be evacuated in case of an emergency. All of our staff are trained to assist with evacuation of passengers with assistance requirements and take them to a point of safety. Should you wish to understand arrangements for emergencies at stations then these plans are available from the relevant station operator's websites.

6.1 Redress

We hope that all our passengers enjoy their experience on our trains. We work with promoters to plan our services and mitigate any disruptions. On the occasion that something does go wrong, then we have policies in place to help you.

If you booked assistance for your journey and it was not the service that you expected, then you should contact your promoter in the first instance. We will work with promoters and stations to understand any failing(s) and assist them in providing an appropriate remedy to ensure the issue is investigated, explanations are provided to you in response including why assistance was not provided, and set out what steps have been taken to ensure the failure does not reoccur. The form and value of redress will be determined on a case by case basis.

6.2 Complaints Policy

If you are not satisfied with the response you have received from your booking agent, you can consult our complaints policy which is available on our website.

<file:///C:/Users/hlb/Downloads/Complaints-Handling-Procedure-2025--data.pdf>

6.3 Rail Ombudsman

We are a member of the Rail Ombudsman. If you are not happy with how your complaint has been dealt with, then passengers have the right to contact the Rail Ombudsman on:

- Website: www.railombudsman.org
- Email: info@railombudsman.org
- Phone: 0330 094 0363
- Post: Freepost – RAIL OMBUDSMAN

Strategy and management

We are committed to continuously improving our accessibility arrangements. To ensure promoters are implementing this policy, we monitor their performance through contract review meetings and in-service checks. We record any complaints made to the promoter in relation to non-compliance of this policy.

All staff on board our trains will have the training set out in this policy and from time to time we may request evidence of training records from the promoter.

It is the responsibility of DBCUK and the promoter to be aware of the needs of disabled passengers before the train departs. We ensure as much information as possible is gathered by the promoter at the point of booking or before departure, the promoter uses a prescribed question set but also uses their knowledge and training of accessibility needs to obtain the information. We request that if you require assistance, you give as much information as possible to help us prepare for your journey to make it as comfortable as possible.

Where information is not shared in advance, we usually have the facility to be able to deal with accessibility needs on the day, but we cannot guarantee this.

We are open to working with disability groups and charities to receive feedback on the accessibility provision of our services and would encourage feedback to be made either on the train or by contacting us directly.

7 Staff Training

All passenger facing staff, including those handling the ticket and assistance bookings, receive specific disability awareness training including on how to support passengers with visible and non-visible disabilities. Customer service staff are trained to ask specific questions to ensure they obtain the correct level of detail regarding accessibility requirements.

Training is delivered either in a classroom setting or via e-learning, both incorporating lived experience from people with a range of disabilities. It forms a mandatory part of staff induction, with refresher sessions given annually.

The training covers the areas set out by ORR, including:

- Understanding disabled people and their everyday challenges.
- Equality Legislation (Equality Act 2010 – Reasonable adjustments)
- Defining disability
- Recognising passengers who need assistance
- Railway Regulatory Framework (Non-visible Disabilities) Passenger Assist
- Communications
- Accessibility in stations
- Providing safe assistance

We have arrangements with our promoters to ensure their staff meet our Accessible Travel Policy commitments, including the relevant training for their roles. We audit their processes to ensure compliance and provide feedback and support where improvements are needed.

8 Monitoring and Evaluation

8.1 Continuous Improvement

The Policy document is reviewed on an annual basis, jointly by the Account Manager responsible for Charter trains, the Contract Delivery Manager responsible for overseeing the operation of Charter Services, and by DBCUK's Legal and Regulatory Affairs Team, with input from relevant persons within Safety & Standards, Production, Engineering, Human Resources, and Communications Departments, plus our customer-facing on-train staff. Any changes proposed will be agreed with the ORR.

DBCUK work with Charter train service providers on a continuous basis to ensure that they are meeting the expectations of this Policy and to highlight areas of improvement.

The reviews will also include input from tour operator customers, rolling stock providers, and local disability interest groups. DBCUK encourages feedback from passengers, either via the tour operator customers, or direct by e-mail, by on-train survey forms or other means. The promoter requests that passengers complete a feedback form which is available on their website. Any feedback specifically aimed at DBCUK's service or the contents of this policy will be shared with DBCUK. Such customer feedback is categorised and DBCUK is committed to providing the ORR with performance data to demonstrate that the contents of the Policy are being complied with.