

# Heathrow Express Station Accessibility Information

Station	Heathrow Terminal 5	Heathrow Central	Heathrow Terminal 4	London Paddington
<b>Operator</b>	<b>Heathrow Rail</b>	<b>Heathrow Rail</b>	<b>Heathrow Rail</b>	<b>Network Rail</b>
<b>Staffed</b>	<p style="text-align: center;">✓</p> Staff are available at all times between 04:40am & 00:15am.	<p style="text-align: center;">✓</p> Staff are available at all times between 04:40am & 00:15am.	<p style="text-align: center;">✓</p> Staff are available at all times between 04:40am & 00:15am.	<p style="text-align: center;">✓</p> Station staff are available 24 hours a day. HEx staff are available between 04:40am & 00:30am.
<b>Step-free access</b>	<p style="text-align: center;">✓ **See note</p> <b>Category A</b> step-free access between the platforms and terminals is via lifts and escalators.	<p style="text-align: center;">✓ **See note</p> <b>Category A</b> step-free access between the platforms and terminals is via lifts and escalators.	<p style="text-align: center;">✓ **See note</p> <b>Category A</b> step-free access between the platforms and terminals is via lifts and escalators.	<p style="text-align: center;">✓ **See note</p> <b>Category A</b> step-free access between the platforms and other areas of the station is via lifts and escalators.
<b>Disabled parking</b>	<p style="text-align: center;">✗</p> There is no station parking but disabled parking spaces are available in the airport car parks.	<p style="text-align: center;">✗</p> There is no station parking but disabled parking spaces are available in the airport car parks.	<p style="text-align: center;">✗</p> There is no station parking but disabled parking spaces are available in the airport car parks.	<p style="text-align: center;">✓</p> Disabled parking spaces are available in the station car park.
<b>Passenger seating and waiting rooms</b>	<p style="text-align: center;">✓</p> Seating is available on the station concourse. This meets the required parameters in line with the Design Standards for Accessible Railway Stations guidance.	<p style="text-align: center;">✓</p> Seating is available on the station concourse. This meets the required parameters in line with the Design Standards for Accessible Railway Stations guidance.	<p style="text-align: center;">✓</p> Seating is available on the station concourse. This meets the required parameters in line with the Design Standards for Accessible Railway Stations guidance.	<p style="text-align: center;">✓</p> A waiting room is available on platform 1 as well as seating on the station concourse. This meets the required parameters in line with the Design Standards for

				Accessible Railway Stations guidance.
<b>Accessible Toilets</b>	✓ An accessible toilet is located at platform level during station opening hours and can be accessed without a radar key or staff assistance.	✓ An accessible toilet is located at platform level during station opening hours and can be accessed without a radar key or staff assistance.	✓ An accessible toilet is located at platform level during station opening hours and can be accessed without a radar key or staff assistance.	✓ Accessible toilets are located on platforms 1 and 12. A radar key is required for access.
<b>Easy access ticket sales</b>	✓ Tickets can be purchased online in advance or at ticket machines within stations. Contactless payment cards can also be used at ticket barriers.	✓ Tickets can be purchased online in advance or at ticket machines within stations. Contactless payment cards can also be used at ticket barriers.	✓ Tickets can be purchased online in advance or at ticket machines within stations. Contactless payment cards can also be used at ticket barriers.	✓ Tickets can be purchased online in advance or at the ticket office on platform 1 or ticket machines at platform 7. Contactless payment cards can also be used at ticket barriers.
<b>Designated meeting points</b>	✓ This is located at the gateline, which can be found at the entrance to the station.	✓ This is located at the gateline, which can be found at the entrance to the station.	✓ This is located at the gateline, which can be found at the entrance to the station.	✓ This is located at the gatelines of platform 6 & 7. The assisted travel meeting point is on platform 1.
<b>Customer information screens</b>	✓ Screens are located within the concourse and on platforms displaying train arrival and departure information.	✓ Screens are located within the concourse and on platforms displaying train arrival and departure information.	✓ Screens are located within the concourse and on platforms displaying train arrival and departure information.	✓ Screens are located within the concourse and on platforms displaying train arrival and departure information.
<b>Audible announcements</b>	✓ Automated messages within the concourse and on platforms announce train arrival and departure information. Station staff also announce delays to service and provide safety information.	✓ Automated messages within the concourse and on platforms announce train arrival and departure information. Station staff also announce delays to service and provide safety information.	✓ Automated messages within the concourse and on platforms announce train arrival and departure information. Station staff also announce delays to service and provide safety information.	✓ Automated messages within the concourse and on platforms announce train arrival and departure information. Station staff also announce delays to service and provide safety information.
<b>Secure station accreditation</b>	N/A	N/A	N/A	✓

