

TRAVEL ASSISTANCE

London travel tips



STAFF ASSISTANCE ON LONDON UNDERGROUND AND OVERGROUND

On London Underground and most of the London Overground network, TfL operate a "Turn-up-and-go" service. This means that you do not need to book assistance in advance. You can ask a member of staff to help you board the train and/or meet you at your destination.



PASSENGER ASSIST FORM

You can book travel assistance for London Overground and National Rail services within London via the Passenger Assist form. You can complete the form on TfL's website or by calling 0343 222 2000. You should aim to book this service at least 24 hours in advance.



TRAVEL SUPPORT CARD

TfL offer a travel support card to help people communicate any assistance or information requirements they have with staff. This card can be used on any TfL service. There is space on the card to write down what assistance or information you need. You can order one on the TfL website or download and print it at home.



HELP ON BUSES

All London bus drivers are trained to help customers who need assistance. This includes pulling in close to the kerb, lowering the bus, waiting until you're seated or holding before moving and asking other passengers to make space for wheelchair users. Ask your driver if you need any help.