

# Your Accessibility Guide to Belfast Grand Central Station



Belfast Grand Central Station



## Contents

|   |    |
|---|----|
| Planning your Journey                                   | 5  |
| Getting to Belfast Grand Central Station                | 7  |
| Accessibility at Belfast Grand Central Station: Phase 1 | 9  |
| Ticketing   | 12 |
| Accessibility features: Phase 2                         | 15 |

## Welcome to Belfast Grand Central Station – Your New Integrated Transport Station in Belfast

Translink's Belfast Grand Central Station is set to be the largest fully integrated, multi-modal transport facility on the island of Ireland.

It will be delivered in two phases. Phase one will include the station and features within it. Phase 2 will be the development of Saltwater Square. A new public space in the city.

Disabled, deaf and older people have been involved in the design of Belfast Grand Central Station to ensure that it is inclusive and accessible.





## 1. Planning your Journey



For journey planning, ticket sales, real-time information and fares information please visit the Translink website [www.translink.co.uk](http://www.translink.co.uk) call the Contact Centre on **028 90 66 66 30** or download our journey planner app

All customers can turn up and go on the day but there is also the ability to request assistance 24 hours in advance of travel by contacting the Contact Centre or via Accessibility Advice ([www.translink.co.uk](http://www.translink.co.uk))



A new feature of journey planning is available via Alexa. Simply say: “Alexa, open Translink Journey Planner” for assistance with planning a journey.



We are working with SignVideo to enable deaf people to call our contact centre via a remote BSL or ISL interpreter. You can connect to an interpreter via our website.





## 2. Getting to Belfast Grand Central Station

There will be step free access to the station from both Glengall Street and Grosvenor Road. These entrances will be less than 200m from the current Europa Bus Centre facilities.

Public realm improvements in the streets around the new station have been designed to encourage more active travel, such as walking, wheeling and cycling.

All rail services, including the Enterprise (cross-border Dublin service) will operate from the Station.

The G1 Glider (College Square East) service is also within close proximity to the station.

In Phase 1 there is no additional car parking provided by the station but there are local car parks close by including Great Northern Mall.





### 3. Accessibility at Belfast Grand Central Station: Phase 1

The station itself has step free accesses from the entrances to bus and rail services. There is lift access to the upper floor where retail outlets will be available.

Grand Central Station will have a range of important and innovative accessible features including:

**Full internal tactile paths**, linking the entrances and exits through to all 8 rail platforms and 26 bus stands plus the Customer Information desk, the Customer Services desk, ticket vending machines, the accessible toilet and Changing Places facility.



**NaviLens**

**NaviLens**, an innovative wayfinding tool, supported by the RNIB, will also be available and is free to all customers.

It works using mounted codes that when scanned, relay assistive information via a user's mobile device. Further information

on NaviLens and a link to download the app can be found at: [www.navilens.com](http://www.navilens.com)



**A Sensory Nook**, a fully certified autism resource, will be located on the bus concourse. Sensory bags for children, teenagers and adults will be available from

the Customer Information desk (located on the ground floor to the left as you enter through the main doors). Bags for those with dementia will also be available.



Belfast Grand Central Station will have a range of retail facilities, provision of mixed seating with priority seats available, toilet facilities including both accessible

toilets and a **Changing Places Toilet**.



Translink are proud to support the NOW Group's innovative JAM Card. A Card that allows people with a hidden disability or communication barrier to tell others that they

need extra time and understanding in a private and easy way.

The 26 bus stands will be accessible, offering easy access to vehicles for all users. Access to bus stands will be via automated doors which will open only once a vehicle pulls into a bus stand.

Rail platforms will be accessed through ticket gates. Detail on these can be found in the next section under ticketing.

Staff will be available at the Customer Support Desk, at ticket barriers and other places throughout the station. Staff have been trained to provide assistance where this is required.





## 4. Ticketing

There have been significant steps forward in enhancing the customer experience, making travelling more convenient and efficient for our customers.



### **Ticket Vending**

New features at the station include ticket vending machines with height adjustable screens and ticket gates.



### **Purchasing a ticket for Bus**

Tickets can be purchased from the driver when boarding. Tickets can also be purchased in advance from the Customer Services desk which includes an accessible station with hearing loops and accessible payment. The Customer Services desk is located beside the toilet facilities. Tickets can also be purchased via a ticket vending machine.

Half Fare Smartcard and Full Fare Concession card holders wanting to purchase a ticket for bus travel should get it from the Customer Services desk or via the driver when boarding.



### **Purchasing a ticket for Rail**

Tickets must be purchased in advance from either the Customer Services desk or a ticket vending machine to get access onto the platforms through the new ticket gate.

All travel cards including Half Fare Smartcards and Full Fare Concession cards are compatible with the rail ticket vending machines.

Pre-pay travel cards can also be topped up at these machines.

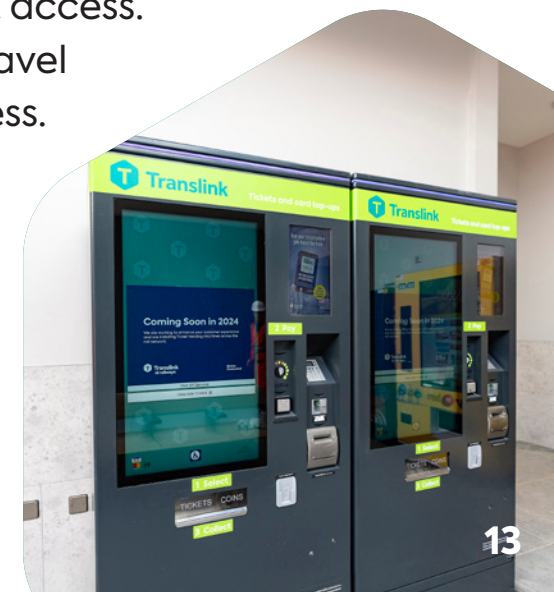
### **Accessing the Rail Platforms**

The gates have standard and wide access entry points and there will always be Translink staff present.

Tickets for travel have a barcode which when scanned will grant access.

Tapping your pre-pay travel card will also grant access.

A clear screen display will turn green to permit entry along with a tick. Staff at the gate will assist if you have any problems.







## 5. Accessibility features: Phase 2

Phase 2 of Belfast Grand Central Station will provide more features to enhance accessibility for everyone.

Dedicated locations will be provided, allowing passengers to be dropped off and picked up easily. There will also be dedicated taxi pick-up and drop-off points.

A car park will also be opening as part of Phase 2 which includes accessible parking bays including an accessible ev-charging station and a larger space for a Wheelchair Accessible Vehicle (WAV).

Other accessible features opening as part of Phase 2 include an Assistance Dog Spending Area and parking for people with accessible and non-standard cycles.





We would like to thank **IMTAC, RNIB** and **Guide Dogs NI** for their support in developing this guide.

For more information about Belfast Grand Central Station or if you require this publication in an alternative format, such as large print, Braille or an audio version, please call the Translink Contact Centre **028 90 66 66 30** or email **[feedback@translink.co.uk](mailto:feedback@translink.co.uk)**

For frequently asked questions about Belfast Grand Central Station please visit:  
**[www.translink.co.uk/grandcentralfaqs](http://www.translink.co.uk/grandcentralfaqs)**