

ScotRail Passenger Assistance

Requests for assistance can be made by calling ScotRail Assisted Travel before you travel.

Assisted Travel Helpline: 0800 0461634

Textphone (for the hard of hearing): 18001 0800 0461 634

You can:

- arrange assistance to board/alight the train
- reserve seats/dedicated wheelchair space
- arrange onward travel/ connecting services/ alternative transport
- purchase travel tickets/check train times
- check accessibility at station/on-board facilities

Aid to Communication

I am travelling to

What is the destination
of the train I need to get?

Please let me know when we are approaching the station.

I need to purchase a ticket. How much is the fare?

Please write any questions/answers in the space below:

This is not a ticket or authority to travel. There are times when services may be disrupted at stations and on our network, and when this happens we may not be able to fulfil your requirements but we will do everything possible to help you complete your journey.