

How to plan your journey

1. Check your starting and destination stations, plus any connections, using the symbols shown in 'How to use this map'. Then refer to the index on the back of this guide for additional details of access and connections at each station. You may also wish to refer to the example journey box

2. Check that you can manage the step and gap from the platform to the train.

3. Check your return journey as this may require a different route or use of an alternative station entrance

4. Call Transport for London's 24 hour travel information number 0843 222 1234* before travelling to check the availability of lifts

5. You can also plan your journey online at tfl.gov.uk/journeyplanner

6. If you experience problems with your planned route contact a member of staff at the station (or use the Help point) and we will provide you with an alternative route

7. Our Conditions of Carriage place no obligation on customers in wheelchairs to be accompanied. If you need assistance please ask a member of staff who will assist you if they are able to and it is safe to do so. For your own safety, please do not use a moving escalator unless you can step onto it, stand on it and step off it

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.

How to use this map

This map highlights all stations where you can get between the platform and street step-free, or change between lines step-free. Stations where this is not possible are shown in a light grey. Step-free stations are marked with a coloured symbol and a letter showing the size of the step and gap between the platform and the train, as follows:

Step

The step between the platform and the train is shown by the following symbols:

- 0 - 50mm (0 - 2 inches)
- 51 - 120mm (2 - 4.7 inches)
- Over 121mm (4.7 inches)

Gap

The gap between the platform and the train is shown by the following letters:

- A 0 - 85mm (0 - 3.3 inches)
- B 86 - 180mm (3.3 - 7 inches)
- C Over 181mm (7 inches)

Examples

● ● ● A These stations have the smallest step and gap and are suitable for most customers including wheelchair-users

● ● ● A B C These stations have varying levels of steps and gaps and may be suitable for customers with mobility impairments, those with luggage and buggies, and some wheelchair-users. This map shows the largest step and gap at each station. The index on the back of this guide shows the average step and gap for all stations which do not have level access. At some of these stations, level access may only be available at some parts of the platform - look out for signs



At stations marked with these symbols you can change between lines step-free (sometimes only in one direction). You will not be able to get in or out of the station without using stairs and/or escalators.



At this station you can change step-free between the Jubilee and Bakerloo lines, but not between these lines and the Metropolitan, Circle and Hammersmith & City lines



At these stations you can change onto National Rail (sometimes only in one direction)



Ramps are used at this station to help you to board the train. These may need to be pre-booked. The step and gap at these stations varies



At stations marked with a blue box and exclamation mark please arrive at the correct entrance for your direction of travel. Please refer to the index on the back of this guide

For more information please check the station index on the back of this guide

Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information

Riverboat services

Airport

Tramlink

Emirates Air Line

Manual boarding ramps

At some stations access to the train is by manual boarding ramp.

These stations are shown on the map with a R. If you plan to travel on London Underground, you should pre-book assistance by calling 0845 601 4867.

If you intend to use manual boarding ramps on London Underground services, you do not need to book in advance, but please read the information below. If you require a manual boarding ramp at these stations:

- Please speak to a member of staff in the ticket hall and let them know where you are travelling to
- Staff will operate the manual boarding ramp and assist you with getting on the train if you require this
- You may need to get on at a specific doorway on the train. Staff will advise you as to this
- Where relevant, staff will arrange for you to be met at your interchange or destination by a member of staff with a manual boarding ramp

If you plan to travel from a station with permanent level access to a station with a manual boarding ramp, please speak to a member of staff on the platform. If no staff are present, use the 'Information' button on a Help point to ask for the manual boarding ramp to be operated

If you are interchanging from a line with permanent level access to a line with a manual boarding ramp, please speak to a member of staff on the platform. If no staff are present, use the 'Information' button on a Help point to ask for the manual boarding ramp to be operated

If platforms and/or trains are very busy, it may take a while before there is space to get on a train, particularly if you are travelling with other wheelchair users

The manual boarding ramps can take a maximum weight of 300kg (approx. 47 stones). This needs to include your weight and the weight of anyone assisting you on the manual boarding ramp, as well as the weight of your wheelchair

Example step-free journey: Chalfont & Latimer to Forest Hill

Find Chalfont & Latimer on the map and check both the How to use this map section and Station Index on the back of this guide. As the station index shows, you should use the Bedford Avenue entrance to access the southbound Metropolitan line platform (A step 50mm/gap 75mm) and take the Metropolitan line to Finchley Road.

