



Accessibility Statement

The East Lancashire Railway welcomes customers of all abilities.

We operate a fleet of mainly pre-1960's railway carriages and most of our normal service trains have space available for customers with mobility impairments including some wheelchair spaces. As space is inevitably limited, we strongly recommend that wheelchair users contact us in advance in order that we can make suitable arrangements. This will help us to make your visit a more pleasurable one.

A step and wheelchair ramp are carried on all normal trains and these are available to help you to access or leave the trains – please ask a member of staff for assistance.

Wheelchair users please note: our ramps have a weight limit of 250kg. They will take an ordinary wheelchair, plus user, plus pusher or a small battery operated chair. However, they are not suitable for motorized scooters or buggies.

There is a toilet on all of our normal service trains which is available to customers on request. Owing to its small dimensions, we regret that this toilet is not suitable for wheelchair users.

We welcome assistance dogs in all our carriages.

If you have any questions as to how we can help you further, please do not hesitate to contact us and we will do our best to help you to plan your visit. Telephone us on 0161 764 7790.

Facilities at our stations are as follows:

Heywood

This station has ample parking for customers visiting the railway with easy access to our station. The station building here is accessed via a small gradual ramp. The station also features assessable toilets and a basic tea bar.

Bury

This is our main headquarters from which you may choose to start your journey. There is a level tarmaced car park by our platform number two, however to reach the booking office there is a short walk up a gradual incline. The stations booking hall and shop are located at street level with the platforms being accessed either through the concourse and stairs or via the incline towards the side of the station.

The stations pub, The Trackside is located on platform two and has good level access. The ladies' and gentlemen's toilets are situated on the same platform along with an accessible toilet with baby changing facilities.

Platform 3 and 4 can be either accessed via the stairs from the main concourse or via the stations barrow crossing which can be used if escorted by a member of staff. Also located on this platform is a buffet which has good access as well ladies' and gentleman's toilets. There is also an accessible toilet and baby changing facilities located on this platform.

Summerseat

The platform can be either accessed via steps towards the south or by a gradual ramp at the north end. There is very limited parking here and no amenities at this station.

Ramsbottom

The station features flat street level access to platform 2. To access platform 1 you will need to be escorted across the barrow crossing towards the north end of the station by a member of staff. The platform is slightly lower than the train which will require the ramp to be quite steep.

Toilets and amenities are available during the weekends and some mid-week operating days.

Irwell Vale

This station is accessible and does have a small car park. The path to the platform is a gradual ramp featuring a cobble covered surface. There are no amenities at this station.

Rawtenstall

This station located next to the A682 has flat street level access to the platform however the surface is slightly uneven as you head towards the train. The station also features Ladies, Gentleman's and accessible toilets. There is a small waiting room that can be accessed via a ramp as well as a bar area which has flat level access.

Visiting during Special Events

It is possible to accommodate guests with mobility impairments however prior notice is essential before visiting in order to make sure special arrangements are in place.

Dining Train

It is not possible for Passengers who need the use of a wheel chair to travel in the Guards Van or need to travel in the ordinary Dining Cars in their wheelchair. Passengers must be able to board our coaches via the steps and make the few steps their seats either with or without help. We regret that our 1950 coaches are unable to accommodate a wheelchair.

Guide dogs can be accommodated however this needs to be mentioned during booking.

Mobile Phone Coverage

Generally Mobile Phone coverage is good over all parts of the line however there are 3 tunnels where signal may easily be lost.

Refreshments

Light refreshments are available on most our trains from our on-board buffets. There are light snacks and drinks available at all times.

(Updated June 2014)

HEYWOOD - BURY - RAMSBOTTOM - RAWTENSTALL

Bolton Street Station, Bury, BL9 OEY

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