

Barking [BKG]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:15 to 23:00 Saturday: 05:15 to 23:00 Sunday: 06:45 to 10:45
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step-free access is available to all platforms
Blue badge parking:	N/A
Seating:	There is seating available on all platforms
Waiting room:	Heated waiting room located on platform 7 and 8.
Toilets:	Accessible toilet available.
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. The station ticket office has a low-level counter for wheelchair users.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes - there are eating and drinking establishments at the main entrance and on platforms.
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	No
Automatic doors:	Automatic door for heated waiting room located on platform 7 and 8.

Basildon [BSO]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:15 to 21:00 Saturday: 05:15 to 21:45 Sunday: 06:45 to 20:45
Ticket office managed by:	c2c
Step Free access category:	A
Step Free access description:	Step-free access is available to both platforms
Blue badge parking:	Not available at this station
Seating:	There is seating available on both platforms
Waiting room:	There are not any waiting rooms at this station, but shelter is available
Toilets:	Accessible toilet available.
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes - there are eating and drinking establishments at the main entrance and on platforms
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	No
Automatic doors:	Automatic doors at the entrance of the station

Benfleet [BEF]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:15 to 21:30 Saturday: 05:15 to 21:45 Sunday: 06:15 to 21:15
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is available to both platforms from street level via electronic gates
Blue badge parking:	Available at this station
Seating:	There is seating available on both platforms and in waiting rooms
Waiting room:	There are heated waiting rooms on both platforms
Toilets:	Accessible toilets are available
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes - there are eating and drinking establishments at the entrance of the station and on platform 1
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Yes
Automatic doors:	Automatic doors at the entrance of the station

Chafford Hundred [CFH]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 06:00 to 18:30 Saturday: 08:15 to 18:30 Sunday: 08:45 to 15:20
Ticket office managed by:	c2c
Step Free access category:	A
Step Free access description:	There is step free access to the platform
Blue badge parking:	Available at this station
Seating:	There is seating available on both platforms
Waiting room:	There are not any waiting rooms at this station, but shelter is available
Toilets:	Accessible toilets are available
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes - there are eating and drinking establishments at the entrance of this station.
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Yes
Automatic doors:	Automatic doors at the entrance of the station and to the platform

Chalkwell [CHW]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:15 to 19:45 Saturday: 06:40 to 16:15 Sunday: 07:45 to 15:30
Ticket office managed by:	c2c
Step Free access category:	C
Step Free access description:	There is no step free access at this station. Both Leigh-on-Sea (1.4 miles from Chalkwell) and Westcliff (1.1 miles from Chalkwell) have step free access.
Blue badge parking:	Not available at this station
Seating:	There is seating available on both platforms and in platform waiting rooms
Waiting room:	There are heated waiting rooms on both platforms
Toilets:	Accessible toilets are not available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes - there are eating and drinking establishments at the entrance of this station.
Wheelchair/buggy availability:	No
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	No
Automatic doors:	Automatic doors at the entrance of the station

Dagenham Dock [DDK]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 06:15 to 09:50 Saturday: Closed Sunday: Closed
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is available from street level to platform 2 which are services towards Grays. For platform 1 access, a lift is available which is located in the car park.
Blue badge parking:	Available at this station
Seating:	There is seating available on both platforms
Waiting room:	There are not any waiting rooms at this station, but shelter is available
Toilets:	Accessible toilets are available at this station. This is located on platform 2 and requires RADAR key access.
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	No
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done in the station car park which is located at the entrance to the station.
Automatic doors:	Automatic doors at the entrance of the station

East Tilbury [ETL]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 06:15 to 12:20 Saturday: 07:30 to 13:15 Sunday: Closed
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is available to both platforms via the level crossing.
Blue badge parking:	Not available at this station
Seating:	There is seating available on both platforms
Waiting room:	There are not any waiting rooms at this station, but shelter is available
Toilets:	There are not accessible toilets available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	No
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done outside the station entrance
Automatic doors:	Automatic doors at the entrance of the station

Grays [GRY]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:30 to 19:00 Saturday: 07:00 to 19:00 Sunday: 08:15 to 18:00
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	There is step free access to platforms
Blue badge parking:	Available at this station
Seating:	There is seating available on all platforms and in the platform 1 entrance to the station which is a heated area.
Waiting room:	There are not any waiting rooms at this station, but shelter is available.
Toilets:	Accessible toilets are available
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office on platform 1 entrance
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes - there are eating and drinking establishments on platform 1
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Yes - on the platform 1 side of the station (High Street)
Automatic doors:	Automatic doors at the entrance of the station and to the platform

