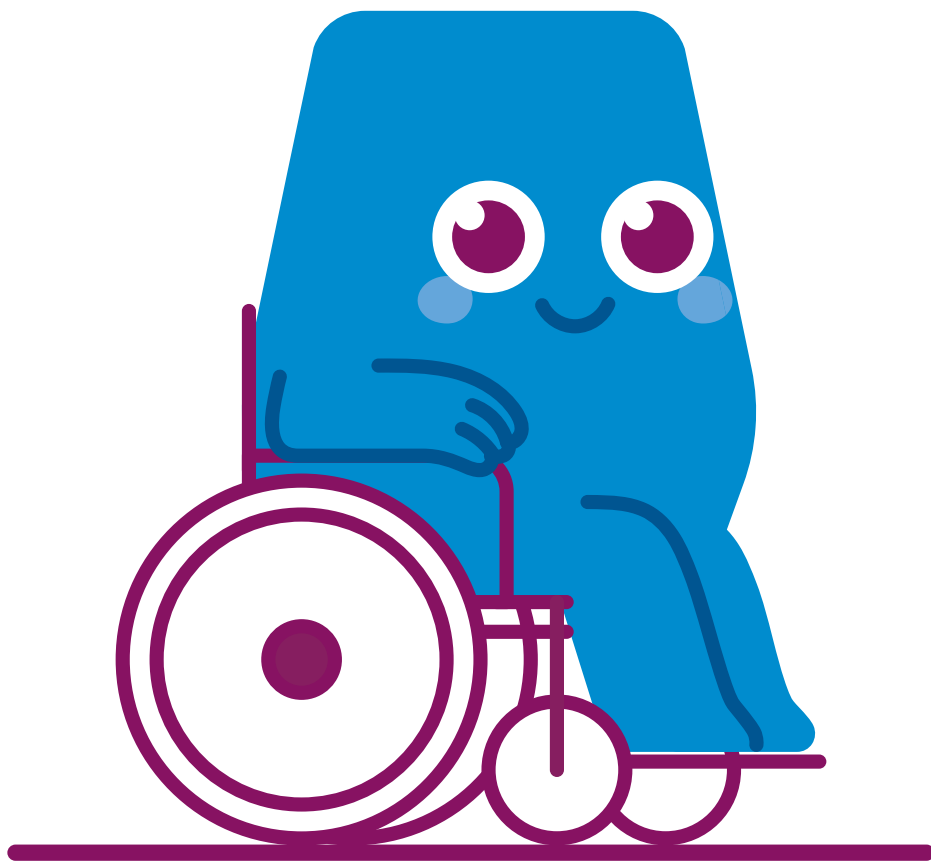


Making Rail Accessible

1 April 2026 – 31 March 2027



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Making rail travel accessible for all

At c2c, we want everyone who travels with us to have a safe, secure, comfortable and enjoyable journey, and to feel confident about using our services. If you are planning a journey which includes travelling by train and you have an issue with mobility or a disability, you may have some questions. This leaflet should provide you with the answers.

The purpose of this leaflet is to explain what assistance is available to disabled passengers or passengers with temporary impairments who want to travel on c2c. In the following pages we set out:

- How you can book assistance
- The levels of assistance we are able to provide – and not able to provide
- Where you can get further information.

As well as providing information on the available assistance, this leaflet acts as a guide to accessibility for all customers that have a disability.

We are committed to making sure that customers who need assistance can make full use of our network. That means making it straightforward to use our services, making our trains as accessible as possible, and providing additional support when you need it. This leaflet reflects our Accessible Travel Policy. You can find a full copy of our policy and procedures on our website at c2c-online.co.uk or call us on 0345 744 4422 (option 1) and ask us to send you a copy. Other formats of the Passenger Leaflet and Policy Document are available. Information on this can be found at the end of this leaflet.