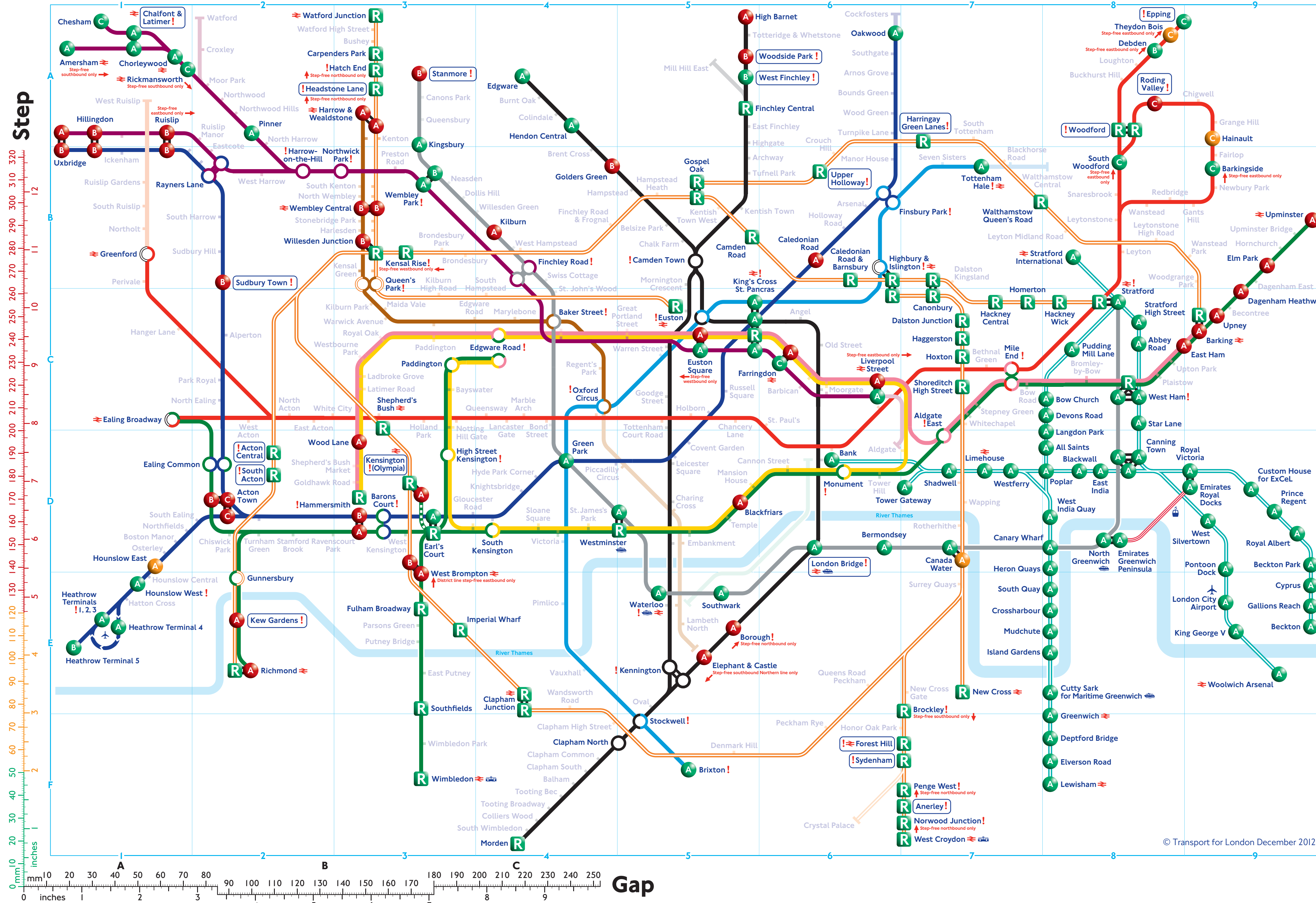
At Finchley Road (B step 1mm/gap 116mm) change for the southbound Jubilee line (B step 163mm/gap 120mm). Remember that at Finchley Road you can only change step-free between Metropolitan and Jubilee line trains travelling in the same direction. You cannot change between trains travelling in different directions and you cannot enter or exit Finchley Road station step-free.

