

sncb



**Services  
for persons with  
reduced mobility**

Valid from 13/01/2019



# Do you have reduced mobility? Welcome!

SNCB does everything it can to help people with reduced mobility travel effortlessly by train. Our station staff and mobile teams (B for you) have undergone special training so that they can provide you with the assistance that best meets your needs. Our teams are there to make your journey straightforward, both in stations and on trains. This brochure contains all the information you need.







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# Prepare your journey





# Plan your journey and book your assistance

Contact SNCB as described in the following pages. Our staff will help you to plan your journey and book your assistance. If you need to take a connecting train, they will ensure you have enough time (+/- 15 min.) in order to guarantee your safety.

Booking the assistance service		
National journeys		International journeys
3 hrs before departure	24 hrs before departure	48 hrs before departure
Direct journey	Direct or indirect journey	Direct or indirect journey to/ from Belgium
Between 6.30 a.m. and 9 p.m.	From the first to the last train	
41 stations	132 stations	
Tel. 02 528 28 28	Tel. 02 528 28 28 or on <a href="http://snbc.be">snbc.be</a>	



## For journeys within Belgium

Up to 24 hours before departure

Book with complete peace of mind either by **telephone** or **internet** up to **24 hours** before departure for direct or indirect journeys in 132 stations (list on p. 27).



Go to our website [sncb.be](https://www.sncb.be), under the heading «Stations and on-board services», page «Passengers with reduced mobility».

**Tip:** *register with «My SNCB» on [sncb.be](https://www.sncb.be).  
You will save time when making future bookings and can track the status of your request for assistance.*



Call **02 528 28 28** - open every day from 7 a.m. to 9.30 p.m.





## Up to 3 hours before departure

**Book by express by telephone up to 3 hours before departure for direct journeys (without connections) between 6.30 a.m. and 9 p.m. and between two of the following 41 stations:**

Aarschot, Antwerpen-Centraal, Arlon, Oudenaarde, Blankenberge, Braine-le-Comte, Brugge, Brussels Airport-Zaventem, Bruxelles-Central, Bruxelles-Midi, Bruxelles-Nord, Charleroi-Sud, Denderleeuw, Dendermonde, De Panne, Genk, Gent-Dampoort, Gent-Sint-Pieters, Hasselt, Kortrijk, La Louvière-Sud, Leuven, Libramont, Liège-Guillemins, Lier, Lokeren, Louvain-la-Neuve, Mechelen, Marloie, Mol, Mons, Namur, Nivelles, Oostende, Ottignies, Rochefort-Jemelle, Sint-Niklaas, Tournai, Turnhout, Verviers-Central and Zottegem.



Call **02 528 28 28** - open every day from 7 a.m. to 9.30 p.m.

## Useful information:

- On the day of travel, go to the agreed meeting point at least 20 minutes before your train's departure time, with your purchased ticket.
- Persons with reduced mobility who do not use a wheelchair or who are able to get out of their folding wheelchair and board the train without a mobile ramp may also receive assistance in other Belgian stations depending on staff availability and subject to booking at least 24 hours in advance. Go to our website [sncb.be](https://www.sncb.be), under the heading «Stations and on-board services».





# For international journeys

Up to 48 hours before departure

## First purchase your international ticket

### Prices and specific spaces for wheelchair passengers

Eurostar, Thalys and TGV® offer a **special fare for wheelchair passengers, with specific designated spaces in first class.** This allows you to travel without having to leave your wheelchair. Therefore, you can also travel in first class (with your companion) for the price of a standard second class ticket.

**These wheelchair spaces** are situated right next to the wheelchair-accessible toilets and **must be booked when purchasing your ticket** (subject to availability).

To book your ticket at the special price in 1st class, with a designated space for your wheelchair:



Call **02 432 38 01**, from Monday to Friday from 8 a.m. to 8 p.m., weekends and public holidays from 9 a.m. to 4.30 p.m.

## Then book your assistance



Go to **b-europe.com**, under the heading «Customer service» > «Reduced-mobility passengers».