Passenger Assist System

Passenger Assist is a system supported by all train operating companies which allows operators to make necessary arrangements to assist customers with disabilities or restricted mobility. We are committed to this system, and we have a team who will help you book assistance and buy your tickets in advance at our stations. Our Passenger Assist team is available to help you 24 hours a day, 7 days a week, except Christmas Day.

Assistance: What is available and how to get it

For immediate travel

You can turn up at any station that is accessible to you and request assistance onto a train from a member of our staff, or, where staff are not available, you can call for assistance via a Help Point phone which connects to our Control Centre (the Help Point service is available 24 hours a day with the exception of Christmas Day and Boxing Day). You can also call our Passenger Assist team on 0345 744 4422 (option 3) to arrange for a Station colleague to assist you.

If you haven't booked assistance in advance, we'll do our best to help you as quickly as possible. However, there may be times when you are unable to board your intended train. This could be because station staff are assisting others or our mobile assistance team are on their way to your location if the station is unstaffed.

While we'll always try to support your journey, we can't guarantee that you'll be able to travel at your planned time. Thank you for your understanding.

The Control team will arrange for staff to meet you or if we are in the rare situation where there are not any staff members available, the Control team will make alternative transport arrangements.

On Christmas Day and Boxing Day, there are no c2c services. Please do not travel on this date as there will not be any staff or services to provide assistance.

To request assistance using the help point at a station, press the green emergency button and this will connect you to member of our control team who will arrange assistance for you.

The picture below shows a help point at our station, it is a large white circular unit with a green button for Emergencies and requesting assistance and a blue button for train information. The green button will connect you to a human being and the blue will play pre-recorded information.



Where travel is being arranged in advance

You can book assistance up to 2 hours before your train departs with us for journeys involving multiple connections and train operators on the National Rail Network.

When booking assistance to board from or alight to a station where staff are not always available, we will ensure you have the help and assistance you need. When assistance has been booked, we will ensure that a member of staff is at the station to provide assistance as required.

If a station is inaccessible to you, we will arrange alternative accessible transport, such as a taxi, to the nearest or most convenient accessible station. If possible, we will also send a member of staff to the station to assist you.

You can book travel assistance for your entire journey — whether you're travelling only with c2c or connecting with other train operators.

Our Passenger Assist team will coordinate support across all parts of your trip, including services run by other train operating companies. We'll make sure each stage is booked and that you're informed of any accessibility considerations along the way.

You can arrange assistance at any c2c station ticket office or by contacting us using the details below.

Ways to book assistance for your journey

Call: 0345 744 4422 (option 3).

Online: www.booking.passengerassistance.com

Email: passengerassistance@c2crail.co.uk

The levels of assistance we are able to provide

- Help with planning your journey
- Assistance with getting on and off the train
- Help with luggage
- Getting through the station, to your platform and boarding the train
- Boarding with wheelchairs, scooters and mobility aids
- Making travel reservations on services operated by other train companies
- Assistance to and from connecting services and onward transport within the station area
- Buying travel tickets
- Checking the accessibility and facilities available on the train and at the station.

Our staff are trained to assist passengers with both visible and non-visible disabilities.

We participate in the widely recognised Sunflower lanyard scheme. The Sunflower lanyard scheme enables c2c staff to recognise customers that have a non-visible disability without them needing to declare it. The lanyard also gives reassurance that help is on hand if extra assistance is needed during a journey.

Please note that we can't accompany you throughout your journey or provide personal care, such as help with eating, taking medication or using the toilet. If you require this sort of assistance, please travel with a companion.

What to expect: our commitment to passengers at every stage of the journey

Before you travel

We commit to providing you with the information you need when you are planning your journey, irrespective of disability. You can obtain information about journey planning and ticket purchase through the following channels:

Phone: Contact our team on 0345 744 4422 (option 3) who will be happy to help you.

Text Relay: To make a Text Relay call, dial 18001 followed by 0345 744 4422 (this service is not available on Christmas Day).

Ticket office: Visit one of our station ticket offices. The following web link c2c-online.co.uk/our-network/our-routes-and-stations/ will provide locations and opening hours of ticket offices.