Laindon [LAI]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:15 to 20:30 Saturday: 06:15 to 20:45 Sunday: 07:30 to 21:00
Ticket office managed by:	c2c
Step Free access category:	A
Step Free access description:	Step-free access is available to all platforms
Blue badge parking:	Available at this station
Seating:	There is seating available on all platforms
Waiting room:	There is a heated waiting room on platform 1 and 2. There is not a waiting room on platform 3, however the ticket office area just off platform 3 is heated.
Toilets:	Accessible toilet available.
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes - there are eating and drinking establishments on platform 1 and 2.
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Yes, this can be completed at the entrance of the station
Automatic doors:	Automatic doors at the entrance of the station

Leigh-on-Sea [LES]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:15 to 20:00 Saturday: 06:15 to 20:00 Sunday: 07:15 to 19:30
Ticket office managed by:	c2c
Step Free access category:	A
Step Free access description:	Step-free access is available to all platforms
Blue badge parking:	Available at this station
Seating:	There is seating available on all platforms
Waiting room:	There is a heated waiting room on platform 1 and 2. There is not a waiting room on platform 3 but shelter is available.
Toilets:	Accessible toilet available.
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes - there are eating and drinking establishments in the ticket hall and on platform 1 and 2.
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Yes, this can be completed at the entrance of the station
Automatic doors:	Automatic doors at the entrance of the station

Limehouse [LHS]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 06:50 to 10:35 and 15:45 to 19:20 Saturday: 08:45 to 12:45 Sunday: Closed
Ticket office managed by:	c2c
Step Free access category:	A
Step Free access description:	A lift is available to platform 2 (trains towards Southend). Step free access to platform 1 (towards Fenchurch Street), is via the Docklands Light Railway and connecting bridge.
Blue badge parking:	Not available at this station
Seating:	There is seating available on both platforms
Waiting room:	There are not any waiting rooms at this station, but shelter is available
Toilets:	There are not accessible toilets available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	No
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done outside the station entrance
Automatic doors:	Automatic doors at the entrance of the station

London Fenchurch Street [FST]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 06:15 to 20:30 Saturday: 06:45 to 19:30 Sunday: 08:30 to 17:00
Ticket office managed by:	c2c
Step Free access category:	A
Step Free access description:	Step-free access is available to all platforms via the main entrance of the station. Step free access is not available from the Tower Hill or Coopers Row entrance/exit of the station. Wayfinding from the main entrance of the station to Tower Hill and Coopers Row is available.
Blue badge parking:	N/A
Seating:	There is seating available on all platforms
Waiting room:	There are not any waiting rooms at this station.
Toilets:	Accessible toilet available.
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. The station ticket office has a low-level counter for wheelchair users.
Assistance meeting point:	Information point
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes - there are eating and drinking establishments at all entrances of this station
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	No
Automatic doors:	N/A

Ockendon [OCK]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 06:30 to 11:05 Saturday: 08:55 to 13:30 Sunday: Closed
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is available from street level to platform 1. Platform 2 is only used for certain trains during peak hours, Monday - Friday and this is indicated on the timetable. There is no step free access to platform 2.
Blue badge parking:	Available at this station
Seating:	There is seating available on both platforms
Waiting room:	There are not any waiting rooms at this station, but shelter is available
Toilets:	Accessible toilet available.
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes, there are eating and drinking facilities at the entrance of the station.
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done outside the station entrance
Automatic doors:	Automatic doors from the ticket hall to platform 1.

Pitsea [PSE]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:15 to 20:00 Saturday: 06:15 to 20:00 Sunday: 06:45 to 20:45
Ticket office managed by:	c2c
Step Free access category:	A
Step Free access description:	Step-free access is available to all platforms.
Blue badge parking:	Available at this station
Seating:	There is seating available on all platforms and the ticket hall area
Waiting room:	There are not any waiting rooms at this station. The ticket hall area is heated and has seating
Toilets:	Accessible toilet available.
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. The station ticket office has a low-level counter for wheelchair users.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Yes - there are eating and drinking establishments in the ticket hall
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	There is a drop off zone at the entrance of the station
Automatic doors:	There are automatic doors at the station entrance and to the platform

Purfleet [PFL]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 06:15 to 09:50 Saturday: Closed Sunday: Closed
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is available to both platforms via the level crossing.
Blue badge parking:	Available at this station
Seating:	There is seating available on both platforms and in the ticket hall
Waiting room:	There are not any waiting rooms at this station, but shelter is available. The heated ticket hall area has seating
Toilets:	Accessible toilets are available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities are available at this station
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done outside the station entrance
Automatic doors:	Automatic doors at the entrance of the station and to the platform

