

How to plan your Tube and DLR journey

1. Check your starting and destination stations, plus any connections, using the symbols shown in 'How to use this map'. Then refer to the index overleaf for additional details of access and connections at each station. You may also wish to refer to the example journey box
2. Check that you can manage the step and gap from the platform to the train, which can be up to 323mm (12.7 inches) for the step and up to a 253mm (10 inch) gap
3. Check your return journey as this may require a different route or use of an alternative station entrance
4. Call Transport for London's 24 hour travel information number 0843 222 1234* before travelling to check the availability of lifts
5. You can also plan your journey online at tfl.gov.uk/journeyplanner
6. If you experience problems with your planned route contact a member of staff at the station (or use the Help point) and we will provide you with an alternative route
7. London Underground's Conditions of Carriage place no obligation on customers in wheelchairs to be accompanied. If you need assistance please ask a member of staff who will assist you if they are able to and it is safe to do so. For your own safety, please do not use a moving escalator unless you can step onto it, stand on it and step off it

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.

How to use this map

This map highlights all Tube stations where you can get between the platform and street step-free, or change between lines step-free. Stations where this is not possible are shown in a light grey. Step-free stations are marked with a coloured symbol and a letter showing the size of the step and gap between the platform and the train, as follows:

Step
The step between the platform and the train is shown by the following symbols:

- 0 - 50mm (0 - 2 inches)
- 51 - 120mm (2 - 4.7 inches)
- 121 - 323mm (4.7 - 12.7 inches)

Gap
The gap between the platform and the train is shown by the following letters:

- A 0 - 85mm (0 - 3.3 inches)
- B 86 - 180mm (3.3 - 7 inches)
- C 181 - 253mm (7 - 10 inches)

Examples
These stations have the smallest step and gap and are suitable for most customers including wheelchair-users.

These stations have varying levels of steps and gaps and may be suitable for customers with mobility impairments, those with luggage and buggies, and some wheelchair-users.

The map shows the largest step and gap at each station. The index on the back of this guide details the average step and gap at each platform. A ruler is included beneath and alongside the map to demonstrate step / gap dimensions.

Key to lines

	Bakerloo		Northern
	Central		Northern - restricted service At off-peak times all trains to/from Morden run via Bank.
	Circle		Piccadilly No service between Uxbridge and Rayners Lane in the early mornings.
	District		Victoria
	Earl's Court - Kensington (Olympia) 0700 to 2345 Mondays to Saturdays, 0800 to 2345 Sundays.		Waterloo & City
	Hammersmith & City		DLR
	Jubilee		
	Metropolitan		
	Metropolitan - restricted service		



At stations marked with these symbols you can change between lines step-free (sometimes only in one direction). You will not be able to get in or out of the station without using stairs and/or escalators.



At this station you can change step-free between the Jubilee and Piccadilly lines, but not the Victoria line.

At these stations you can change onto National Rail and/or London Overground (sometimes only in one direction).

At stations marked with a blue box and exclamation mark please arrive at the correct entrance for your direction of travel. Please refer to the index on the back of this guide.

For more information please check the station index on the back of this guide

Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information

- Riverboat services
- Airport
- Tramlink

New trains with improved accessibility are being introduced on the Victoria line. These trains have designated wheelchair spaces and a smaller step and gap between the train and platform (a step of no more than 50mm and a gap of no more than 75mm at platforms with level access boarding points - see index)

