

The East Lancashire Railway welcomes customers of all abilities.

We operate a fleet of mainly pre-1960's railway carriages and most of our standard service trains have space available for customers with mobility impairments including some wheelchair spaces. We are currently introducing new accessible coaches with ramps and wider doors. As space is inevitably limited, we 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 ramp is carried on all standard service 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 and pusher or a small battery operated chair. However, they are not suitable for larger motorized scooters or buggies.

There are toilets on most of our standard service trains. Owing to their small dimensions, we regret that these toilets cannot accommodate wheelchairs. Some services operated by diesel multiple units (DMU's) may not have on-board toilets.

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.

Visiting during Special Events

It is possible to accommodate guests with mobility impairments however, because these events are generally very busy, prior notice is essential before visiting in order to make sure special arrangements are in place.

Dining Train

It is not possible for customers who need the use of a wheelchair to travel in the Guards Van or to travel in the Dining Cars in their wheelchair. Passengers must be able to board our coaches via the steps and make the few steps to their seats either with or without help. We regret that our 1950's 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 of our trains from our on-board buffets. Buffet facilities are available at Bury Bolton Street on most operating days. Facilities at other staffed stations are open on an occasional basis – please check for details. Additionally, we have pub facilities at Bury and Rawtenstall.

Facilities at our stations are as follows:

Heywood

This station has ample private parking with disabled badge spaces. Access to the station is across a cobbled surface. The station building is accessed via a gradual ramp. There is a waiting shelter, waiting room and toilets, including an accessible toilet.

Bury Bolton Street

This is our main headquarters from which you may choose to start your journey. The station's booking office, information office and shop are located at street level with the platforms being accessed either directly via stairs, or down a gradual incline to the side of the station.

There is a council car park to the side of the station, including disabled badge spaces, with direct access to platform 2. However to reach the booking office there is a short walk up a gradual incline.

The station's pub, The Trackside is located on platform 2 and has good level access from the station car park. Toilets, including an accessible toilet with baby changing facilities, are located on the same platform.

Platforms 3 and 4 can either be accessed via the stairs from the main concourse or via the station's '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 as toilets, including an accessible toilet and baby changing facilities.

Burrs Country Park

The platform is accessed by a gradual ramp off the footpath leading from the main country park parking areas. There is a waiting shelter, but no other amenities at this unstaffed station, and it is not lit during hours of darkness.

Summerseat

The platform can either be accessed via steps from the car park or by a gradual ramp at the far end (leading off a footpath from the car park). There is very limited parking here and a waiting shelter, but no other amenities at this unstaffed station.

Ramsbottom

The station has car parking adjacent to the building and features flat street level access to platform 2. Access to platform 1 is via a footbridge or you will need to be escorted across the 'barrow crossing' towards the north end of the station by a member of staff.

Toilets, including an accessible toilet and baby changing facilities are available during most operating days.

Irwell Vale

This station is accessible and does have a small car park and waiting shelter. The path to the platform is a gradual ramp featuring a cobble covered surface. There are no amenities at this unstaffed station, and it is not lit during hours of darkness.

Rawtenstall

This station has car parking facilities, including disabled badge spaces, and flat street level access to the main station building and platform. The station also features Ladies, Gentleman's and accessible toilets, including baby changing facilities. There is a small waiting room that can be accessed via a ramp as well as the Buffer Stops pub, which has flat level access.

(Updated January 2018)