Online: c2c-online.co.uk/ our website will provide you with travel information and enable you to buy tickets.

Our staff will be able to provide you with information on our facilities and services. This information can also be found via the following links on our website:

- Station facilities - c2c-online.co.uk/our-network/our-routes-and-stations/
 - Accessibility information - c2c-online.co.uk/help-feedback/travel-assistance/
 - Staff availability - c2c-online.co.uk/our-network/our-routes-and-stations/
 - Disabled parking spaces - c2c-online.co.uk/our-network/our-routes-and-stations/car-parking/
 - Temporary reductions in accessibility - c2c-online.co.uk/our-network/our-routes-and-stations/
- This information will be updated every 24 hours or as soon as reasonably practicable.

- Train times and routes - c2c-online.co.uk/
- Details of delays, disruption and emergencies (including emergency or temporary timetables) - c2c-online.co.uk/

Wherever possible, we will provide help and advice on how best to get to your final destination, including the availability of bus and taxi services.

Buying your ticket

Our staff are trained to ask customers who are buying tickets with a Disabled Persons Railcard whether they require assistance with any aspect of their journey. Our team can arrange assistance and tickets as one transaction.

You will need to buy a ticket before travelling with us and there are a number of ways that you can do this:

- **Online:** at c2c-online.co.uk/. You can buy your ticket in advance and collect it when you get to the station. You can also choose to have the ticket posted to you.
- **Ticket office:** you can buy your ticket at any of our stations. The following link c2c-online.co.uk/our-network/our-routes-and-stations/ will provide details of ticket office opening hours.
- **From a ticket vending machine:** You can buy tickets from this machine using a debit or credit card, collect tickets that you have bought online and also buy advance purchase tickets. Not all ticket vending machines accept cash, however, there will always be at least one ticket vending machine at each station that does accept cash.
- **Oyster Card & Contactless:** You can use your Oyster Card for travel within the London travel zones, and you can tap in and out using your contactless payment card across the whole of the c2c network.

If you're not able to buy in advance

If the station you are travelling from is not staffed and you are unable to buy your ticket before travelling, please don't worry, you can still buy a ticket at your destination station. If you're entitled to any fare reductions, for example, a Disabled Persons Railcard, these will still apply even if you haven't bought your ticket in advance.

Disabled Persons Railcard

There are two types of Disabled Persons Railcard available: one year and three years. Both entitle you to discounts of up to one third on most rail tickets. One adult accompanying you can also travel at the reduced fare. There are not any time restrictions attached to the discounts available which is another reason to consider buying the Disabled Persons Railcard.

Full details on how to get a railcard can be found on:

Online: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Call: 0345 605 0525

Minicom/Textphone: 0345 601 0132 (for people with hearing impairments).

Senior Railcard

If you are over 60 or over, you can buy a Senior Railcard. This gives you up to a third off most rail fares throughout the rail network in the UK. They are valid for one year or three years (you can choose which one to buy).

You can buy the Railcard online, on the phone or at any staffed station with your passport or UK driving license as proof of age. At stations you can also use your birth certificate.

Full details on how to get a Railcard can be found on:

Online: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250

You may find that other Railcards are more suitable for you. Please visit railcard.co.uk for further information.

If you are visually impaired

If you are visually impaired travelling with a companion and you do not hold a Railcard, the following discounts on Anytime/Day tickets apply for both of you:

- First/Standard Anytime Single or Return – 34 % off
- First/Standard Anytime Day Single – 34 % off
- First/Standard Anytime Day Return – 50 % off. No concession applies if you are travelling alone and you do not hold a Railcard.

If you remain in your wheelchair for a rail journey

If you remain in your wheelchair throughout the journey and you do not hold a railcard, you will be given the following discounts on Anytime/Day tickets:

- First/Standard Anytime Single or Return – 34 % off
- First/Standard Anytime Day Single – 34 % off
- First/Standard Anytime Return – 50 % off

The same discount will apply if you have one companion.