Example step-free journey: Sudbury Town to Borough

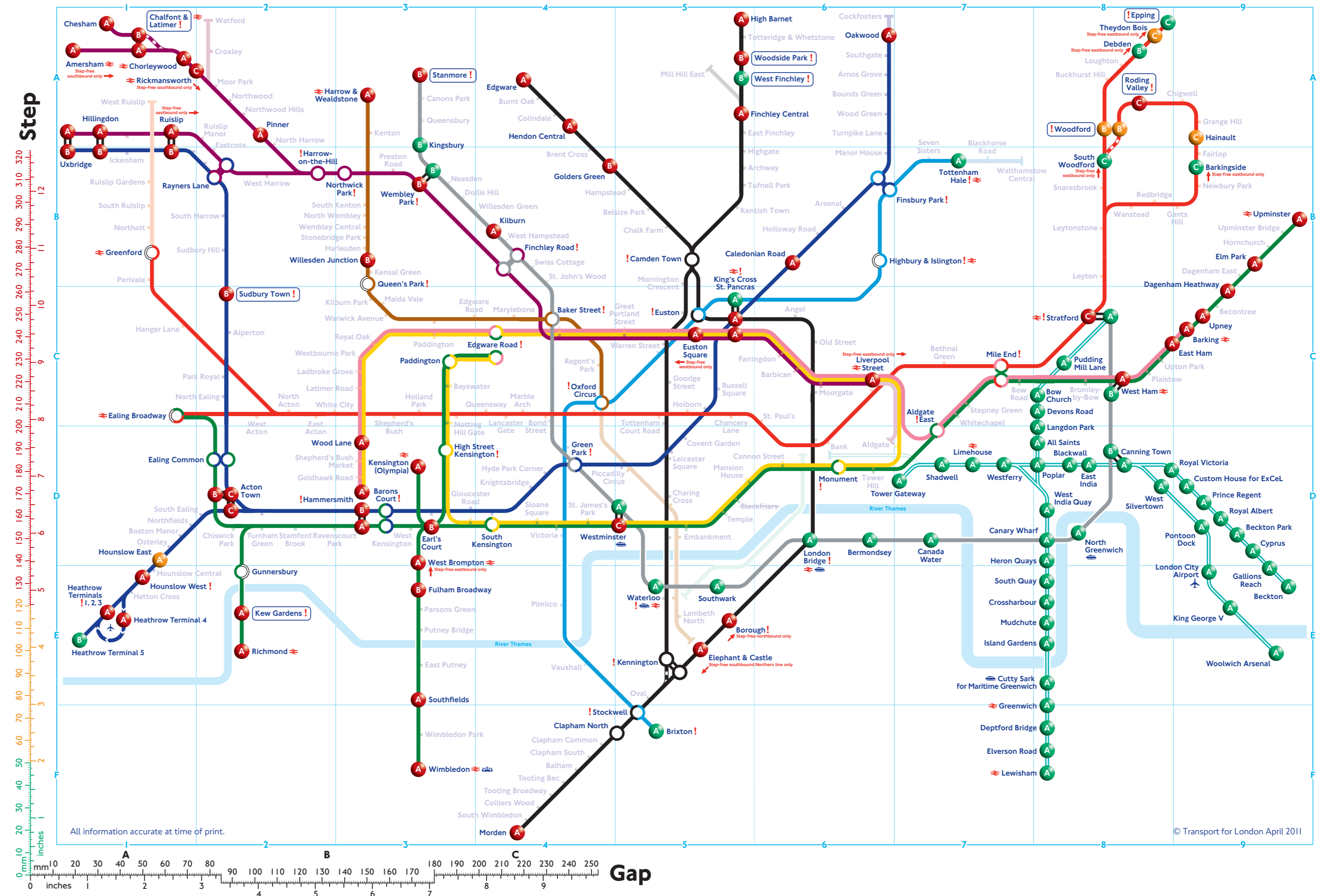
Find **Sudbury Town** on the map and check both the **How to use this map** section and **Station Index** on the back of this guide. As the station index shows, you should use the Station Approach entrance to access the eastbound Piccadilly line platforms (B) step 164mm / gap 107mm) and take the Piccadilly line to Green Park.

At Green Park (A) step 137mm / gap 0mm) change for the southbound Jubilee line (trains towards Stratford) (A) step 180mm / gap 0mm). Remember that at Green Park you can only change step-free between the Piccadilly and Jubilee lines. You cannot change step-free with the Victoria line, and you cannot exit or enter Green Park step-free either.