Stay on the Jubilee line to Canada Water. At Canada Water (A step 50mm/gap 70mm), change for the London Overground service towards Crystal Palace or West Croydon (A step 75mm/gap 4mm). As the map shows, a ramp is available at Forest Hill.

To ensure that this is available, you should pre-book assistance by calling 0845 601 4867

Alternative transport

If you are unable to complete your planned step-free journey because the lifts are out of service, we will help you to find an accessible route to your destination, including booking you a taxi if there is no suitable alternative route by public transport.



Further information

Transport for London produce a number of documents to help people get around London more easily.

- Audio Tube map
- Large print colour Tube map
- Large print black and white Tube map

• Avoiding stairs Tube guide

• Getting Around London - your online guide to accessibility. Covers all TfL's transport services

• Toilet Tube map

• Bus maps (all London buses are wheelchair accessible, apart from some journeys on routes 9 and 15)

For copies call 0843 222 1234* or visit tfl.gov.uk/accessguides

• Blue badge car parking information - available at tfl.gov.uk/roadusers

• For information on booking taxis and minicabs visit tfl.gov.uk/cabwise

If you have any general comments about your Tube journey please contact London Underground Customer Services on 0845 330 9880, textphone 020 7918 3500 or write to:

LU Customer Services
55 Broadway
London SW1H 0BD

If you have comments about your DLR journey call 020 7363 9700, textphone 020 7093 0999 or write to:

DLR Customer Relations
Sercu Docklands
Castor Lane
London E14 0DS

If you have comments about your London Overground journey call 0845 601 4867, textphone 020 3031 9331 or write to:

Freeport RSTY-TJRK-JRUG
London Overground
Customer Services Team
125 Finchley Road
London NW3 6HY

If you are not satisfied with their response and wish to take the matter further, contact London TravelWatch on 020 3176 2999 or visit londontravelwatch.org.uk

Key to lines

- Bakerloo
- Central
- Circle
- District
- - - District open weekends, public holidays and some Olympic events
- Hammersmith & City
- Jubilee
- Metropolitan
- Northern
- Piccadilly
- - - No service between Uxbridge and Rayners Lane in the early mornings
- Victoria
- Waterloo & City
- - - DLR
- London Overground
- Emirates Air Line

Key to symbols

Step between platform and train

- 0 - 50mm (0 - 2 inches)
- 51 - 120mm (2 - 4.7 inches)
- Over 121mm (4.7 inches)

Gap between platform and train

- A 0 - 85mm (0 - 3.3 inches)
- B 86 - 180mm (3.3 - 7 inches)
- C Over 181mm (7 inches)

A Platforms with designated level access boarding points. Step/gap measurements at these stations are when boarding train at these points only

R Access from platform to train by manual boarding ramp

A Access via lifts(s). Limited capacity (8 to 12 persons) indicated by 'small'

≡ Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information

A Main bus interchange

✈ Emirates Air Line

✈ Airport

✈ Taxi rank

(5) Car park with number of blue badge bays indicated in brackets

wc Accessible toilet on site or nearby

Station Index

C8 **Abbey Road** WC **A**

D2 **Acton Central** **R** Both platforms (platform 1 towards Richmond, platform 2 towards Stratford).

