

## Wheelchairs and powered scooters policy

### Wheelchairs

All First Great Western train services can carry manual or powered wheelchairs up to the following dimensional and weight limitations: -

Width	700 millimetres (650 mm on Coach G First Class HST)
Length (including footplates)	1200 millimetres
Weight (including passenger)	300 kilograms

### Scooters

Some powered scooters are effectively road vehicles and unsuitable for carriage on public transport. Equally, many others may be folded into manageable sized components that are no larger or heavier than other luggage regularly conveyed on trains. FGW do undertake, to carry those models of scooter that can be folded into lightweight manageable components on all our services. We ask that each passenger, or their travelling companion, ensure that the scooter is folded ready for boarding prior to the train's arrival. Where necessary, passengers may use the station held manual wheelchair, available at some stations and pushed by FGW staff to board a train. Folded scooters can be stored safely in luggage compartments. Our staff will offer assistance with storage.

However many class 2 mobility scooters (See definition below) are of a suitable size, weight and manoeuvrability to be carried (subject to conditions) between certain stations and on some trains. Only mobility scooters displaying a valid First Great Western scooter permit issued for that scooter will be carried between the designated stations.

We have carried out trials and risk assessments on each type of train operated by First Great Western and have concluded that the 158 trains and our high-speed services are only able to carry class 2 scooters that have a triangular footprint. As with all of our services they can also carry those scooters, which are folded down and carried on as luggage. Due to access restrictions our 166, 158 and 153 trains are only suitable for scooters with a maximum width of 65cm. Our 165 turbo and 360/2 Heathrow Connect trains can only carry scooters in the vestibule/ lobby/ entrance area.

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

Width	700 millimetres (650 mm on Coach G First Class HST)
Length (including footplates)	1200 millimetres
Weight (including passenger)	300 kilograms



All scooters must be capable of climbing a gradient of at least 8 degrees and be fitted with anti tipping devices. They must have a maximum turning radius of 100cm and have a free wheel brake release.

For safety reasons it is not possible to remain seated in a scooter during a rail journey, therefore scooter users must be able to walk to a near by seat. Scooter users are also required to observe the following guidance whilst on our stations:

- For reasons of safety we must ensure that powered wheelchairs and scooters do not exceed walking speed (3-4mph) on station platforms.
- Under no circumstances should customers go beyond the yellow line running parallel to the platform edge when operational.
- Customers must unload any shopping/bags etc. before using the ramp.
- Please follow First Great Western staff instructions at all times.

Scooters, other than those folded down and taken on as luggage, will only be carried subject to the First Great Western terms and conditions and between the stations shown on the scooter permit. We encourage scooter users who have a valid scooter permit to book assistance at least 24 hours in advance of planned travel times. Unless an advance assistance booking is made we may be unable to provide alternative transport even if the scooter does have a valid scooter permit unless the scooter can be folded down.

Where a scooter permit is issued it is valid on FGW trains only and there is no duty on other train operating companies, or transport providers to recognise the card, or allow carriage of the scooter on their services. Where a journey involves other Train Operators' services we advise

FGW scooter permit holders to check, with the relevant Train Operating Companies, that scooters can be conveyed on their services and that the scooter in question meets their requirements.

First Great Western staff will not try to lift wheelchairs or power scooters with the customer in, as they are heavy. Injury or damage may be caused to the customer, the chair or the staff member.

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).