Stay on the Jubilee line to London Bridge. At London Bridge (A) step 50mm / gap 70mm) change for the southbound Northern line (trains towards Morden) (A) step 43mm / gap 69mm). As the station index shows, there is a long distance between the Jubilee line and the Northern line via the street (410m).

At the southbound Northern line platform look for the level access boarding points in the centre of the platform and get on the train here.

As the map and station index show, you will not be able to exit at Borough step-free if arriving on a train from London Bridge (at Borough you can only enter and exit the northbound platforms step-free). So stay on the Northern line to Clapham North (A) step 147mm / gap 30mm) change trains by crossing the platform and take the northbound Northern line back to Borough. Get off the train at Borough (A) 187mm / gap 27mm) and exit the station using the lift.



Further information

Transport for London produce a number of documents to help people get around London more easily.

- Audio Tube map
- Large print colour Tube map
- Large print black and white Tube map

Avoiding stairs Tube guide - available at tfl.gov.uk/accessguides

Getting Around London - your online guide to accessibility. Covers all TfL's transport services - available at tfl.gov.uk/accessguides

Toilet Tube map - available at tfl.gov.uk/accessguides

Bus maps (all London buses are wheelchair accessible, apart from some journeys on routes 9 and 15)

For copies call 0843 222 1234* or visit tfl.gov.uk/accessguides

Blue badge car parking information - available at tfl.gov.uk/roadusers

For information on booking taxis and minicabs visit tfl.gov.uk/cabwise

If you have any general comments about your Tube journey please contact London Underground Customer Services on 0845 330 9880, textphone 020 7918 3500 or write to:

LU Customer Services
55 Broadway
London
SW1H 0BD

If you are not satisfied with their response and wish to take the matter further, contact the London TravelWatch on 020 7505 9000 or visit londontravelwatch.org.uk

If you have comments about your DLR journey call 020 7363 9700, textphone 020 7093 0999 or write to:

Customer Services
Serco Docklands
Castor Lane
London
E1 4 ODS

Website tfl.gov.uk

24 hour travel information
0843 222 1234*

Travel information at stations
Help points

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.



Key to symbols

- Step between platform and train**
- 0 - 50mm (0 - 2 inches)
 - 51 - 120mm (2 - 4.7 inches)
 - 121 - 323mm (4.7 - 12.7 inches)

- Gap between platform and train**
- A** 0 - 85mm (0 - 3.3 inches)
 - B** 86 - 180mm (3.3-7 inches)
 - C** 181 - 253mm (7 - 10 inches)

♿ Platforms with designated level access boarding points. Step/gap measurements at these stations are when boarding train at these points only

♿ Access via lifts^(s). Limited capacity (8 to 12 persons) indicated by 'small'

≠ Some step-free connections with National Rail services. Please check with National Rail Enquiries (08457 48 49 50) for information

ℹ Main bus interchange

✈ Airport

🚕 Taxi rank

P(5) Car park with number of blue badge bays indicated in brackets

WC Accessible toilet on site or nearby

B5 Camden Town No entrance/exit. You can change between northbound platform towards Woodside Park A step 170mm/ gap 6mm) and northbound platform towards Edgware A step 173mm/gap 0mm)

D7 Canada Water ℹ WC(bus station) A step 50mm/gap 70mm)

D8 Canary Wharf ℹ WC Jubilee line both directions A step 50mm/gap 70mm). DLR both directions A step 50mm/gap 84mm). 200m between Jubilee line and DLR station via the street

D8 Canning Town ℹ WC(bus station) Jubilee line eastbound towards Stratford B step 50mm/gap 94mm), westbound towards Stanmore B step 50mm/gap 89mm). DLR both directions A step 50mm/ gap 84mm)

A1 Chalfont & Latimer ≠ P(5) Northbound platform 1 towards Amersham and Chesham A step 220mm/gap 40mm), northbound platform 3 towards Chesham only B step 160mm/gap 97mm), southbound platform 2 towards Liverpool Street A step 220mm/gap 20mm). You need to use correct entrance/exit depending on which platform you are travelling from/to, as you cannot change between all platforms within station – you need to make a 360m journey via street to change between northbound platform 1 and northbound platform 3 or southbound platform 2.