Rainham (Essex) [RNM]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 06:45 to 10:20 Saturday: Closed Sunday: Closed
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is available to both platforms. If travelling towards London, please use the level crossing. You will need to show a valid ticket for travel in order for the gate to be opened onto the platform.
Blue badge parking:	Available at this station
Seating:	There is seating available on both platforms, the waiting area on platform 1 and in the ticket hall
Waiting room:	There is a heated waiting area on platform 1 and shelters on both platform 1 and 2.
Toilets:	Accessible toilets are available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities are available at this station on platform 2
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done outside the station entrance
Automatic doors:	Automatic doors at the entrance of the station and to the platform

Shoeburyness [SRY]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 06:15 to 12:50 Saturday: 08:30 to 17:15 Sunday: 08:45 to 14:30
Ticket office managed by:	c2c
Step Free access category:	A
Step Free access description:	Step free access is available to all platforms
Blue badge parking:	Available at this station
Seating:	There is seating available on all platforms and in the ticket hall
Waiting room:	There are not any waiting rooms at this station, but shelter is available. The heated ticket hall area has seating
Toilets:	Accessible toilets are available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities are available at this station
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done outside the station entrance
Automatic doors:	Automatic doors at the entrance of the station and to the platform

Southend Central [SOC]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:45 to 18:45 Saturday: 06:30 to 21:00 Sunday: 07:30 to 19:00
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is available to all platforms
Blue badge parking:	Available at this station
Seating:	There is seating available on all platforms and in the ticket hall
Waiting room:	There are not any waiting rooms at this station, but shelter is available.
Toilets:	Accessible toilets are available at this station on the platform 3 and 4 side of the station (Cliff town Road side)
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities are available at this station
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done outside the station entrance
Automatic doors:	Automatic doors at the entrance of the station and to the platform

Southend East [SOE]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:15 to 18:00 Saturday: 06:30 to 15:30 Sunday: 08:00 to 15:15
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is only available from Ambleside Drive to platform 1 (to London). Southend Central (1.3 miles from Southend East) and Thorpe Bay (1.9 miles from Southend East) have step free access.
Blue badge parking:	Not available at this station
Seating:	There is seating available on both platforms
Waiting room:	There is a heated waiting room available on platform 1
Toilets:	Accessible toilets are available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities are available at this station
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Unavailable at this station
Automatic doors:	Not applicable at this station

Stanford-le-Hope [SFO]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:30 to 19:15 Saturday : 06:30 to 19:15 Sunday: 08:15 to 16:00
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is available to both platforms via the level crossing.
Blue badge parking:	Available at this station
Seating:	There is seating available on both platforms
Waiting room:	There are not any waiting rooms at this station, but shelter is available.
Toilets:	Accessible toilets are not available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	No
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done outside the station entrance
Automatic doors:	Not applicable at this station

Thorpe Bay [TPB]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:30 to 17:15 Saturday: 07:00 to 15:45 Sunday: 08:00 to 15:45
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	There are no lifts at the station, but step free access is available to both platforms from street level.
Blue badge parking:	Available at this station
Seating:	There is seating available on both platforms
Waiting room:	There is a heated waiting room available on platform 1
Toilets:	Accessible toilets are available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities are available at this station on platform 1
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Available on both entrances to the station
Automatic doors:	Automatic doors on both entrances and to the platform

Tilbury Town [TIL]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:10 to 19:15 Saturday: 06:15 to 19:30 Sunday: 08:10 to 16:15
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is available. Lifts are available from street level to both platforms.
Blue badge parking:	2 spaces available only. There is not a station car park at this location with the exception of 2 accessible spaces.
Seating:	There is seating available on both platforms.
Waiting room:	There are not any waiting rooms at this station, but shelter is available.
Toilets:	Accessible toilets are available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities are available at this station on platform 1
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done outside the station entrances
Automatic doors:	Automatic doors at the entrance of the station and to the platform

Upminster [UPM]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:30 to 20:15 Saturday: 06:15 to 20:15 Sunday: 06:45 to 20:00
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Lifts are available from street level to platforms 1, 2/3 & 4/5. Step free access is not available to/from platform 6 (trains towards Romford). Local Transport for London buses are available to Emerson Park and Romford for those who cannot access Platform 6.
Blue badge parking:	Available at this station
Seating:	Seating is available on all platforms and the waiting room on platform 6
Waiting room:	There is a waiting room on platform 6, but there is no step free access to this platform. There is a coffee shop on platform 1 which has seating and is heated.
Toilets:	Accessible toilets are available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities are available at this station on platform 1 and the main entrance to the station
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Pick up and drop offs can be done in the turnaround area by the station car park
Automatic doors:	Automatic doors at the entrance of the station and to the platform

