

# Heathrow Express Station Accessibility Information

Whilst the information was correct at the time of going to press there may have been changes since. Full current details of station accessibility are always available from the National Rail stations pages.

Further information on Heathrow stations:

- All Heathrow stations are staffed between 0500 and midnight daily
- There is no parking at Heathrow stations – parking is provided on airport by Heathrow
- You may need to find station staff to gain access to the disabled toilets at station level at some Heathrow stations. There are also fully accessible toilets in the arrivals and departures areas of every terminal
- There are no ticket offices at Heathrow stations – our Sales and Service Ambassador team will be happy to assist you with your ticket purchase at any of our ticket vending machines
- All Heathrow stations are extensively covered by CCTV, along with the entirety of the airport
- There is no catering available in Heathrow stations, but extensive catering facilities are available in the arrivals and departures areas of every terminal

Further information on Paddington station:

- Paddington stations is staffed 24 hours with staff available on the Heathrow Express platforms between 0500 and midnight daily
- Accessible toilets are located by platform 1 or platform 12
- There is no Heathrow Express ticket office at Paddington – our Sales and Service Ambassador team will be happy to assist you with your ticket purchase at any of our ticket vending machines
- Paddington station is extensively covered by CCTV
- Extensive catering facilities are available within the station

Station	Heathrow Terminal 5	Heathrow Central	Heathrow Terminal 4	London Paddington
Operator	Heathrow Airport Rail	Heathrow Airport Rail	Heathrow Airport Rail	Network Rail
Staffed	✓	✓	✓	✓
Step-free	✓	✓	✓	✓
Disabled parking	N/A	N/A	N/A	✓
Seating	✓	✓	✓	✓
Toilets	✓	✓	✓	✓
Easy access ticket sales	✓	✓	✓	✓
Designated meeting points	✓	✓	✓	✓
Customer information screens	✓	✓	✓	✓
Secure station accreditation	N/A	N/A	N/A	✗
Catering available	✗	✗	✗	✓
Lifts	✓	✓	✓	✓
Wheelchairs available	✓	✓	✓	✓
Ramp for train access	✓	✓	✓	✓
Accessible set down and pick up	✓	✓	✓	✓
Automatic doors	✓	✓	✓	✓
Waiting rooms	✗	✗	✗	✓
Induction loop	✗	✗	✗	✓
Lost property	✓	✓	✓	✓
Left luggage	✗	✗	✗	✓