Wheelchairs and mobility scooters

Wheelchair and scooter spaces cannot be reserved. There is priority seating signage in the area of the train where our assistance team board wheelchairs and scooters. There is space for 4 scooters or wheelchairs in this area.

Wheelchairs: Standard manual or powered wheelchairs not exceeding 70cm wide and 120cm long, and with a combined weight of passenger and wheelchair of less than 300kg, can be carried on all c2c trains.

These standard dimensions are in accordance with current legislation, with the maximum weight determined by the safe working load of the ramp to the train. There are dedicated wheelchair spaces on all c2c trains. These are clearly identified by signage on the exterior of the train. For safety reasons, you are not permitted to travel in the door vestibule whilst using a wheelchair.

Scooters: Some powered scooters are generally not designed for use on public transport due to their size, weight and manoeuvrability. We will, however, permit the carriage of lightweight class 2 travel scooters on c2c trains in line with our policy on wheelchairs. Information on the classification of mobility scooters can be found at <https://www.gov.uk/mobility-scooters-and-powered-wheelchairs-rules/classes>

The powered scooter must therefore comply with the following:

- Maximum length of 1200mm and width of 700mm.
- Maximum speed of 4mph.
- Does not exceed 300kg when it is carrying its user.
- It has a free-wheeling facility for use in case of power failure.
- Has sealed batteries.
- Must negotiate gradients of eight degrees or more; or
- It must fit within the permitted size dimensions. We have floor vinyl decals at our stations for you to measure or check if your mobility scooter fits these.

Larger Class 3 or heavier scooters cannot be accommodated safely and so cannot be taken on board our trains. These scooters are designed for road use and do not fit within the maximum dimensions permitted on our services.

On the recommendation of scooter manufacturers, you are advised to transfer to a seat on the train to travel. For safety reasons, you are not permitted to travel in the door vestibule whilst seated on a mobility scooter.

Where alternative transport is provided in times of disruption, we will aim to provide you with transport which is able to accommodate your scooter. It is likely that you will be required to transfer to a seat when using this alternative transport. Some replacement bus services may not be able to accommodate scooters.

Passenger Assist app for customers

A National Passenger Assist app is available for you to book assistance up to 2 hours before departure and let our staff know that you are coming. The app can be downloaded from iOS App Store and Google Play for Android devices. Alternatively, you can book on the Passenger Web interface at <https://booking.passengerassistance.com/>

Help at the Station

Station facilities

At c2c, we manage 25 stations. You can view full details of all facilities at these stations on our website (c2c-online.co.uk/our-network/our-routes-and-stations/) or at www.nationalrail.co.uk/stations

The Stations facilities appendix states:

- The level of staffing at the station
- The ticket office opening hours
- The station meeting point
- Step free access availability to and from London
- Lift access availability
- Whether there is step free access between platforms
- Accessible seating availability on station platforms
- Availability of accessible toilets at stations
- Availability of visual and audio train service information systems
- Availability of waiting rooms or areas

- Whether the station has Secure Station accreditation
- The number of disabled parking bays
- Whether the station has a taxi rank
- Tactile paving on platforms

Our timetable may mean our trains call at West Ham station, or they may be routed through Stratford and Liverpool Street stations. These stations are managed by TfL, Elizabeth line, and Network Rail respectively and we work with these station operators to provide accessible facilities and services at these stations.

At staffed stations

When you arrive at the station, make yourself known to the staff. If they are not located at the information point or the ticket office, you will be able to recognise them as they will be wearing the c2c uniform or a c2c branded high visibility vest. Alternatively, you can contact the station team by using the Help Point.

We recommend that you arrive at the station at least 20 minutes prior to the departure time of your train. If you arrive by car or taxi, we can help you from the station car park drop-off area or a Blue Badge parking space. We cannot help you if you are outside of the station area.