A1 Chesham P(4) A step 160mm/gap 33mm)

A1 Chorleywood P(6) WC Northbound towards Amersham or Chesham A step 277mm/gap 53mm), southbound towards Liverpool Street A step 230mm, gap 40mm)

F5 Clapham North No entrance/exit. Northbound towards Borough A step 170mm/gap 17mm) southbound towards Morden A step 147mm/gap 30mm)

E8 Crossharbour ℹ(small) A step 50mm/gap 84mm)

D9 Custom House ℹ A step 50mm/gap 84mm)

E8 Cutty Sark ℹ A step 50mm/gap 75mm)

D9 Cyprus ℹ A step 50mm/gap 84mm)

C9 Dagenham Heathway Eastbound towards Upminster A step 283mm/gap 23mm), westbound towards Earl's Court A step 243mm/gap 23mm)

A8 Debden P(3) ℹ You can only enter and exit the eastbound platform trains towards Epping B step 30mm/gap 173mm)

F8 Deptford Bridge ℹ A step 50mm/gap 75mm)

C8 Devons Road ℹ(small) A step 50mm/gap 84mm)

C1 Ealing Broadway ≠ WC(National Rail) No entrance/exit. You can change between District line A step 190-257mm/gap 23-73mm) and Central line B step 213-240mm/gap 97-13mm)

D2 Ealing Common No entrance/exit. You can change between District line eastbound towards Upminster A step 283mm/gap 60mm) and Piccadilly line

D3 Ealing Green ℹ WC Hammersmith & City and Circle lines eastbound towards Edgware Road A step 168mm/gap 50mm), westbound towards Hammersmith A step 167mm/ gap 0mm)

A5 Woodside Park P(5) Northbound towards High Barnet B step 100mm/gap 153mm), southbound towards Camden Town A step 143mm/gap 77mm). You need the correct entrance/exit depending on which platform you are travelling to/from, as you cannot change between both platforms within the station – you need to make a 600m journey via street to change between the northbound and southbound platforms.

Use Woodside Park entrance to get to/from southbound platform – this route goes via ticket office. Use Holden Road car park entrance to get to/from northbound platform – this route does not go via ticket office and is for ticket holders only

E9 Woolwich Arsenal ℹ A step 50mm/gap 75mm)

D3 West Brompton ≠ You can only enter and exit the eastbound platform for trains towards Upminster A step 137mm/gap 0mm) or Edgware Road A step 157mm/gap 33mm)

D7 Westferry ℹ(small) A step 50mm/gap 84mm)

A5 West Finchley Northbound towards Woodside Park A step 77mm/gap 73mm), southbound towards Camden Town B step 43mm/gap 147mm). You need to use the correct entrance/exit depending on which platform you are travelling to/from, as you cannot change between all platforms within the station – you need to make a 350m journey via street to change between the northbound and

southbound platforms. Use Nether Street entrance to get to/from northbound platform – this route goes via ticket office. Use Wentworth Street entrance to get to/from southbound platform – this route does not go via ticket office and is for ticket holders only; it is only unlocked during AM peak hours, and locked with a RADAR lock at other times, so call 0845 330 9880 or use Help Point on the southbound platform to ask staff to unlock the gate at other times if you do not have a RADAR key

C8 West Ham ≠ District and Hammersmith & City lines eastbound towards Barking A step 263mm/gap 57mm), westbound towards Aldgate East A step 297mm/gap 0mm). Jubilee line eastbound towards Stratford B step 34mm/gap 90mm), westbound towards Stanmore A step 50mm/gap 80mm)

D8 West India Quay ℹ(small) A step 50mm/gap 84mm)