You must use the correct entrance/exit depending on which platform you are travelling to and from as you cannot change step-free between platforms within the station. Use the Churchfield Road entrance via the ticket hall for platform 2. Use the entrance on the other side of the level crossing for platform 1

D2 **Acton Town** WC District line eastbound towards Upminster **A** step 217mm/ gap 80mm), westbound towards Ealing Broadway **B** step 300mm/ gap 103mm) Piccadilly line eastbound towards Oakwood **C** step 143-197mm/ gap 125-156mm), westbound towards Uxbridge or Heathrow **B** step 127-141mm/ gap 76-168mm)

C7 **Aldgate East** No entrance/exit. You can change between District line westbound towards Earl's Court **A** (step 153mm/ gap 47mm) and Hammersmith & City line westbound towards Hammersmith **A** (step 163mm/ gap 20mm). You can change from Hammersmith & City line eastbound towards Barking **A** (step 140mm/ gap 33mm) onto District line eastbound towards Upminster **A** (step 133mm/ gap 30mm)

D8 **All Saints** **A**

A1 **Amersham** **A**

WC (female only, southbound platform). You can only enter and exit the southbound platform for trains towards Liverpool Street **A**

F7 **Anerley** **R** Both platforms (platform 1 towards Dalston Junction, platform 2 towards West Croydon). You must use the correct entrance/exit depending on which platform you are travelling to and from as you cannot change step-free between platforms within the station. Use the Ridsdale Road entrance for platform 1. Use the Anerley Station Road entrance for platform 2

C4 **Baker Street** No entrance/exit. You can change between Bakerloo line northbound towards Harrow and Wealdstone **A** (step 147mm/ gap 43mm) and Jubilee line northbound towards Stanmore **A** (step 193mm/ gap 0mm). You can change between Bakerloo line southbound towards Oxford Circus **A** (step 150mm/ gap 40mm) and Jubilee line southbound towards Westminster **A** (step 160mm/ gap 0mm).

D6 **Bank** DLR only **A**, lift located in King William Street

C9 **Barking** WC (National Rail) District line eastbound towards Upminster **A** (step 173mm/ gap 27mm), westbound towards Earl's Court **A** (step 183mm/ gap 13mm), Hammersmith & City line **A** (step 243mm/ gap 30mm), London Overground **R** westbound towards Gospel Oak

B9 **Barkingside** **(2)** You can only enter and exit the eastbound platform for trains towards Woodford **C** (step 37mm/ gap 213mm)

D3 **Barons Court** No entrance/exit. You can change between District line westbound towards Hammersmith **A** (step 247mm/ gap 77mm) and Piccadilly line westbound towards Acton Town **A** (step 88mm/ gap 23mm). You can change between District line eastbound towards Upminster

Grid **A** step 273mm/ gap 10mm) and Piccadilly line eastbound towards Oakwood **A** (step 156mm/ gap 50mm)

E9 **Beckton** **A**

D9 **Beckton Park** **A**

D6 **Bermondsey** **A**

If you require level access to leave the train at Green Park, please make sure that you travel in the correct carriage

D5 **Blackfriars** Circle line eastbound **A** (step 177mm/ gap 11mm) towards Liverpool Street, westbound **A** (step 157mm/ gap 16mm) towards Westminster. District line eastbound **A** (step 147mm/ gap 30mm) towards Upminster, westbound **A** (step 117mm/ gap 40mm) towards Westminster

D8 **Blackwall** **A**

E5 **Borough** You can only enter and exit the northbound platform step-free for trains towards Camden Town **A** (step 187mm/ gap 27mm).