We can also assist you with your luggage onto the train. When the train arrives, we will make sure that you are successfully boarded, seated or in a wheelchair space. We have portable ramps at all of our accessible stations. These are suitable for wheelchairs and other mobility devices.

Station staff can help you collect your tickets if necessary.

At stations without any staff

If you arrive at a station that does not have staff, if you have not booked assistance with us, you will need to contact us by either the help point or a phone.

We will do our best to arrange assistance as quickly as possible, but this may take some time. Any unstaffed ticket barriers or gates will be left in the 'open' position for ease of access.

For details of all our stations facilities and availability please go to <https://www.c2c-online.co.uk/stations-and-services>

Getting off the train

When you arrive at your destination station, we will make sure that you get off the train safely. Where appropriate, we will also make sure a member of our team is there to help you to the next part of your journey.

Inaccessible stations

The majority of our stations are accessible and have step free access. However, there are a few exceptions to this and there isn't step free access at the following locations:

- Southend East station - Platform 2 (to Shoeburyness)
- Chalkwell station - Platform 1 & 2 (to Shoeburyness and London)
- West Horndon station - Platform 1 (to London)

Customers can speak to staff where available at these stations and alternative transport will be arranged to the nearest accessible station where you can continue your journey. In the event the station is unstaffed, customers should use the help point to connect through to our control team who will make the necessary arrangements for alternative transport to the nearest accessible station.

Ticket gates

At stations with automatic ticket gates, at least one will be a wide aisle gate. Ticket gates are normally staffed. When a station with automatic or manual ticket gates is unstaffed, we will leave the gates open.

Help on the train

At c2c, we want your journey to be as comfortable and stress-free as possible. If there is any aspect of the journey that you are not sure about, please ask the stations team or contact our Customer Relations team:

Call: 0345 744 4422 (option 3)

Online: <https://www.c2c-online.co.uk/help-feedback/travel-assistance/>

Email: passengerassistance@c2crail.co.uk

You should be aware that our trains are operated without any staff on board and therefore we are unable to provide assistance to you whilst on board the service.

Seats on our trains

Although seats cannot be reserved on c2c services, we make every reasonable effort to ensure disabled passengers can obtain a seat. We have priority seats on all of our trains for disabled customers or those less able to stand. These seats are located close to the doors of the carriage and are clearly signed so that they can be easily located by those customers who need them. Signage requests that these seats are made available to disabled passengers, or other passengers that may be less able to stand.

At c2c, we know that it isn't always easy to ask for a seat, so we have created a Priority Seating badge for customers that may have a non-visible disability or medical condition that makes it uncomfortable to stand. You can apply for these badges on the c2c website.

Please be aware that wheelchair spaces cannot be reserved, but our staff will their best to board you on a suitable area of the train.

Aural and visual information

All our stations are fitted with public address systems and information screens which are used to provide service messages, departure details and other relevant notifications. We aim to provide clear and consistent information, particularly in times of disruption. In addition to the electronic equipment at stations, we also use posters to communicate with customers. Wherever possible we display posters in a way that they are easily readable by customers who are using a wheelchair or are unable to bend down.

Train facilities

All trains in the c2c fleet are modern electric trains with wide doors and grab-rails to make boarding, alighting and moving around the train easy. We operate services with four, eight and twelve carriages. Each four carriage train contains one accessible toilet and two dedicated spaces for people using a wheelchair.

There is information about the facilities available on different train types on our website, including the availability of priority seating and accessible toilets.

Assistance on the train

If you are on the train and require assistance, please use the 'Info Point' button located in the carriage where the wheelchair/scooter space and accessible toilet is located. The Info Point will direct you to the Control team who will be able to assist you or offer advice.

You can also call our Passenger Assist team on 0345 744 4422 (option 1) or Tweet us [@c2c_rail](https://twitter.com/c2c_rail) on X (formally Twitter).

Assistance alighting the train

When a train terminates at a c2c station our Passenger Assist service will help you to alight from the train as soon as possible and in any event within five minutes of the train's arrival time.

