



Wheelchair Guidance for Passengers

1. Introduction:

SVR timetabled passenger trains are normally equipped with ramps to allow wheelchair users to access the train at any station or halt (excepting Northwood Halt).

We aim to make sure that your journey is as fuss free as we can make it. The SVR as a Heritage Railway operates heritage rolling stock and has surfaces and platforms that are many years old and may not conform to the latest guidance.

This guidance is produced to provide wheelchair users with relevant information for your journey on the SVR. Please be aware that only Bridgnorth, Highley (including The Engine House) and Kidderminster Stations have facilities suitable for wheelchair users. Country Park Halt is accessible but has no facilities. The interface between train and the platform varies considerably along the SVR at the intermediate stations.

2. Size of wheelchairs:

Most trains can accommodate wheelchairs that are within the dimensions of the government regulations covering public transport (700mm wide, 1200mm long).

The maximum combined weight of a person and wheelchair that can be conveyed is limited by the capabilities of the member of staff assisting the passenger and the stated maximum safe working limit of the load ramp (between 230kg and 300kg).

3. Arriving at the Station:

Our stations can be busy so please take your time and make yourself known to a member of our station staff, recognizable as they will be wearing a black uniform.

When meeting them please explain any particular needs you have and what luggage and other members of your party there are. The member of staff will direct you to the correct train and carriage by which you can access the train.

When waiting to board a train, please apply the brakes as there can be a slope on the platform.

4. Boarding the Train:

The station or train staff will assess the size of your wheelchair and the incline to the train. If they feel it is safe to do so they will assist you in boarding the train.

You will be expected to board yourself or with a carers assistance, if you need help please ask a member of staff to assist you. You will board forwards and alight backwards.

Please be aware that if staff members believe that the risk to you or them is too great they will not board you on the train. Whilst this may be very inconvenient a full refund will be offered.

5. On the Train:

The majority of our wheelchair accessible carriages will have a convenient spot in which to park your wheelchair. On occasion this may be limited to the brake van, where access to a window may be difficult.

6. Alighting from the Train:

On travelling to an intermediate station please be aware that your carriage may come to a stop in a position where it is not safe to put a ramp down. The train will need to be moved before the ramp can be set down. The worst case is that you may not be able to alight from the train.

Remember to reverse your wheelchair down the ramp.

If alighting at Bridgnorth at Platform 2 please be patient as you will have to cross using the boarded crossing at the North end of the platform once station staff say it is safe to do so.

The train will not set down or pick up wheelchair users at Northwood Halt.

Please arrive at the station that you wish to start your journey from in plenty of time before the booked departure time too allow time to board the train.

In the past we have had passengers turning up in wheelchairs a couple of minutes before departure wanting to board (which can delay train departure)