

**Accessible Public Transport**

**Airports**

**London Gatwick Airport**, Gatwick Airport, West Sussex, RH6 0NP

Tel: 0344 8920322, Web: [www.gatwickairport.com](http://www.gatwickairport.com)

**Access**: Special assistance help points are located at both terminal forecourts, short stay car parks, stations and baggage reclaim halls. Accessible toilets are located at both terminals. One changing places toilet is located at each terminal. There are lifts from the upper level to the National Express bus stops. There are lifts from the train station to the platforms.

Map of the south terminal can be found at <http://www.gatwickairport.com/globalassets/documents/maps/gatwick_south_march16.pdf>

Map for the north terminal can be found at <http://www.gatwickairport.com/globalassets/documents/maps/gatwick_north_march16.pdf>

**Public transport**: Train station is located at south terminal only and is on the same level as arrival terminal; platforms are located below the terminal. Lifts down to platforms. Direct trains from south terminal to Brighton. National Express stops are located outside the airport building, lifts from the arrival hall. Direct National Express coaches from both terminals to Brighton. There is a free shuttle train between north and south terminal.

**London Heathrow Airport**, Hunslow, Middlesex, TW6 2GW

Tel: 0844 3351801, Web: [www.heathrow.com](http://www.heathrow.com)

**Access**: Help points are located in stations and baggage reclaim halls and also at short stay and long stay car parks, the central bus station and the terminal forecourts. Accessible toilets are located at all terminals. Changing places are located at terminal 2 arrivals (passenger only area) and terminal 4 arrivals (public area). There is a lift from Terminal 2 to Central Bus Station. There are lifts from upper levels to ground floor.

Maps of the airport can be found at <http://www.heathrow.com/airport-guide/getting-around-heathrow/airport-maps> .

**Public transport**: Direct National Express coaches from Central Bus Station (Terminal 2 and 3) and from Terminals 4 and 5 to Brighton. Train and underground connections to London Victoria train station, please check [www.tfl.gov.uk](http://www.tfl.gov.uk) for details. Direct trains from London Victoria rail station to Brighton.

**London Luton Airport**, Airport Way, Luton, Bedfordshire, LU2 9LY

Tel: 01582 405100, Web: [www.london-luton.co.uk](http://www.london-luton.co.uk)

**Access**: Accessible toilets are located throughout the airport and adult changing areas are available. Lowered phones for wheelchair users.

**Public transport**: Direct trains from Luton Airport Parkway to Brighton. There is a shuttle bus from the airport terminal to the train station; tickets can be purchased from the bus driver. There are National Express coaches from the airport to Brighton. This is not a direct service and the journey involves one change.

**London Stansted Airport**, Bassingbourn Road, Essex, CM24 1QW

Tel: 0844 3351803 Web: [www.stanstedairport.com](http://www.stanstedairport.com)

**Access:** Special assistance desk is at the front of the terminal building. Accessible toilets are located on the main concourse. All telephones at the airport are fitted with induction couples.

**Public transport**: Train station is directly below the terminal building; accessible by lifts. No direct trains from Stansted Airport to Brighton; all train journeys involve two changes including London Underground. Coach and bus station is opposite the main terminal entrance. National Express runs several direct services to Brighton every day; services in between involve one change.

**London City Airport**, Hartmann Road, London, E16 2PX

Tel: 020 76460088 Web: [www.londoncityairport.com](http://www.londoncityairport.com)

**Access**: Accessible toilets are located on the ground floor and airside. Virtual tour of the airport can be found at <http://www.londoncityairport.com/visitingtheairport/page/virtual-tour>

Information on available assistance at the airport can be found at <https://www.londoncityairport.com/intheairport/page/reduced-mobility-and-special-assistance>

**Public transport**: There are no direct public transport links from this airport to Brighton. Dockland Light Railway connects the airport to the city centre. Please check connections from the airport to London Victoria train station at [www.tfl.gov.uk](http://www.tfl.gov.uk) . There is lift access from the terminal concourse to Dockland Light Railway platform.

**Train stations**

**Brighton station**, Queens Road, Brighton, BN1 3XP

Tel:Southern Customer Service 03451 272920

**Access**: The whole station is step free and is located on ground floor level. Accessible toilets are located on the station concourse. Customer help point and assisted travel booth is located to the side of the gate line. Hight adjusted ticket counter and induction loop are available at the Travel Centre. The Travel Centre is also a Visitor Information Point for the city. Low level self-service ticket machines are located on the station concourse. For map and routes of the station please go to <http://www.nationalrail.co.uk/stations_destinations/SME/BTN_StationPlan.aspx?rtnloc=BTN>

**Public transport**: Bus stops for all parts of the city and bus information point are located directly outside of the station.

**Newhaven Town train station**, 22 Newhaven Road, Newhaven, East Sussex, BN9 0AS

Tel: Southern Customer Service 03451 272920

Web: <http://www.nationalrail.co.uk/stations/NVN/details.html>

**Access**: step free access to both platforms and ticket office and level crossing between platforms. Help points are located at both platforms. There are no toilets at this station. Map of the station can be found at <http://www.nationalrail.co.uk/stations_destinations/SME/NVN_StationPlan.aspx?rtnloc=NVN>

**London Victoria train station**, Victoria Street, London, SW1E 5ND

Tel: Network Rail 03457 114141

Web: <http://www.nationalrail.co.uk/stations_destinations/VIC.aspx>

**Access**: Ground floor is step free, lifts to the upper retail area. For mobility assistance and help with luggage please go to the information desk. Accessible toilets are located on central concourse.