All other train operating companies are also expected to adhere to this timeframe so you can expect to receive the same level of service no matter which operator you travel with.

We will assist you during times of disruption, delay or emergency and provide compensation should assistance fail. Where disruption and delays do occur, we will do everything that we can to ensure that you are able to continue your journey and are not left stranded. We use a range of methods to let you know what is happening, which may include providing information through our website, social media and staff announcements.

If you pre-booked assistance and the disruption means your original assistance arrangements are no longer valid, we will contact you and re-book any required assistance through Passenger Assist. This includes any alternative accessible transport that is required without additional charge.

Our station staff are trained to anticipate your need. They will communicate information of service disruption and provision of alternative transport via the Customer Information Systems or in person, where possible.

At all of our stations we have Help Points on the station platforms. This provides a link to our

team 24 hours a day, 7 days a week (excluding Christmas Day and Boxing Day). The team will be able to help assist you in re-planning your journey.

Emergencies

In case of an emergency, our staff, who are trained in emergency procedures and safety will supervise any action that needs to be taken.

If there is an emergency on a train, our Drivers will advise you on next steps. If you have to leave the train between stations, the emergency services will provide equipment to help you get off the train safely.

Our stations have evacuation plans which take into account the needs of disabled passengers. In an emergency, trained staff and the emergency services (if necessary) will help you get to a safe place. If we need to evacuate a station that isn't staffed, we will use the station Public Address system to alert you.

Redress and compensation

If you have booked assistance and it was not delivered, we will provide redress and/or compensation on a case-by-case basis, for your journey in accordance with our obligations. Where assistance was booked for travel on one of our trains, we will conduct a formal review of your individual experience to determine the appropriate redress. This review may result in a range of outcomes, including a formal apology, a goodwill gesture and/or compensation. In any case of failed assistance, we will always include an explanation on why your assistance failed and what mitigations we have put in place to prevent recurrences.

If your journey was on another train company's service, we will be happy to assist you with your claim, We will work with the other operators to coordinate a response to your complaint alternatively, If you prefer, we can pass your claim directly to them with your permission.

Redress may include:

- A formal apology
- A refund for the cost of that leg of your journey
- A goodwill gesture, which may include a ticket refund, rail travel vouchers, or another in-kind offering
- Compensation in the form of a financial payment OR
- A combination of some or all of the above

We are committed to ensuring that all passengers can travel with confidence. Our processes and responses are guided by the Accessible Travel Policy. We continuously review and improve our services to meet and exceed accessibility standards, and your feedback plays a vital role in helping us achieve this. Making a claim or complaint does not affect your statutory rights under the Consumer Rights Act 2015. Any payments awarded under the redress process are managed in a way that prevents the compensation from being paid twice.

We will be happy to assist you with your claim via the following link: [c2c-online.co.uk/contact-us/](https://www.c2c-online.co.uk/contact-us/). If you were travelling on another operators service for all or part of your journey, you can choose to complain to them directly, or we can liaise with them on your behalf with your consent. We will respond to you providing a full explanation of what happened and what mitigating actions are intended to be taken as a result.

We will also comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure. This will not affect your legal rights to make a claim under the Consumer Rights Act 2015.

Large Print or Easy Read versions of this leaflet

Contact our Customer Relations team on 0345 744 4422 (option 1) and they will send it to you within seven days.

Our Accessible Travel Policy

This document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices with regards to disabled people using the rail network.

Our Accessible Travel Policy is available both online at <https://www.c2c-online.co.uk/app/uploads/2025/04/67ebff3775db8-67ebff3775db9Accessible-Travel-Policy-2025-26.pdf.pdf> and in Large Print and Easy Read formats. You can get these by calling our Customer Relations team on 0345 744 4422 (option 1).

Stations and trains accessibility information

We will ensure that accessibility information relating to our stations and trains are readily available to you and kept up to date.

