

Accessibility Statement

The Romney, Hythe and Dymchurch Railway welcomes customers of all abilities.

We operate a fleet of one-third scale railway carriages. Most of our normal service trains have space available for customers with wheelchairs and small mobility scooters. As space is inevitably limited, we strongly recommend that wheelchair and small mobility scooter users contact us in advance in order that we can make suitable arrangements. This will help us to make your visit a more pleasurable one.

A wheelchair ramp is carried on most trains and these are available to help you to access or leave the trains – please ask a member of staff for assistance. Owing to its small dimensions, we regret that toilets are not available on our train services.

We welcome assistance dogs in all our carriages.

If you have any questions as to how we can help you further, please do not hesitate to contact us and we will do our best to help you to plan your visit. Telephone us on 01797 362353.

Facilities at our stations are as follows:

Hythe Station, Café and Vintage Tea Room

This station has ample parking for customers visiting the railway with easy access to our station. There are three marked disabled parking bays at this station. The station is accessed via the Railway Shop and a small gradual ramp is available for customers to access the Shop.

Ladies' and gentleman's toilets are available with three step entry. The station also features an accessible toilet which is located at the shop end of Platform 3 and can be accessed from the car park via the shop. Baby changing facilities are also available.

Hythe Café and the Vintage Tea Room can be found in the building adjacent to the Railway Shop. Entrances are at street level. Limited car park spaces are available.

Dymchurch

Platform 1 can be accessed from the main concourse. Access to Platform 2 requires customers to cross the track at the crossing provided or cross the bridge over the tracks.

There is limited parking here.

Ladies' and gentleman's toilets are available at street level with good access. There is also an accessible toilet with baby changing facilities.

St Mary's Bay

The platforms can be either accessed from the road. Parking is not available at this station and there are no amenities or Ticket Office.

It is recommended that those with wheelchairs and mobility scooters use one of our other stations to board and alight our services, as this station is not staffed.

New Romney Visitor Centre and Heywood Buffet

This is our main headquarters from which you may choose to start your journey. There is a level tarmacked car park, however to reach the Ticket Office and Railway Shop there is a short walk up a gradual incline.

The stations booking hall and shop are located at street level with the platforms being accessed either through the concourse and stairs or via the incline towards the side of the Shop. There are three disabled parking bays to be found at the front of the building adjacent to the Office.

Platform 1 can be accessed from the main concourse and access to Platform 2 requires customers to cross the track at the crossing provided. Platform 3 and 4 can be accessed via the bridge and sloped incline from the Railway Shop.

Also located on the station concourse is the Heywood Buffet which has good access at ground level. Access to the Model Railway Exhibition can be made via a stair lift – please ask staff on duty and they will be able to help you with use of the stair lift.

Ladies' and Gentleman's toilets are available and there is also an accessible toilet with baby changing facilities. Toilets and amenities are available throughout the week.

Romney Sands

The platform can be either accessed via steps towards the south or by a gradual ramp at the north end. Parking is not available at this station and there are no amenities.

Dungeness Railway Shop and End of the Line Restaurant

The station features flat street level access to platform 1. The platform is slightly lower than the train which will require customers to step up into the carriage. Ladies' and gentleman's toilets can be found at the building entrance. There is also an accessible toilet with baby changing facilities located in this area. Toilets and amenities are available throughout the week. It is not always possible to access Platform 2 by wheelchair if another service is in Platform 1. Please ask staff for assistance.

Visiting during Special Events

It is possible to accommodate guests with mobility impairments however prior notice is essential before visiting in order to make sure special arrangements are in place.

Bar Car

It is not possible for Passengers who need the use of a wheel chair to travel in the Bar Car. Passengers must be able to board our coaches and make the few steps to their seats either with or without help. Guide dogs can be accommodated however this needs to be mentioned during booking.

Mobile Phone Coverage

Generally Mobile Phone coverage is good over all parts of the line.

Refreshments

Light refreshments are available at most of our Railway Shop and a wide-range of hot food and drinks are available at our Hythe, New Romney and Dungeness catering facilities.

(Updated January 2018)