D5 Westminster ℹ Circle line eastbound towards Liverpool Street A step 180mm/ gap 36mm), westbound towards High Street Kensington C step 163mm/gap 183mm). District line eastbound towards Upminster A step 160mm/gap 27mm), westbound towards Earl's Court B step 207mm/gap 100mm). Jubilee line eastbound towards Stratford A step 38mm/gap 83mm), westbound towards Stanmore A step 37mm/gap 83mm)

D8 West Silvertown ℹ A step 50mm/gap 75mm)

B3 Willesden Junction ℹ Bakerloo line northbound towards Harrow & Wealdstone B step 203mm/gap 103mm), southbound towards Oxford Circus B step 250mm/ gap 110mm)

F3 Wimbledon ≠ P(2) WC(National Rail) A step 170-207mm/gap 3-53mm)

A8 Woodford P(10) Eastbound towards Epping B step 90mm/gap 163mm), westbound platform 2 (majority of trains) towards Stratford B step 87mm/gap 177mm). You need to use the correct entrance/exit depending on which platform you are travelling to/from, as you cannot change between all platforms within the station – you need to make a 130m journey via street to change between the eastbound and westbound platforms. Use Snakes Lane East/ Madeira Grove entrance to get to/from westbound platform – this route goes via ticket office; it is only unlocked until 21.00, so use intercom to ask staff to unlock gate at other times. Use The Broadway entrance to get to/from eastbound platform – this route goes via separate ticket office

C8 Stratford ℹ ≠ WC DLR both directions A step 50mm/gap 75mm). Jubilee line A step 50mm/gap 78-85mm). Central line eastbound towards Epping C step 173mm/ gap 120mm), westbound towards Ealing Broadway C step 133mm/gap 140mm). You need to make a journey of up to 100m including lifts and ramps to change between some lines

C2 Sudbury Town P(3) WC Eastbound towards Oakwood B step 164mm/gap 107mm), westbound towards Uxbridge B step 117mm/gap 108m). You need the correct entrance/exit depending on which platform you are travelling to/from, as you cannot change between all platforms within the station – you need to make a 150m journey via street to change between the eastbound and westbound platforms.

Use Station Approach entrance to get to/from eastbound platform – this route goes via ticket office. Use Orchard Gate entrance to get to/from westbound platform – this route does not go via ticket hall, so is for ticket holders only

A8 Theydon Bois P(3) You can only enter and exit the eastbound platform for trains towards Epping C step 67mm/gap 220mm)

B7 Tottenham Hale ℹ ℹ P(6) ℹ Northbound towards Walthamstow Central A step 41mm/gap 81mm) and southbound towards Brixton A step 46mm/gap 76mm)

D7 Tower Gateway ℹ(small) A step 50mm/gap 84mm)

D2 Turnham Green WC No entrance/exit. You can change between District line westbound towards Richmond or Ealing Broadway A step 240mm/gap 23mm) and Piccadilly line westbound towards Heathrow B step 176mm/gap 176mm). You can change between District line eastbound towards Earl's Court A step 153mm/ gap 17mm) and Piccadilly line eastbound towards Oakwood B step 142mm/gap 98mm)

B9 Upminster ℹ ≠ P(9) WC(National Rail) A step 193-277mm/gap 17-43mm)

C9 Upney Eastbound towards Upminster A step 217mm/gap 37mm), westbound towards Earl's Court A step 233mm/ gap 40mm)

A1 Uxbridge Metropolitan line A step 277-290mm/ gap 40-60mm). Piccadilly line B step 127-140mm/ gap 84-104mm)

E5 Waterloo ℹ ≠ P(9) WC(National Rail) You can only enter and exit the Jubilee line, both directions A step 50mm/gap 70mm)

B3 Wembley Park P(6) WC Jubilee line northbound towards Stanmore A step 0mm/gap 85mm), southbound towards Stratford B step 0mm/gap 93mm) Metropolitan line northbound towards Harrow on-the-Hill platform 1 B step 38mm/ gap 158mm) and platform 2 B step 50mm/ gap 148mm), southbound towards Liverpool Street platform 5 A step 243mm/ gap 33mm) and platform 6 B step 0mm/gap 110mm) – only at end of platforms near lifts

