

Elizabeth line Station Information

Accessible Travel Policy
May 2025



1 Elizabeth line stations step-free access:

Station	Categorisation	Step-free access conditions
Abbey Wood	A	Step-free access to all platforms.
Acton Main Line	A	Step-free access to all platforms.
Bond Street	A	Step-free access to all platforms.
Brentwood	B1	Step-free access to all platforms. It is step-free from the booking hall via lifts to Platforms 1, 2 and 3. Access to Platform 4 via Alexandra Road car park entrance. Elizabeth line services call at Platforms 3 (towards central London) and 4 (towards Shenfield).
Burnham (Bucks)	A	Step-free access to all platforms.
Canary Wharf	A	Step-free access to all platforms.
Chadwell Heath	A	Step-free access to all platforms.
Custom House	A	Step-free access to all platforms.
Ealing Broadway	A	Step-free access to all platforms.
Farringdon	A	Step-free access to all platforms.
Forest Gate	A	Step-free access to all platforms.
Gidea Park	A	Step-free access to all platforms.
Goodmayes	B3	Step-free access to all Elizabeth line platforms (Platforms 2, 3, and 4). There is no step free access to platform 1.
Hanwell	A	Step-free access to all platforms.
Harold Wood	A	Step-free access to all platforms.
Hayes & Harlington	A	Step-free access to all platforms.
Heathrow Terminals 1,2&3 (Rail station only)	A	Step-free access to all platforms.
Heathrow Terminal 4 (Rail station only)	A	Step-free access to all platforms.
Heathrow Terminal 5 (Rail station only)	A	Step-free access to all platforms.
Ilford	A	Step-free access to all platforms.
Iver	A	Step-free access to all platforms.
Langley (Berks)	A	Step-free access to all platforms.



London Liverpool Street	A	Step-free access to all platforms.
London Paddington	A	Step-free access to all platforms.
Maidenhead	A	Step-free access to all platforms.
Manor Park	A	Step-free access to all platforms.
Maryland	A	Step-free access to all platforms.
Reading	A	Step-free access to all platforms.
Romford	A	Step-free access to all platforms.
Seven Kings	A	Step-free access to all platforms.
Shenfield	A	Step-free access to all platforms.
Slough	A	Step-free access to all platforms.
Southall	A	Step-free access to all platforms.
Stratford (London)	A	Step-free access to all platforms.
Taplow	A	Step-free access to all platforms.
Tottenham Court Road	A	Step free access available to all Elizabeth line platforms.
Twyford	A	Step-free access to all platforms.
West Drayton	A	Step-free access to all platforms.
West Ealing	A	Step-free access to all platforms.
Whitechapel	A	Step-free access to all platforms.
Woolwich	A	Step-free access to all platforms.



2 Elizabeth line managed stations accessibility matrix:

Station	Staff available at	Car park (●)	Accessible Drop off & Pick Up	Public Toilets	Accessible	Accessible Toilet Opening	Ticket office counters	Ticket Vending Machine	Induction Loops	Help Points	Customer Information System	Meeting Points for Assistance	Seating available at the station	Ramp for Train Access (■)	Wheelchair Availability	Tactile Paving	Secure Station Accreditation	Catering Facilities	Catering Facilities Details	Station seating	Waiting rooms (❖ heated)	Waiting rooms opening
Abbey Wood	✓	☒	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Shop, Coffee kiosk, Seating available	✓	☒	N/A
Acton Main Line	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	N/A	✓	✓	✓
Brentwood	✓	✓●	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Burnham (Bucks)	✓	✓●	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	N/A	✓	☒	N/A
Canary Wharf	✓	☒	☒	☒	☒	☒	☒	✓	✓	✓	✓	✓	✓	■	✓	✓	✓	☒	N/A	✓	☒	N/A
Chadwell Heath	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
Custom House	✓	☒	☒	✓	✓	✓	☒	✓	✓	✓	✓	✓	✓	■	✓	✓	✓	☒	N/A	✓	☒	N/A
Ealing Broadway	✓	☒	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Forest gate	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	☒	N/A
Gidea Park	✓	✓●	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
Goodmayes	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Hanwell	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
Harold Wood	✓	✓●	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
Hayes & Harlington	✓	✓●	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
Ilford	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓



Iver	✓	☒	☒	✓	☒	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
Langley (Berks)	✓	✓●	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Manor Park	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	☒	N/A
Maryland	✓	☒	☒	☒	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	☒	N/A
Paddington (Elizabeth line station)	✓	✓●	✓	☒	☒	☒	☒	✓	✓	✓	✓	✓	✓	■	✓	✓	✓	✓	Various located in National Rail station	✓	☒	N/A
Romford	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Seven Kings	✓	☒	☒	☒	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Southall	✓	☒	☒	✓	✓	N/A	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Coffee kiosk, Seating unavailable	✓	✓❖	✓
Stratford (London)	✓	☒	✓	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Café, Shops, Coffee kiosk, Seating available	✓	☒	N/A
Taplow	✓	✓●	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
West Drayton	✓	✓●	☒	✓	☒	N/A	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	✓❖	✓
West Ealing	✓	☒	☒	✓	✓◆	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☒	N/A	✓	☒	N/A
Woolwich	✓	☒	☒	☒	☒	☒	☒	✓	✓	✓	✓	✓	✓	■	✓	✓	✓	☒	N/A	✓	☒	N/A