West Horndon [WHR]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 06:15 to 10:30 Saturday: Closed Sunday: Closed
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	Step free access is only available from street level if travelling towards Southend from platform 2. There is no lift or step free entrance to platform 1
Blue badge parking:	Available at this station
Seating:	There is seating available on both platforms
Waiting room:	There is a heated waiting room available on platform 2
Toilets:	Accessible toilets are available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities are available at this station on platform 1
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Available at the station entrance
Automatic doors:	Automatic doors on both entrances and to the platform

Westcliff [WCF]

Station managed by:	c2c
Ticket office opening hours:	Monday to Friday: 05:45 to 16:45 Saturday: 07:00 to 15:15 Sunday: 07:30 to 15:00
Ticket office managed by:	c2c
Step Free access category:	B
Step Free access description:	There are no lifts at the station, but step free access is available to both platforms from street level.
Blue badge parking:	Available at this station
Seating:	There is seating available on both platforms
Waiting room:	There is a heated waiting room available on platform 1
Toilets:	Accessible toilets are available at this station
Ticket sales facilities:	Ticket vending machines are provided at the station for ticket purchase or collection and smartcard top-up. There are accessible ticket office counters available.
Assistance meeting point:	Ticket office
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities are available at this station on platform 1
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Available at the station entrance
Automatic doors:	Automatic doors on station entrance and to the platform

West Ham [WEH]

Station managed by:	Transport for London
Ticket office opening hours:	N/A
Ticket office managed by:	N/A
Step Free access category:	A
Step Free access description:	The station is step free. Customers should be aware that there is a step between train and platform of up to 200mm for London Underground services.
Blue badge parking:	Not available
Seating:	Seating is available on all platforms
Waiting room:	There are not waiting rooms at West Ham, but shelter is available.
Toilets:	There are not any toilets at this station
Ticket sales facilities:	This station does not have a ticket office, but ticket vending machines are available
Assistance meeting point:	The blue hut on platform 7 & 8 for c2c assistance
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	No
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	No
Automatic doors:	N/A

Stratford [SRA]

Station managed by:	Greater Anglia
Ticket office opening hours:	Monday to Friday: 06:15 to 21:30 Saturday: 06:15 to 21:30 Sunday: 06:40 to 21:30
Ticket office managed by:	N/A
Step Free access category:	A
Step Free access description:	The station has step free access to all platforms
Blue badge parking:	Not available
Seating:	Seating is available on all platforms
Waiting room:	There are not any waiting rooms, but shelter is available.
Toilets:	Accessible toilets are available at this station.
Ticket sales facilities:	There is a TfL Rail ticket office outside the Southern Entrance and another located within the Northern Ticket Hall area. London Underground does not have a ticket office at Stratford. There are accessible ticket machines at this station
Assistance meeting point:	Help point
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities available at this station
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Unavailable
Automatic doors:	N/A

London Liverpool Street [LST]

Station managed by:	Network Rail
Staff help opening hours:	Monday to Friday: 04:00 am to 01:00 am Saturday: 04:00 am to 01:00 am Sunday: 04:00 am to 01:00 am
Ticket office managed by:	N/A
Step Free access category:	A
Step Free access description:	The station has step free access to all platforms
Blue badge parking:	Not available
Seating:	Seating is available on all platforms
Waiting room:	There are not any waiting rooms, but shelter is available.
Toilets:	Accessible toilets and baby changing facilities are available adjacent to platform 10.
Ticket sales facilities:	<p><u>Ticket office:</u></p> <p>Monday 03:10 - 01:00 Tuesday, Wednesday, Thursday 04:00 - 01:00 Friday, Saturday, Sunday 03:40 - 01:00 Located on the main concourse</p> <p><u>Ticket machines:</u></p> <p>There are accessible ticket machines at this station</p>
Assistance meeting point:	Information point
Customer Information Systems:	Yes
Secure stations accreditation:	Yes
Catering:	Eating and drinking facilities available at this station
Wheelchair/buggy availability:	Yes
Ramp for train access:	Available
Induction loops:	Available
Pick up/drop off:	Yes by entering station via Primrose Street next to platform 10. Please ask at the Network Rail Station Reception, adjacent to Platform 10 for mobility assistance. You can also telephone to book in advance on 020 7295 2789 (Monday - Friday 0700-1900) or 07788 924 382. It is preferred if assistance is booked 24 hours in advanced of travel.

Automatic doors:	N/A
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