D3 West Brompton ≠ You can only enter and exit the eastbound platform for trains towards Upminster A step 137mm/gap 0mm) or Edgware Road A step 157mm/gap 33mm)

D7 Westferry ℹ(small) A step 50mm/gap 84mm)

A5 West Finchley Northbound towards Woodside Park A step 77mm/gap 73mm), southbound towards Camden Town B step 43mm/gap 147mm). You need to use the correct entrance/exit depending on which platform you are travelling to/from, as you cannot change between all platforms within the station – you need to make a 350m journey via street to change between the northbound and

southbound platforms. Use Nether Street entrance to get to/from northbound platform – this route goes via ticket office. Use Wentworth Street entrance to get to/from southbound platform – this route does not go via ticket office and is for ticket holders only; it is only unlocked during AM peak hours, and locked with a RADAR lock at other times, so call 0845 330 9880 or use Help Point on the southbound platform to ask staff to unlock the gate at other times if you do not have a RADAR key

C8 West Ham ≠ District and Hammersmith & City lines eastbound towards Barking A step 263mm/gap 57mm), westbound towards Aldgate East A step 297mm/gap 0mm). Jubilee line eastbound towards Stratford B step 34mm/gap 90mm), westbound towards Stanmore A step 50mm/gap 80mm)

D8 West India Quay ℹ(small) A step 50mm/gap 84mm)

D5 Westminster ℹ Circle line eastbound towards Liverpool Street A step 180mm/ gap 36mm), westbound towards High Street Kensington C step 163mm/gap 183mm). District line eastbound towards Upminster A step 160mm/gap 27mm), westbound towards Earl's Court B step 207mm/gap 100mm). Jubilee line eastbound towards Stratford A step 38mm/gap 83mm), westbound towards Stanmore A step 37mm/gap 83mm)

D8 West Silvertown ℹ A step 50mm/gap 75mm)

B3 Willesden Junction ℹ Bakerloo line northbound towards Harrow & Wealdstone B step 203mm/gap 103mm), southbound towards Oxford Circus B step 250mm/ gap 110mm)

F3 Wimbledon ≠ P(2) WC(National Rail) A step 170-207mm/gap 3-53mm)

A8 Woodford P(10) Eastbound towards Epping B step 90mm/gap 163mm), westbound platform 2 (majority of trains) towards Stratford B step 87mm/gap 177mm). You need to use the correct entrance/exit depending on which platform you are travelling to/from, as you cannot change between all platforms within the station – you need to make a 130m journey via street to change between the eastbound and westbound platforms. Use Snakes Lane East/ Madeira Grove entrance to get to/from westbound platform – this route goes via ticket office; it is only unlocked until 21.00, so use intercom to ask staff to unlock gate at other times. Use The Broadway entrance to get to/from eastbound platform – this route goes via separate ticket office

B2 Rayners Lane P(6) No entrance/exit. You can change between Metropolitan line eastbound towards Liverpool Street A step 273mm/gap 27mm) and Piccadilly line eastbound towards Oakwood B step 175mm/gap 127mm). You can change between Metropolitan line westbound towards Uxbridge A step 283mm/ gap 30mm) and Piccadilly line westbound towards Uxbridge B step 198mm/gap 142mm)

E2 Richmond ℹ ≠ P(1) District line A step 153-170mm/gap 63-80mm)

A1 Rickmansworth P(12) You can only enter and exit the southbound platform towards Liverpool Street A step 167mm/gap 270mm)

A8 Roding Valley WC Eastbound towards Barkingside C step 103mm/gap 193mm), westbound towards Woodford B step 137mm/ gap 157mm). You need to use the correct entrance/exit depending on which platform you are travelling from/to, as you cannot change between platforms within station – you need to make a 520m journey via street to change between platforms 1 & 2. Use Station Way entrance to get to/from eastbound platform (platform 2) – this route goes via ticket office. Use Station Approach & Cherry Tree Rise entrance to get to/from westbound platform (platform 1) – this route does not go via ticket office, so is for ticket holders only