Call **02 528 28 28** - open every day from 7 a.m. to 9.30 p.m.

## Useful information:

- On the day of travel, go to the agreed meeting point at least 30 minutes before your train's departure time.

# The assistance adapted to your needs

## Choose the type of assistance you need

- Assistance for **blind or visually-impaired** passengers.
- Assistance for travellers with **reduced mobility who do not use a wheelchair** or other mobility device and can board the train without a mobile ramp;
- Assistance for travellers using a **folding wheelchair** or other mobility device, who can get out of their wheelchair and board the train without a mobile ramp;
- Assistance for passengers using **a non-folding wheelchair**, an electric wheelchair or any other mobility device, who cannot get out of their wheelchair and require a mobile ramp to get on or off the train;

For safety reasons, the total weight and size of the wheelchair cannot exceed:

- 300 kg
- 75 cm wide
- 120 cm long



## Confirmation of your request

When your request for assistance is confirmed, you will receive the guarantee of:

- assistance getting on and off the train;
- the availability of assistance equipment (mobile ramp, etc.).

The Contact Center will offer you an alternative if necessary.

Receive free assistance confirmation by SMS text message. Tick the option «I would like to receive assistance confirmation by SMS text message» option when booking online or inform our operator when booking by telephone.

## If your trip has been cancelled

Notify our Contact Center:



on [sncb.be](https://www.sncb.be) using the My SNCB tab;



call **02 528 28 28** - open every day from 7 a.m. to 9.30 p.m.

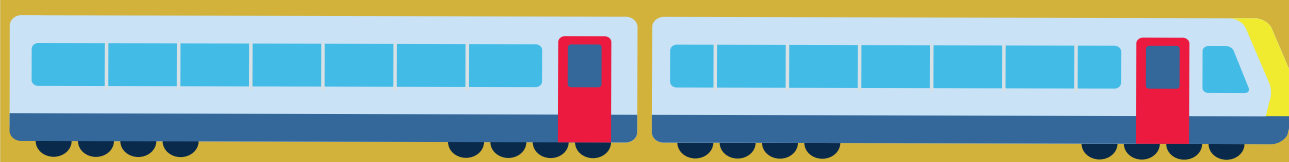
## If you have not booked in advance

Our station staff will try their best to help you, but cannot guarantee assistance if the equipment or designated persons are not available.

# Learning guide:

## “I dare to take the train!”





Some people with reduced mobility find it difficult to get their bearings in larger stations, to find and read information, to use the ticket machines to buy a ticket, to communicate and ask for help, to adapt to unexpected events, such as a platform change or delay.

**The SNCB would like to help these people to travel in Belgium.**

To do so, it has created a learning guide which calls:

**“I dare to take the train, my learning guide for travelling alone”**



**The guide is intended for those persons with reduced mobility who encounter difficulties understanding their surroundings and finding their way around.**

This includes people with intellectual disabilities as well as those with autism, those who are illiterate or who struggle to read, foreigners who speak neither French nor Dutch, the elderly, children, etc.

**This guide is also intended to help their support person.**

Support persons could be parents, educators, or close family and friends, who teach and help the person with reduced mobility to travel.



## The guide can be personalised

and you can choose to print only those pages that are useful for your journey.

## You can download photos and pictograms

from the SNCB website and add them to the guide.

## You can also print the assistance card

to ask for help during the journey.

The image shows two examples of assistance cards. Each card has a green header 'Can you help me?' and a grey box for 'Support person' with fields for 'First name' and 'Telephone'. The first card is for an 'Outbound journey' and includes fields for 'I'm going to: ..... (destination station)', 'Time: ..... (departure time)', 'Platform: ..... (expected platform)', and 'Direction: ..... (direction of the train)'. The second card is for a 'Return journey' and includes fields for 'I'm going to: ..... (destination station)', 'Time: ..... (departure time)', 'Platform: ..... (expected platform number)', and 'Direction: ..... (direction of the train)'. Both cards have a disclaimer at the bottom: 'This is a tool to ask for help. It is not a valid ticket or a railcard/discount card.'