If you are travelling southbound on the Northern line to Borough (towards Morden) stay on the train to Clapham North, get off the southbound train **A** (step 147mm/ gap 30mm) and take a northbound Northern line train **A** (step 170mm/ gap 17mm) to Borough

C8 **Bow Church** **A**

F5 **Brixton** **A**

E6 **Brockley** **R** You can only enter and exit platform 2 towards Crystal Palace and West Croydon

B6 **Caledonian Road** Eastbound trains towards Oakwood **A** (step 150mm/ gap 0mm), westbound towards Acton Town **A** (step 160mm/ gap 4mm)

B6 **Caledonian Road & Barnsbury** **R** Both platforms (platform 2 towards Richmond and Clapham Junction, platform 3 towards Stratford)

B5 **Camden Road** **R** Both platforms (platform 1 towards Richmond and Clapham Junction, platform 2 towards Stratford)

B5 **Camden Town** No entrance/exit. You can change between northbound platform towards Woodside Park **A** (step 170mm/ gap 6mm) and northbound platform towards Edgware **A** (step 173mm/ gap 0mm)

D7 **Canada Water** WC (bus station) Jubilee line **A**.

If you are boarding the Jubilee line at this station and require level access to leave the train at Green Park, please make sure that you travel in the correct carriage.

D8 **Canary Wharf** WC Jubilee line **A**, DLR **A**.

London Overground platform 3 towards New Cross, Clapham Junction, Crystal Palace and West Croydon **A** (step 75mm/ gap 4mm), Platform 4 towards Highbury & Islington **A** (step 78mm/ gap 18mm)

D8 **Canary Wharf** WC Jubilee line **A**, DLR **A**.

200m between Jubilee line and DLR station via the street. If you are boarding the Jubilee line at this station and require level access to leave the train at Green Park, please make sure that you travel in the correct carriage

D8 **Canning Town** WC (bus station) Jubilee line **A**, DLR **A**.

If you are boarding the Jubilee line at this station and require level access to leave the train at Green Park, please make sure that you travel in the correct carriage

Grid

C7 **Canonbury** **R** Platform 1 towards Highbury & Islington, platform 2 towards Clapham Junction and Crystal Palace, platform 3 towards Richmond and Clapham Junction and platform 4 towards Stratford

A3 **Carpenters Park** **R**

Both platforms (platform 1 towards Euston, platform 2 towards Watford Junction)

A1 **Chalfont & Latimer** **A**

You need to use correct entrance/exit depending on which platform you are travelling from/to, as you cannot change between all platforms within station – you need to make a 360m journey via street to change between northbound platform 1 and southbound platform 2.

Use Bedford Avenue entrance to get to/from southbound platform 2 – this route goes via ticket hall. Use Station Approach entrance to get to/from northbound platform 1 – this route does not go via ticket hall and is for ticket holders only; it is only unlocked between 0515 and 2000 Mon to Sat and 1545 to 1900 on Sun, so use intercom to ask staff to unlock gate at other times

B9 **Elm Park** WC Eastbound towards Upminster **A** (step 267mm/ gap 23mm), westbound towards Earl's Court **A** (step 203mm/ gap 7mm)

E5 **Elephant & Castle** You can only enter and exit the Northern line southbound platform for trains towards Morden **A** (step 183mm/ gap 3mm)

F8 **Elverson Road** **A**

D8 **Emirates Greenwich Peninsula** **A**

D9 **Emirates Royal Docks** **A**

A8 **Epping** **(6)** WC Platform 1 **C** (step 24mm/ gap 186mm), platform 2 **C** (step 25mm/ gap 212mm). You need to use the correct entrance/exit depending on which platform you are travelling from/to, as you cannot change between platforms within station – you need to make a 450m journey via street to change between platforms 1 and 2. Use Station Road entrance to get to/from platform 2 – this route goes via ticket hall.

