

FGW Scooter Permit  
Customer Services Team  
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Dear Customer,

Thank you requesting an application for a First Great Western scooter permit. Scooters are not generally designed to be carried on public transport. However we have looked at all our services and have developed a policy that does permit their carriage on some trains. This follows extensive trials and risk assessments, along with feedback from scooter users and consultation with Passenger Focus.

The scooter must have a valid First Great Western scooter permit covering the journey to be made. This must be fixed to the scooter. The permit is issued free of charge, and is subject to a set of strict terms and conditions that must be followed at all times.

Having looked at all the train types we use, we have had to make some restrictions to the services that can carry scooters with permits. Please see Appendix A of the application form some for details of our trains.

- Our Class 158 turbo and our High Speed Services can carry scooters that are class 2 **AND** have a triangular footprint.
- Our Class 166, 158 and Class 153 can carry scooters subject to a maximum width of 650 millimetres.
- Our Class 165 trains and Class 360/2 Heathrow Connect services can carry scooters, however these are restricted to the vestibule area.



- All other First Great Western train services can carry mobility scooters (once issued with a valid scooter permit), up to the following dimensional and weight limitations:

|                               |                  |
|-------------------------------|------------------|
| Width                         | 700 millimetres  |
| Length (including footplates) | 1200 millimetres |
| Weight (including passenger)  | 300 kilograms    |

The carriage of scooters is restricted to the conditions set down at the time the scooter permit is issued and includes the stations covered.

Scooters that are folded down and taken on as luggage, can be carried on any service at any time, and do not need a permit.

We strongly recommend that even where you hold a valid scooter permit that you book assistance and where offered reserve a wheelchair space at least 24 hours in advance of travel. Spaces are limited on some services and without pre-booking we cannot guarantee that you will be able to travel on the service of your choice.

It is also important to note that unless an assistance booking is made we may be unable to provide alternative transport should there be changes to the service. This applies even if the scooter does have a valid scooter permit, unless it can be folded down.

To qualify for a scooter permit you will need to complete the enclosed application form and provide the documents requested. You and your scooter must comply with the criteria outlined in the application form and the terms and conditions of use of the permit if approved.

On completion please return the application to the address above, and do not hesitate to contact us if you have any questions or concerns.

Yours sincerely

FGW Customer Services Team



## FGW Scooter Permit Application Form

### Contact Information

Title:  First Name:  Surname:

Address:

Post Code:

Email Address

Daytime Contact Telephone Number:

Stations you would like to be covered by the permit:

Please include your departure station and those you will normally be travelling to. Please see point 4 of our terms and conditions.

### Scooter Information:

Which make is your scooter?

For safety reasons we are unable to accept class 3 scooters. Please see definition below

Which model is it?

What colour is it?

1. Can the scooter climb a gradient of 8 degrees?

Yes  No

The ramp angle between the platform and the train at many of our stations means that scooters must be able to climb a slope of at least 8 degrees.

2. Is your scooter fitted with anti tipping devices?

Yes  No



3. Will the combined weight of the scooter and passenger be less than 300kg (660lb)? Yes  No

We need to ensure that that we work within the safe weight limit of our ramps.

4. Does the scooter fall within the following dimensions? Yes  No   
120cm long, 70cm wide (47inches x 27inches)?

5. Does the scooter have a turning radius of 100cm (39 inches) or less? Yes  No

6. Can the scooter be folded if necessary for replacement transport? Yes  No

7. Does the scooter have a free wheel/brake release facility? Yes  No   
this is required so that in the event of power failure the scooter can be pushed to a position of safety.

8. Does the driver of the scooter have enough mobility to walk to a seat on the train? Yes  No

It is not possible to remain seated on the scooter during the rail journey and the scooter user must be able to dismount and walk to a seat.  
See point 10 of our terms and conditions.

**If you have answered No to any of the above I regret we will not be able to issue a permit.**

**If you have answered Yes to all points please forward the completed form along with the following items:**

- A small photograph of your scooter clearly showing the make and model.
- Copies of the technical pages for your scooter, which includes the size and weight and other technical information covered by questions 1 – 7. (You can send in the original pages from your manual if you are unable to get copies. Originals can be returned on request.)

Please note that all weights and dimensions provided in imperial units are approximations only and for accuracy the metric sizes shown should be used.

Class 2 mobility scooters can legally travel up to 6.4kph (4mph) on pavements and are allowed on the road to cross from one side of the road to the other. Within the category of Class 2 scooters some are more suited to indoor use as they are smaller and more compact. Class 3 mobility scooters generally have features similar to Class 2 mobility scooters, but tend to be larger and can be used on the roads where they can travel up to 12.8kph (8mph).