**Download our free learning guide “I dare to take the train!”, at the following link:**

**[sncb.be/idaretotakethetrain](https://sncb.be/idaretotakethetrain)**

# Buy your ticket

You may purchase your transport ticket at [sncb.be](https://www.sncb.be), via the SNCB app, at the counters or at station ticket vending machines. You have the choice between different rates, and some people are also entitled to reductions or free services.







## National public transport discount card

The card gives blind or visually impaired passengers with a permanent disability of least 90% free second class travel. Applying for the national public transport discount card must be made through the City administration.

## “Free attendant” card

Upon presentation of the “Free attendant” card in your name, your **attendant will travel free of charge** in the same class on the same journey as you. He does not need a ticket but you must be in possession of a valid ticket for 1st or 2nd class (or a discount card which is equivalent to a ticket).

**Travellers with reduced mobility who are under 12** and who hold a “Free attendant” card, and the attendant, travel free of charge and without a ticket, as long as the child is in possession of the said card at the time of travel.

**Guide dogs** travel free of charge upon presentation of a certificate of accessibility (or card) issued by a recognised training centre.

# The day of travel







## Departure station

Have you booked your assistance? If so, introduce yourself at the meeting point agreed on at the time of booking with your purchased ticket so that our staff can provide you with optimal assistance.

- **For travel in Belgium**, introduce yourself at least **20 minutes before the departure** of your train.
- **For international travel**, introduce yourself at least **30 minutes before the departure** of your train.

## On board the train

The on-board supervisor will be aware of your presence and will ensure that you have a smooth journey.

## Connecting station or final destination

The SNCB staff will be waiting for you when your train arrives and will help you disembark. They will then accompany you to the station exit or to your connecting train.



# Available services

Find out more about the services available in order to facilitate your travel:





- **Accessible counters** with hearing loops are available at station counters to make it easier for hearing-impaired passengers who wear hearing aids.
- **Clear signs** guide you to the meeting point where the assistance staff will be waiting for you.
- **Assistance terminals** allow you to enter directly into contact with the staff responsible for the assistance (available in most stations).
- **Support staff trained** to respond most appropriately to the needs of each person with reduced mobility.





- **Wheelchairs** are available in certain stations.
- **Stair lifts** are a practical workaround solution and are reassuring for people in wheelchairs in train stations undergoing works or where lifts are temporarily out of service. Technical and security details: wheelchairs must be able to fit on a platform measuring 69 cm x 89 cm, and the total weight (wheelchair and user) may not exceed 200 kg.
- **Mobile ramps** (adapted to different platform heights) are available to help passengers board and disembark from the train; the ramps can only be used under supervision of the SNCB staff. Boarding in the train is carried out according to a secure procedure. Prior to boarding or disembarking a person in a wheelchair, a mobile signal light is placed in the train. The light warns the attendant that a person with reduced mobility is about to board or get off the train.





- **Specially adapted trains**, some with coaches equipped to facilitate accessibility (easily accessible toilets, easy access to the coach, etc.). All new trains and renovated trains are fitted to provide visual and audio announcements.
- The **sncb.be website** is designed in such a way as to provide the widest accessibility to all users. The website is compatible with voice synthesis and braille translation technology.

## For your safety

**Never use a platform crossing or service lift without being accompanied by SNCB staff.**

# Contact us

We strive to provide a high level of service for all of our passengers.

The services developed for persons with reduced mobility are the result of consultations with the National Higher Council for Persons with Disabilities, which is an official body representing all persons with reduced mobility in Belgium.





If you have any questions or require further information, please do not hesitate to contact us at:



sncb.be using the contact form available under the “Customer Service” section;



call 02 528 28 28 each day between 7 a.m. and 9.30 p.m.

## We are available 7 days a week

Do you have questions about rail traffic, a sales-related enquiry, or a general question about our company? Then please post your questions on our official Twitter, Facebook and Instagram pages.

A dynamic and motivated team of community managers is waiting to listen to you, answer your questions or simply provide general information. Our team is available during the week from 6 a.m. to 10 p.m., and on weekends between 8 a.m. and 10 p.m. Follow us now to keep up to date with our company news.