E8 **Crossharbour** **(small)** **A**

D9 **Custom House for ExCeL** **A**

A8 **Cuttly Sark for Maritime Greenwich** **A**

E9 **Cyprus** **A**

C7 **Dalston Junction** **R** Platform 1 towards Highbury & Islington, platforms 2, 3 and 4 towards New Cross, Clapham Junction, Crystal Palace and West Croydon

C9 **Dagenham Heathway** Eastbound towards Upminster **A** (step 283mm/ gap 23mm), westbound towards Earl's Court **A** (step 243mm/ gap 23mm)

A8 **Debdon** **(3)** You can only enter and exit the eastbound platform trains towards Epping **B** (step 30mm/ gap 173mm)

F8 **Deptford Bridge** **A**

C8 **Devons Road** **(small)** **A**

C1 **Ealing Broadway** WC (National Rail) No entrance/exit. You can change between District line **A** (step 190-257mm/ gap 23-73mm) and Central line **B** (step 213-240mm/ gap 97-113mm)

D2 **Ealing Common** No entrance/exit. You can change between District line eastbound towards Upminster **A** (step 283mm/ gap 60mm) and Piccadilly line eastbound towards Oakwood **B** (step 136mm/ gap 122mm). You can change between District line westbound towards Ealing Broadway **B** (step 325mm/ gap 143mm) and Piccadilly line westbound towards Uxbridge **B** (step 178mm/ gap 161mm)

D3 **Earl's Court** **(1)** **(1)** District line eastbound towards Paddington or Upminster, westbound towards Kensington (Olympia), Wimbledon or Hammersmith **R**, Piccadilly line **A**

Grid

C9 **East Ham** District and Hammersmith & City lines eastbound towards Barking **A** (step 257mm/ gap 7mm), westbound towards Aldgate East **A** (step 233mm/ gap 43mm)

D8 **East India** **A**

A4 **Carpenters Park** **A**

C4 **Edgware Road** No entrance/exit.

The Circle line no longer runs in a continuous loop and you may have to change trains at Edgware Road to carry on with your journey. You can change between Circle line to/from High Street Kensington **A** (step 180mm/ gap 33mm), Circle line eastbound towards King's Cross St. Pancras and Hammersmith & City line eastbound towards Barking (both **A** step 137mm/ gap 40mm). You can change between westbound Circle line and westbound Hammersmith & City line towards Hammersmith (both **A** step 153mm/ gap 50mm) and District line to/from Earl's Court **A** (step 157mm/ gap 23mm)

B6 **Finsbury Park** No entrance/exit. You can change between Victoria line southbound towards Brixton **A** and Piccadilly line westbound towards Acton Town **A**. You can change between Victoria line northbound towards Tottenham Hale **A** and Piccadilly line eastbound towards Oakwood **A**

B9 **Elm Park** WC Eastbound towards Upminster **A** (step 267mm/ gap 23mm), westbound towards Earl's Court **A** (step 203mm/ gap 7mm)

E5 **Elephant & Castle** You can only enter and exit the Northern line southbound platform for trains towards Morden **A** (step 183mm/ gap 3mm)

F8 **Elverson Road** **A**

D8 **Emirates Greenwich Peninsula** **A**

D9 **Emirates Royal Docks** **A**

A8 **Epping** **(6)** WC Platform 1 **C** (step 24mm/ gap 186mm), platform 2 **C** (step 25mm/ gap 212mm). You need to use the correct entrance/exit depending on which platform you are travelling from/to, as you cannot change between platforms within station – you need to make a 450m journey via street to change between platforms 1 and 2. Use Station Road entrance to get to/from platform 2 – this route goes via ticket hall.

E9 **Gallions Reach** **(small)** **A**

B4 **Golders Green** WC Northbound towards Hendon Central **A** (step 113-150mm/ gap 3-37mm), southbound towards Camden Town **B** (step 137-143mm/ gap 43-57mm)

B5 **Gospel Oak** WC All platforms (platform 1 towards Richmond and Clapham Junction, platform 2 towards Stratford, platform 3 towards Barking)

B1 **Greenford** No entrance/exit. You can change between the eastbound platform towards Liverpool Street **B** (step 173mm/ gap 140mm), westbound platform towards West Ruislip **B** (step 207mm/ gap 123mm) and National Rail services

C5 **Euston** **(Victoria and Northern line Bank branch only)** WC (National Rail) London Overground **R** northbound towards Watford Junction.

No entrance/exit to London Underground services. You can change between Victoria line southbound towards Brixton **A** and Northern line southbound towards Morden via London Bridge **A**.