<b>Catering available</b>	✗ There is no catering available within the stations but extensive catering facilities are available in the arrivals and departures areas of the airport terminal.	✗ There is no catering available within the stations but extensive catering facilities are available in the arrivals and departures areas of the airport terminal.	✗ There is no catering available within the stations but extensive catering facilities are available in the arrivals and departures areas of the airport terminal.	✓ Several food and drink outlets are located on the station concourse.
<b>Lifts</b>	✓ Lifts to all floors are available from the station concourse.	✓ Lifts to all floors are available from the station concourse.	✓ Lifts to all floors are available from the station concourse.	✓ Lifts between platform level, London Underground and the taxi rank are available.
<b>Wheelchairs available</b>	✓ Wheelchair assistance is available on request and available airport wheelchairs can also be used.	✓ Wheelchair assistance is available on request and available airport wheelchairs can also be used.	✓ Wheelchair assistance is available on request and available airport wheelchairs can also be used.	✓ Wheelchair assistance is available on request.
<b>Ramp for train access</b>	✓ A ramp is available upon request. This is deployed by HEx staff.	✓ A ramp is available upon request, This is deployed by HEx staff.	✓ HEx services do not operate from Terminal 4. MTR services are all level access and no ramp is required at this station.	✓ A ramp is available for all wheelchair passengers to safely board and disembark. This is deployed by Network Rail staff.
<b>Accessible set down and pick up</b>	✓ There is no direct station drop off or pick up but airport pick up and drop off is available. Blue badge holders can apply for a 100% discount for the drop off charge at <a href="https://www.heathrow.com/transport-and-directions/terminal-drop-off-charge">https://www.heathrow.com/transport-and-directions/terminal-drop-off-charge</a>	✓ There is no direct station drop off or pick up but airport pick up and drop off is available. Blue badge holders can apply for a 100% discount for the drop off charge at <a href="https://www.heathrow.com/transport-and-directions/terminal-drop-off-charge">https://www.heathrow.com/transport-and-directions/terminal-drop-off-charge</a>	✓ There is no direct station drop off or pick up but airport pick up and drop off is available. Blue badge holders can apply for a 100% discount for the drop off charge at <a href="https://www.heathrow.com/transport-and-directions/terminal-drop-off-charge">https://www.heathrow.com/transport-and-directions/terminal-drop-off-charge</a>	✓ Drop off and pick up options are available at this station.
<b>Automatic doors</b>	✓ There are no doors within this station.	✓ There are no doors within this station.	✓ There are no doors within this station.	✓ All doors within this station can be operated automatically.

<b>Induction loops</b>	✓ Induction loops are available in lifts and at help points.	✓ Induction loops are available in lifts and at help points.	✓ Induction loops are available in lifts and at help points.	✓ Induction loops are available.
<b>Lost property</b>	✓ The lost property office is located within Heathrow Central station. All items of lost property from this station are held there.	✓ The lost property office is located within Heathrow Central station. All items of lost property from this station are held there.	✓ The lost property office is located within Heathrow Central station. All items of lost property from this station are held there.	✓ The lost property office is located on platform 12. All items of lost property from this station are held there. Opening hours are Mon-Fri 09:00am – 17:30pm.
<b>Left luggage</b>	✓ Luggage can be left at the baggage storage lockers located within the airport terminal on arrivals level. Opening hours are Mon-Sun 05:00am – 23:00pm.	✓ Luggage can be left at the baggage storage lockers located within the airport at terminals 2 and 3. Both are on the arrivals level. Opening hours are Mon-Sun 05:00am – 23:00pm.	✓ Luggage can be left at the baggage storage lockers located within the airport terminal on arrivals level. Opening hours are Mon-Sun 05:30am – 23:00pm.	✓ Luggage can be left at the left luggage office located on platform 12. Opening hours are Mon-Sun 07:00am – 23:00pm.

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. [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

<b>Station Accessibility Classifications</b>	
<b>Category A **</b>	This station has step free access to platforms. This may be by way of lifts and escalators.
<b>Category B1</b>	This station has step free access to platforms – this may include long or steep ramps. Access between platforms may be via the street.
<b>Category B2</b>	There is some step free access to platforms at this station.
<b>Category B3</b>	There is some step free access to platforms at this station but it may be in one direction only.
<b>Category C</b>	There is no step free access to any platforms at this station.