In order to achieve this, we will maintain this information in an online format, attached to the online version of this policy document via the following links: [c2c-online.co.uk/our-network/our-routes-and-stations/](https://www.c2c-online.co.uk/our-network/our-routes-and-stations/) and [Making Rail Accessible Leaflet](#) which can be easily accessed via personal mobile devices, as well as in accessible formats.

We will also provide the same information to the National Rail Enquiries website to ensure consistency of information. Station staff will also be able to provide you with the same up-to-date information on request. This is shared with our Stations team by our Control Centre. If a station is unstaffed, you can get this up-to-date information by calling the station Help Point.

Day of travel queries or issues:

You can call our Customer Relations team on 0345 744 4422 (option 3).

Assisted travel service opening hours and contact details:

You can call our Customer Relations team on 0345 744 4422 (option 3). This call centre is open 24 hours a day, 7 days a week (except Christmas Day).

Text Relay number:

To make a Text Relay call, dial 18001 followed by 0345 744 4422 (this service is not available on Christmas Day).

National Freephone Passenger Assist and Text Direct Free SMS Passenger Assist Forwarding Service:

03457 125 678 option 3

and 18001 08000 11 33 23 (except Christmas Day)

How to contact us via Social Media:

X (Formally Twitter): [@c2c_Rail](#)

Facebook: [c2c Rail](#)

How to get involved with us to improve accessibility and inclusivity:

You can email us at contact@c2crail.co.uk.

You can also apply to join our Accessibility Panel. The panel is made up of customers across the c2c route, representing different stations, and is an ideal forum for discussing topics such as accessibility.

The Passenger Panel has disability representation and is consulted and informed on aspects that affect the accessibility of the route. The panel also enables passengers to provide feedback and ideas on how to improve the accessibility of the c2c network.

The panel meets with senior c2c Managers from different areas of the business and are 4 times a year. If you would like further information about joining the Accessibility Panel, please contact us at accessibility@c2crail.net. In the event the panel is full, you will be held in a wait list. It is important that we have as many members as possible with different disabilities and lived experience.

How to provide feedback or make a complaint:

If our station team isn't able to resolve the issue and you would like to make a formal complaint, please contact our Customer Relations department in one of the following ways:

Telephone: 0345 744 4422 (Monday - Friday 0800 - 2000, Weekends and Bank Holidays 0900 - 1600)

Email: contact@c2crail.co.uk

Online: www.c2c-online.co.uk/contact-us/

Comments and Complaints Form: Available from stations or on request from Customer Relations

Post: c2c Customer Relations, FREEPOST ADM3968, Southend SS1 1ZS

If you're not happy with the way the complaint is dealt with, please contact the Rail Ombudsman on:

Call: 0330 094 0362

Textphone: 0330 094 0363

Email: info@railombudsman.org

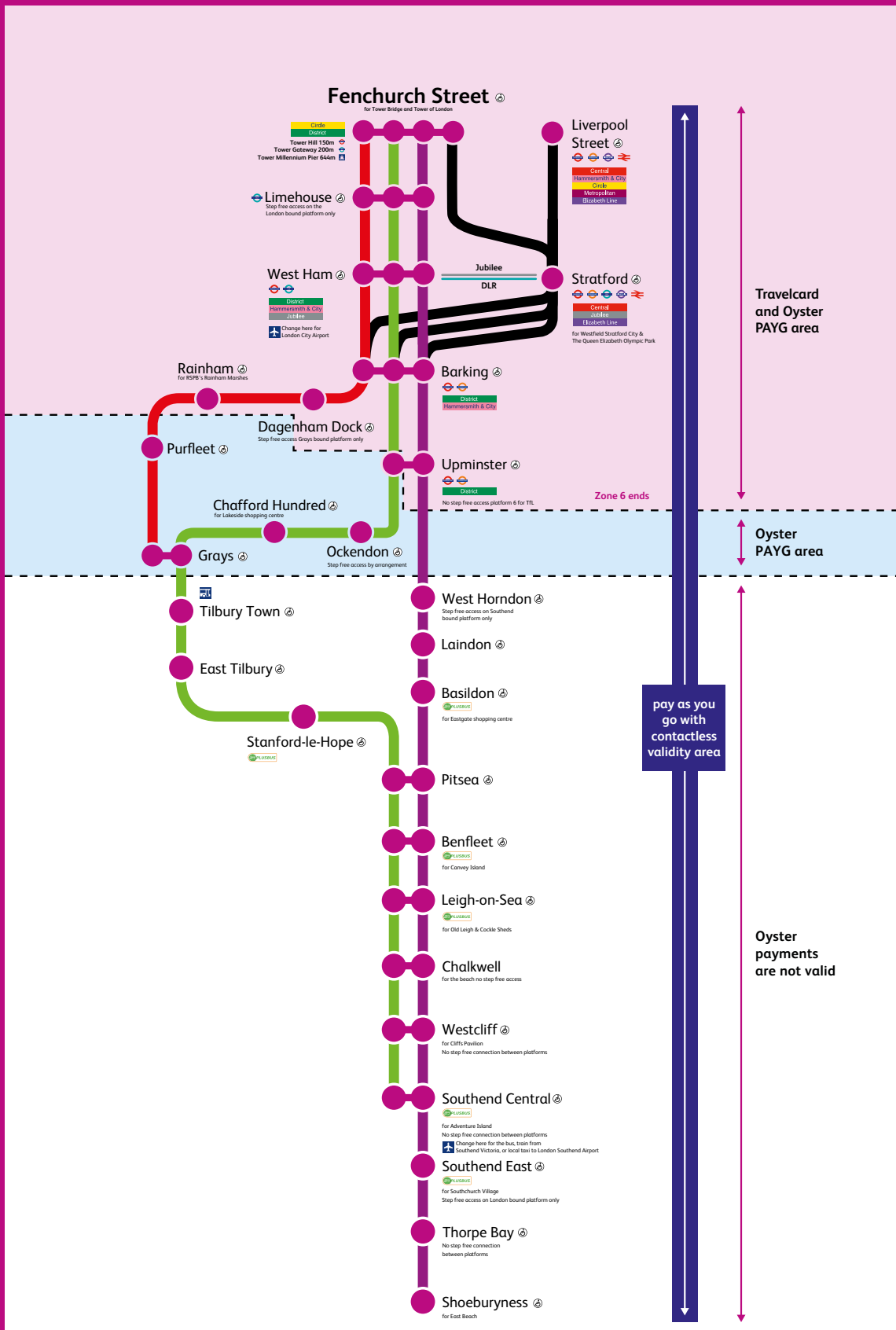
Twitter: [@RailOmbudsman](#)

Post: FREEPOST – RAILOMBUDSMAN

London TravelWatch and Transport Focus are independent watchdogs that represent the interests of transport users.

London TravelWatch focuses on transport services within London, including buses, trains, and the underground. They work to ensure that passengers receive high-quality services and advocate for improvements where needed. You can contact **London TravelWatch** via email at enquiries@londontravelwatch.org.uk or by phone at 0203 176 2999. Their postal address is: Freepost **LONDON TRAVELWATCH**, Timothys Bridge Road, Stratford Enterprise Park, Stratford-Upon-Avon CV37 9BG.

Transport Focus represents passengers and road users across England, ensuring their voices are heard in decisions about transport services. They provide advice and support for complaints and service issues. You can reach **Transport Focus** by phone at 0300 123 2350 or write to them at: **Freepost TRANSPORT FOCUS**, 77 Timothys Bridge Road, Stratford Enterprise Park, Stratford-Upon-Avon CV37 9BG.



We really want to hear your views to include them in future planning and as feedback to staff, so please do tell us what you think on any subject involving c2c.

Email
contact@c2crail.co.uk

Phone
 0345 744 4422

Post
 c2c Customer Relations, FREEPOST ADM3968,
 Southend, SS1 1ZS

X
 @c2c_Rail

Facebook
 c2c Rail