D9 Royal Albert ℹ A step 50mm/gap 84mm)

D8 Royal Victoria ℹ A step 50mm/gap 84mm)

A1 Ruislip P(4) You can only enter and exit the eastbound platform for Metropolitan line eastbound towards Liverpool Street A step 263mm/gap 60mm) and Piccadilly line eastbound towards Oakwood B step 200mm/gap 110mm)

D7 Shadwell ℹ(small) A step 50mm/gap 84mm)

E3 Southfields Eastbound towards Earl's Court A step 187-197mm/gap 0-27mm). Westbound towards Wimbledon A step 223-233mm/gap 17-53mm)

D4 South Kensington No entrance/exit. You can change between Circle line eastbound towards Liverpool Street A step 143mm/ gap 53mm) and Victoria line southbound towards Brixton A step 50mm/75mm). You can change between Bakerloo line southbound towards Harrow-on-the-Hill A step 143mm/gap 53mm) and Victoria line southbound towards Camden Town A step 210mm/gap 0mm), southbound towards London Bridge A step 220mm/gap 0mm). Piccadilly line eastbound towards Oakwood A step 137mm/gap 37mm) and Victoria line northbound towards Tottenham Hale A step 143mm/gap 0mm)

C3 Paddington WC(National Rail) No entrance/exit. You can change between District line eastbound towards Edgware Road and Circle line eastbound towards Liverpool Street (both A step 133mm/gap 0mm). You can change between District line westbound towards Earl's Court and Circle line westbound towards High Street Kensington (both A step 203mm/gap 20mm)

A2 Pinner ℹ WC Northbound towards Watford A step 200mm/gap 43mm), southbound towards Liverpool Street A step 213mm/ gap 40mm)

D9 Pontoon Dock ℹ A step 50mm/gap 75mm)

D8 Poplar ℹ(small) A step 50mm/gap 84mm)

D9 Prince Regent ℹ A step 50mm/gap 84mm)

C8 Pudding Mill Lane ℹ A step 50mm/ gap 84mm)

B3 Queen's Park No entrance/exit. You can change between Bakerloo line southbound towards Oxford Circus A step 110mm/ gap 20mm) and southbound London Overground services. You can change between Northern line northbound towards Camden Town A step 173mm/gap 0mm) and Victoria line northbound towards Tottenham Hale A step 50mm/gap 75mm)

D3 Stockwell No entrance/exit. You can change between Northern line southbound towards Morden A step 183mm/gap 0mm) and Victoria line southbound towards Brixton A step 50mm/gap 75mm). You can change between Northern line northbound towards Camden Town A step 173mm/gap 0mm) and Victoria line northbound towards Tottenham Hale A step 50mm/gap 75mm)

D3 Stockwell No entrance/exit. You can change between Northern line southbound towards Morden A step 183mm/gap 0mm) and Victoria line southbound towards Brixton A step 50mm/gap 75mm). You can change between Northern line northbound towards Camden Town A step 173mm/gap 0mm) and Victoria line northbound towards Tottenham Hale A step 50mm/gap 75mm)

D3 Stockwell No entrance/exit. You can change between Northern line southbound towards Morden A step 183mm/gap 0mm) and Victoria line southbound towards Brixton A step 50mm/gap 75mm). You can change between Northern line northbound towards Camden Town A step 173mm/gap 0mm) and Victoria line northbound towards Tottenham Hale A step 50mm/gap 75mm)

D3 Stockwell No entrance/exit. You can change between Northern line southbound towards Morden A step 183mm/gap 0mm) and Victoria line southbound towards Brixton A step 50mm/gap 75mm). You can change between Northern line northbound towards Camden Town A step 173mm/gap 0mm) and Victoria line northbound towards Tottenham Hale A step 50