## Appendix A

Class: HST, High speed diesel train

Usually run on: Mainline routes from London Paddington to Bristol, Cardiff, Swansea, Cheltenham, Worcester, Hereford, Weston-super-Mare, Taunton, Exeter, Plymouth and Cornwall.

|                                |  |
|--------------------------------|--|
| Designated Wheelchair Position | Yes, two spaces in C (standard) and one in G (First Class) width 650mm length including footplates 1200mm. |
| Accessible Toilet Facility     | Yes, Coach C   |
| Reservations                   | Yes  |
| Priority seating               | Yes , 4 marked priority seats in every carriage.   |

Class 165/1 2 and 3-carriage turbo diesel trains

Primary routes: Stopping services from London Paddington along Thames Valley (including branch lines), North Downs, Bicester branch and Basingstoke branch

|                                |                          |
|--------------------------------|--------------------------|
| Designated Wheelchair Position | No – Space in vestibules |
| Accessible Toilet Facility     | No                       |
| Reservations                   | No                       |
| Priority seating               | No                       |

Class: 166 3-carriage turbo diesel trains

Primary Routes: Fast services from London Paddington along Thames Valley to Oxford and Newbury, Cotswolds and between Gatwick Airport and Reading

|                                |  |
|--------------------------------|--|
| Designated Wheelchair Position | 3 Seats in middle carriage have a tip up facility to create space for a wheelchair |
| Accessible Toilet Facility     | No   |
| Reservations                   | No   |
| Priority seating               | No   |

Class: 360/2 Desiro 5-carriage electric trains

Route: Stopping services between London Paddington and Heathrow Airport

|                                |     |
|--------------------------------|-----|
| Designated Wheelchair Position | Yes |
| Accessible Toilet Facility     | Yes |
| Reservations                   | No  |
| Priority seating               | Yes |

Class: 150 / 1, 2-carriage diesel trains

Primary routes: Routes around Bristol

|                                |     |
|--------------------------------|-----|
| Designated Wheelchair Position | Yes |
| Accessible Toilet Facility     | No  |
| Reservations                   | No  |
| Priority seating               | No  |



Class: 150 / 2, 2-carriage diesel trains

Primary routes: Devon and Cornwall branch-line services and on routes around Bristol

|                                |   |
|--------------------------------|---|
| Designated Wheelchair Position | Wheelchairs may be accommodated in the flexible space area within the passenger saloon adjacent to the doors behind the drivers cab in one of the 2 vehicles. |
| Accessible Toilet Facility     | No  |
| Reservations                   | No  |
| Priority seating               | Yes   |

Class: 153 Single-carriage diesel trains

Primary Routes: Devon and Cornwall branch-line services and services around Bristol

|                                |   |
|--------------------------------|---|
| Designated Wheelchair Position | Three seats in the carriage have a tip-up facility to create wheelchair space |
| Accessible Toilet Facility     | No  |
| Reservations                   | No  |
| Priority seating               | Yes   |

Class: 158 2 and 3-carriage diesel trains

Primary routes: Main Line services between Cardiff, Portsmouth, Penzance, Bristol and Worcester via Gloucester

|                                |   |
|--------------------------------|---|
| Designated Wheelchair Position | Wheelchair space is available adjacent to the priority seating (numbers 65-66), a seat with a flip up table also available in this vehicle, at the opposite end to the drivers cab. |
| Accessible Toilet Facility     | Yes, located in the middle carriage   |
| Reservations                   | Yes   |
| Priority seating               | Yes   |

Class: 143 2-carriage diesel trains

Primary routes: Local services in the Bristol area including those to Taunton via Weston-Super-Mare and the Severn Beach line.

|                                |  |
|--------------------------------|--|
| Designated Wheelchair Position | Wheelchairs are accommodated in the flexible space area adjacent to the doors behind the drivers cab |
| Accessible Toilet Facility     | No   |
| Reservations                   | No   |
| Priority seating               | Yes  |



Terms and conditions for the issue and use of the First Great Western mobility scooter permit

Reference to 'the permit' refers to the mobility scooter permit to which these terms and conditions relate.

1. A permit will be issued on application provided the conditions of the First Great Western safety criteria are met, correct documentation is forwarded and the application is fully completed and signed.
2. If the First Great Western safety criteria are not met then we reserve the right to not issue a permit.
3. A permit remains the property of First Great Western and we reserve the right to ask for the permit to be returned/ withdrawn at any time.
4. A permit is only valid for the specific train types and from and to the stations detailed. Travel with the mobility scooter may be refused in the event of a change in regular train type, disruption or where alternative transport is used. Every endeavour will be made to ensure that any journey commenced will be completed.
5. The permit has no monetary value and does not replace the need for a valid ticket for the total journey being made and for the right class of travel. By travelling on First Great Western services you are agreeing to the National Conditions of Carriage (details can be found at stations and online at [www.nationalrail.co.uk](http://www.nationalrail.co.uk)).
6. A permit is valid on FGW trains only and there is no duty on other train operating companies, or transport providers to recognise the permit, or allow carriage of the scooter on their services.
7. The permit is issued to the mobility scooter referred to in the application and no other. The permit must be prominently displayed on the mobility scooter at the time of travel. The scooter is only valid for First Great Western services.
8. The permit is not valid if it is defaced, appears without a valid reference number, has expired or it is later found that any information provided on the application is incorrect.
9. In order to help ensure carriage on our services is available, permit holders are advised to book assistance through our assisted travel team by calling: 0800 197 1329 or online via our web site at [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk) 24 hours notice is preferred.
10. The permit is valid only where the following conditions are met.
  - Once on board the train the mobility scooter is stored in the appropriate area and the rider transferred to a seat. Under no conditions can the mobility scooter be ridden whilst the train is in motion.
  - All attachments (such as luggage) are removed prior to boarding.
  - At the time of travel the scooter is fitted with anti tipping devices and that weight, size and turning radius details remain as outlined in the application.
  - A speed equivalent to that of walking pace is adhered to in stations and on platforms.