Map of the station can be found at <http://www.nationalrail.co.uk/stations_destinations/SME/VIC_StationPlan.aspx?rtnloc=VIC>

**Public transport**: direct trains to Brighton.

**London Bridge train station,** Station Approach, London, SE1 9SP

Tel: Network Rail 03457 114141 Web: [www.networkrail.co.uk/london-bridge-station](http://www.networkrail.co.uk/london-bridge-station)

**Access**: Accessible toilets are located by the Vaults, RADAR key required, staffed at all times. There are lifts to concourse and platform. Helpdesk is located at the main entrance by platforms 1-6. To download a map of the station please go to <http://www.networkrail.co.uk/london-bridge-station/disabled-access/> and then click on ‘’station map’’.

**Public transport:** Direct trains to Brighton.

**London St Pancras International**, Euston Road, London, N1C 4QP

Tel: 0207 8437688 Web: [www.stpancras.com](http://www.stpancras.com)

**Access:** Accessible toilets are located in the Arcade area and the Circle area. There are lifts to platforms A & B and lifts to Midlands mainline trains. Eurostar departure and arrival lounges are located on the ground floor; there are lifts to platform levels. Help points are located at Eurostar arrival lounge and along platforms A & B.

For maps and routes of the station please go to <http://hs1.directenquiries.com/information/London%20St%20Pancras%20International/731089/plan/information.aspx>

**Public transport**: Direct trains to Brighton from platforms A & B.

**Coach Stations**

**Pool Valley coach station,** Pool Valley, Brighton, BN1 1NJ

National Express contact line: 08717 818178

**Access**: The station is step free. There are no facilities at Pool Valley; there are no ticket machines. The nearest toilet is in the Cultural Quarter or by the Brighton Pier.

**Public transport**: nearest bus stops are located on Old Steine; just few min walk from the coach station. There is a taxi rank outside the coach station by the Royal Albion Hotel.

**London Victoria coach station**, 164 Buckingham Palace Road, London, SW1W 9TP

Tel: TFL 0207 0272520 Web: <https://tfl.gov.uk/modes/coaches/victoria-coach-station>

**Access**: Transport for London provides its own mobility assistance service for National Express and other coach operators’ customers with reduced mobility using London Victoria coach station. To pre book assistance contact the help point on 0207 0272520 or fill in this form <https://tfl.gov.uk/forms/12391.aspx> on line. Easy access toilets for people with impaired mobility are located at arrivals and inside the mobility lunge. Minicom enabled pay phone is located next to the information desk in the main entrance of departures. Victoria Rail Station is a 300 metre walk.

**Public transport**: There are direct National Express coach services to Brighton. Victoria rail station is a 300 metre walk from the coach station. For details on services from the rail station please see London Victoria train station above.

**Harbours**

**Newhaven Harbour**, Newhaven Ferry Port, Railway Approach, Newhaven, East Sussex, BN9 0DF

Tel: 0844 5768836 Web: [www.newhavenferryport.co.uk](http://www.newhavenferryport.co.uk)

**Access**: Foot passenger terminal including the café is fully accessible. Accessible toilets are located at the terminal. For special assistance please book directly with ferry operator.

**Public transport**: Direct trains from Newhaven Town station to Brighton; train station is 3 minute walk from the foot passenger terminal. Direct Brighton & Hove buses to Brighton.

**Public transport**

**Trains**

If you would like help when making a journey by train, such as help getting on and off the train, please contact the train operator you are travelling with. Please try to give a minimum 24 hour notice as this allows the train and station staff to provide the best possible assistance on the day.

Gatwick Express: tel: 0800 1380225, textphone: 08451 272940

Southern : tel: 0800 1381016, textphone: 0800 1381018

Thameslink : tel: 0800 0582844, textphone: 0800 9751052

Transport for London rail: tel: 0343 2223456, textphone: 0800 1123456

Eurostar: tel: 03432 186186, web: [www.eurostar.com](http://www.eurostar.com), email [traveller.care@eurostar.com](mailto:traveller.care@eurostar.com)

**National Express**

Tel 08717 818178, Assisted Travel Helpline 03717 818181, textphone 01216 222717

Web [www.nationalexpress.com](http://www.nationalexpress.com) email [DPTH@nationalexpress.com](mailto:DPTH@nationalexpress.com)

Majority of fleet have a passenger lift at the front entrance. If you need help when making a journey by National Express, please call Assisted Travel Helpline at least 36 hours before travelling.

**Brighton & Hove Buses,** 43 Conway Street, Hove, BN3 3LT or 1Stop Travel, 26 North Street, Brighton, BN1 1EB

Tel: 01273 886200, SMS: 07583 051915, web: [www.buses.co.uk](http://www.buses.co.uk) email: [info@buses.co.uk](mailto:info@buses.co.uk)

Buses have easy access for boarding and space for 1 wheelchair. Some class 2 scooters are accepted. For more information including Helping Hand scheme please go to <http://www.buses.co.uk/accessibility>

**Useful websites**

[www.traintaxi.co.uk](http://www.traintaxi.co.uk), taxi numbers at rail stations

[www.tfl.gov.uk](http://www.tfl.gov.uk) , Transport for London

[www.travelinesoutheast.org.uk](http://www.travelinesoutheast.org.uk), journey planner

Care has been taken to ensure that the information on this list was correct at the time of going to press. This list is intended as a guide only and does not imply any recommendation. All information is subject to change.

Issued with the compliments of VisitBrighton, Tel 01273 290337, [www.visitbrighton.com](http://www.visitbrighton.com)

**Brighton & Hove City Council is committed to equal opportunities.**

**If you need information in an alternative format, we will do all we reasonably can to help – please contact us for assistance.**

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