

National Rail Enquiries

National Rail Enquiries are the provider of customer information for all passenger rail services on the National Rail network in England, Wales and Scotland.

Passenger Assist is available for older and disabled passengers travelling on the rail network. You can request assistance from their website or download the app. Contact them to arrange assistance with:

- help you on and off trains
- reserve wheelchair spaces and seats
- provide you with detailed rail information
- help with animals or pets that are travelling with you

Last updated: December 1, 2023

Telephone: 03457 48 49 50

Telephone note: Train and Station Information

Website: www.nationalrail.co.uk

Helpline: 0800 022 3720

Customer Services

Textphone: 0345 60 50 600

Email: customer.relations@nationalrail.co.uk

Website 2: <https://www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities/>

Twitter: <https://twitter.com/nationalrailenq>

Facebook: <https://www.facebook.com/nationalrailenq?>

Address:

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