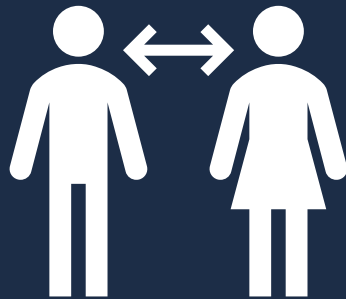


Communication Cards



Chilternrailways

We want you to have a safe, reliable, and welcoming service.

Many of our stations are staffed, and some of our trains are, too.

Our staff will always help you if possible.

These cards are here to help you communicate if you need help.

Have a safe journey, and thank you for choosing Chiltern Railways.

To find out more, please visit:

<https://www.chilternrailways.co.uk/before-you-travel/Assisted-Travel-Information>

Chilternrailways

My name is:

My address is:

Please assist me by:



Yes, Please!



No, thank you



**I need help
purchasing a ticket**



How much is a ticket to:



**What time does the next
train to:**

depart, please?



**What platform does the next
train to:**

depart from, please?



How long is the journey from:

to:



**What time does this train
arrive at:**



**I need help with my
luggage**



**Where is the lift,
please?**



**I need medical
assistance**



**Can you show me
where the rail
replacement bus
leaves, please?**



I need the toilet



**Can you show me
where the closest
toilets are, please?**



**Where is the closest
food shop?**



**I'm thirsty. Is there a
water fountain at this
station?**



**I need help getting
home**



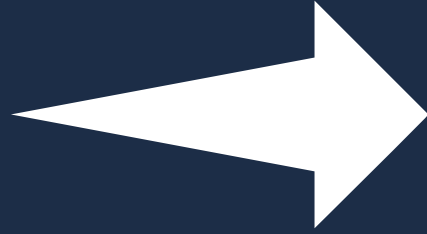
**I need a charge point
for my phone**



I am visually impaired



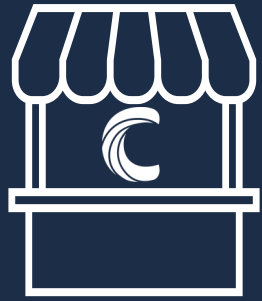
Thank you!



**I need a single ticket,
please!**

**I need a return ticket,
please. I plan to return:**

- 1. Today**
- 2. Next Week**
- 3. Within One Month**



**Where is the ticket
office?**



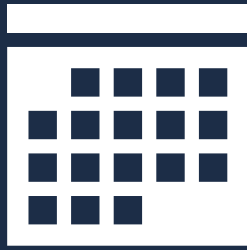
**How do I access the
London
Underground?**



**How do I get to
Birmingham New
Street from here?**



**My ticket is on my
phone**



**I need to book an
advanced ticket.
Can you help me?**



Please speak slower



**Can I upgrade to
First Class, please?**



I have a railcard!



**Can you accompany
me to my train,
please?**



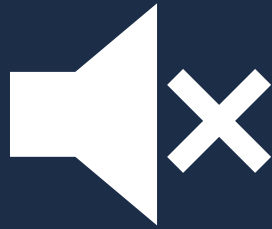
**I have yet to book
assistance. Can you
help me, please?**



**I need to reserve a
seat. Can you help
me, please?**



**I've lost something.
Can you help me,
please?**



I need quiet

Chilternrailways

Accessibility Contact Details:
03456 005 165 (option 3, then 3)

Text BTP: 61016

Customer Relations Contact Details:
03456 005 165 (option 3, then 4)