You can change between Victoria line northbound towards Tottenham Hale **A** and Northern line northbound (Bank branch) towards Camden Town **A**

C5 **Euston Square** **(Metropolitan only)** You can only enter and exit the westbound Hammersmith & City, Circle and Metropolitan lines platform. Hammersmith & City line and Circle lines westbound towards Edgware Road (both **A** step 207mm/ gap 60mm).

C7 **Hackney Central** **R** Both platforms (platform 1 towards Richmond and Clapham Junction, platform 2 towards Stratford)

C8 **Hackney Wick** **R** Both platforms (platform 1 towards Richmond and Clapham Junction, platform 2 towards Stratford). You must use the correct entrance/exit depending on which platform you are travelling to/from and you cannot change step-free between platforms.

C6 **Farringdon** WC Metropolitan line eastbound towards Liverpool Street, **C** (step 0mm, gap 188mm), Circle line eastbound towards Monument and Hammersmith & City lines eastbound towards Liverpool Street **A**, step

Grid

150mm, gap 77mm). Metropolitan line westbound towards Harrow on the Hill **B**, step 1mm, gap 180mm, Circle and Hammersmith & City lines westbound towards Edgware Road **A**, step 163mm, gap 60mm

A5 **Finchley Central** **(6)** WC **R** Northbound towards High Barnet and southbound towards Camden Town

B4 **Finchley Road** No entrance/exit. You can change between Metropolitan line southbound towards Liverpool Street **B** (step 1mm/ gap 16mm) and Jubilee line southbound towards Stratford **B** (step 163mm/ gap 120mm). You can change between Metropolitan line northbound towards Amersham, Chesham and Uxbridge **C** (step 5mm/ gap 199mm) and Jubilee line northbound towards Stanmore **B** (step 140mm/ gap 100mm)

B6 **Finsbury Park** No entrance/exit. You can change between Victoria line southbound towards Brixton **A** and Piccadilly line westbound towards Acton Town **A**.

You can change between Victoria line northbound towards Tottenham Hale **A** and Piccadilly line eastbound towards Oakwood **A**

F7 **Forest Hill** **(1)**

R Both platforms (platform 1 towards Highbury & Islington, platform 2 towards Crystal Palace and West Croydon).

Both platforms are accessible only to/from the main (Devonshire Road) northbound entrance

E3 **Fulham Broadway** **R** Eastbound towards Earl's Court, westbound towards Wimbledon

E9 **Gallions Reach** **(small)** **A**

B4 **Golders Green** WC Northbound towards Hendon Central **A** (step 113-150mm/ gap 3-37mm), southbound towards Camden Town **B** (step 137-143mm/ gap 43-57mm)

B5 **Gospel Oak** WC All platforms (platform 1 towards Richmond and Clapham Junction, platform 2 towards Stratford, platform 3 towards Barking)

B1 **Greenford** No entrance/exit. You can change between the eastbound platform towards Liverpool Street **B** (step 173mm/ gap 140mm), westbound platform towards West Ruislip **B** (step 207mm/ gap 123mm) and National Rail services

A3 **Hatch End** **(2)** **R** You can only enter and exit platform 2 towards Watford Junction

A3 **Headstone Lane** **R** You can only enter and exit platform 2 towards Watford Junction using the side entrance on Headstone Lane

E1 **Heathrow Terminals 1,2,3** **(1)** **WC** **A**. If you are travelling towards Central London, you need to board the fifth carriage, furthest from the lifts

E1 **Heathrow Terminal 4** **A**

Open Mondays to Saturdays until 2345 and Sundays until 2315 only

E1 **Heathrow Terminal 5** **WC** **B** (step 22mm/ gap 94mm). If you are travelling towards Central London, you need to board the fifth carriage, furthest from the lifts

A4 **Hendon Central** **(1)** **WC** **A**

D8 **Heron Quays** **A**

A5 **High Barnet** **(5)** WC **A** (step 90-127mm/ gap 13-60mm)