# Stations offering assistance facilities

All persons with reduced mobility may receive assistance getting on and off the train in **132 stations** throughout the network, 7 days a week and from the first train to the last train of the day.

**17 of these stations work with taxi companies**, which transport wheelchair passengers from a station without assistance to a station that can provide such assistance.







## “B for you” service in 115 stations after booking

In red: stations with a booking deadline of 3 hours \*

In black: stations with a booking deadline of 24 hours \*

### A

Aalst, **Aarschot**, Andenne, Ans,  
**Antwerpen-Centraal**, Arlon, Ath

### B

Beauraing, Bertrix, **Blankenberge**,  
Boom, Braine-l’Alleud,  
**Braine-le-Comte**, **Brugge**,  
**Brussels Airport-Zaventem**,  
**Bruxelles-Central**,  
Bruxelles-Luxembourg,  
**Bruxelles-Midi**, **Bruxelles-Nord**,  
Bruxelles-Schuman

### C

**Charleroi-Sud**, Ciney

### D

Deinze, **Denderleeuw**,  
**Dendermonde**, **De Panne**,  
De Pinte, Diest, Diksmuide,  
Dinant

### E

Eeklo, Enghien, Essen, Eupen

### F

Flémalle-Haute, Fleurus

### G

Geel, Gembloux, **Genk**,  
**Gent-Dampoort**,  
**Gent-Sint-Pieters**,  
Geraardsbergen, Gouvy

\* The booking deadline is 48 hours for international journeys.

**H**

Haacht, Halle, **Hasselt**,  
Heist-op-den-Berg, Herentals,  
Huy

**I**

Ieper, Izegem

**J**

Jambes

**K**

Kapellen, Knokke, Koksijde,  
Kontich-Lint, Kortemark,  
**Kortrijk**, Kwatrecht

**L**

**La Louvière-Sud**, Landegem,  
Landen, Lede, **Leuven**, Leuze,  
**Libramont**, Lichtervelde,  
**Liège-Guillemins**, **Lier**, Lobbes,  
**Lokeren**, **Louvain-la-Neuve**,  
Luttre

**M**

Marbehan, Mariembourg,  
**Marloie**, **Mechelen**, Menen,  
**Mol**, **Mons**, Mouscron

**N**

**Namur**, Neerpelt, Ninove,  
**Nivelles**, Noorderkempen

**O**

**Oostende**, **Ottignies**,  
**Oudenaarde**

**P**

Poperinge, Puurs

**R**

Rivage, **Rochefort-Jemelle**,  
Roeselare, Ronse

**S**

Saint-Ghislain, **Sint-Niklaas**,  
Sint-Truiden, Spa

**T**

Tamines, Tielt, Tienen,  
Tongeren, Torhout, **Tournai**,  
**Turnhout**

**V**

**Verviers-Central**, Veurne,  
Vielsalm, Virton

**W**

Walcourt, Waremme,  
Welkenraedt, Wetteren

**Z**

**Zottegem**



## 17 stations work with taxi companies

**From** Burst, Ede, Erembodegem, Haaltert, Herzele, Liedekerke, Lierde, Scheldewindeke, Ternat and Zele

**To\*** Aalst, Denderleeuw, Dendermonde, Geraardsbergen, Lokeren, Sint-Niklaas and Zottegem

**From** Blaton, Quaregnon, Quévy, Quiévrain and Péruwelz

**To\*** Mons, Tournai, Saint-Ghislain

**From** Lommel

**To\*** Mol and Turnhout

**From** Zeebrugge-Strand \*\*

**To\*** Blankenberge and Brugge

\* Depending on the origin or destination of the train journey.

\*\* Only during the tourist season in July and August.



- Stations accessible to passengers with reduced mobility (with a booking deadline of 3 hours). \*
- Stations accessible to passengers with reduced mobility (with a booking deadline of 24 hours). \*
- Stations that work with taxi companies.

\* The booking deadline is 48 hours for international journeys.





