

# How to use Your Pembrokeshire Passport ON THE TRAIN



Please read this carefully.

It will tell you what you need to know  
to help you use your Pembrokeshire Passport.

## What is a Pembrokeshire Passport?



A Pembrokeshire Passport will help you use the train on your own.

The Passport will let people know that you may need help on your journey.

It can make your journey easier.



- You can use your Passport on any Arriva Trains Wales train.

- You can also use your Passport on any bus in Pembrokeshire.

- You can use your Passport at any time of the day.

- Anyone can have a Passport.

Your Passport **does not** give you free or discounted travel on the train or bus.



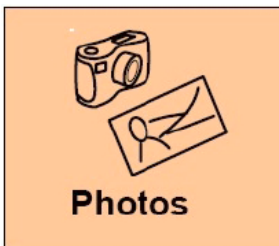
This is a picture of your Passport.

The Passport wallet has plastic pockets where you can put words and pictures to show where you want to travel to.

## How do I use my Passport?

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First you will need to put the name of the places you want to go to into your Passport wallet.



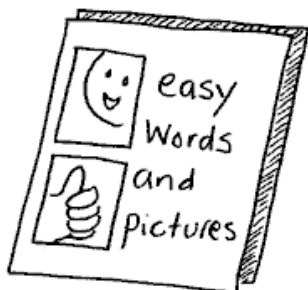
You can also put in a picture or photo to help you and other people know where you want to go.

If you have a Disabled Persons Railcard, you can put this into your Passport wallet to make sure you pay the right fare.

You can also put in some questions which you may need to ask to help you on your journey.

Here are some things you could put in:

- Which platform do I catch my train from?
- Could you tell me where the nearest toilet is please?
- Please let me know when I arrive at my station stop.
- Please call this person in an emergency.



Make sure your words are clear and bold. You can ask your carer or a friend or relative to help you write or type the words.

## Planning your journey



Before you go out you should think about what you need to do to help you have a safe and easy journey.

You may want to make a list of things to do before you travel.

Here are some things you should think about:

- Where am I going?
- How will I get there?
- How will I get back?
- How much money will I need?
- What will I need to take with me?

**Before you go out always remember to tell someone:**

**Where** you are going.

**How** you are getting there and back.

**What** time you will be back.

**Who** you are going with.

## Using the train



When you're using the train, find out what time it is due so that you don't have to wait around too long at the station.

Always wait on a well lit platform where there are other people around and stand well back from the edge.



If you are in a wheelchair or need help getting around, you can call the train company for advice before you travel.

They can tell you about the stations and trains you want to use.



They can also arrange for someone to meet you at your station, to help you to your train and see you safely on board.



They can also help you when you arrive at your station stop or if you need to change trains on your journey.

Before you travel it is important to find out the right name of the stations you are traveling to.

Some places have more than one station stop.

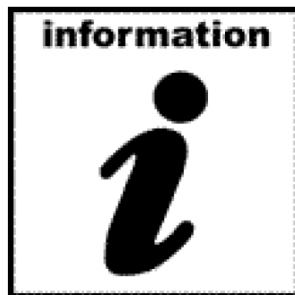


When you get to the train station you must go to the ticket office to buy your ticket before you get on your train.

Show your access wallet to the person behind the counter.

This will let them know that you may need help with buying your ticket.

You must make sure that you have all the correct information in your access wallet to buy your ticket.



**This is the information you will need to buy Your ticket.**

- Where you want to go
- If you want to go one way or return
- When you want to come back
- What time you want to travel
- How you want to pay
- Your Disabled Persons Railcard

When you have brought your ticket put it into your purse or wallet to keep it safe.



If the ticket office is closed or there is no ticket office at the station you can buy your ticket on the train.

## For more information



If you need help to find out which train to catch you can ring **Arriva Trains Wales** on:

telephone: 0845 300 3005.

textphone: 0845 758 5469.

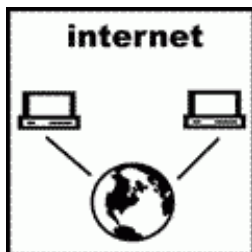
You can also use those numbers to arrange assistance or to find out what times the trains run or to reserve a seat.

Please call at least 24 hours before the day you want to travel.

For other assistance or comments about Arriva Trains Wales, please call their Customer Relations Department on 0845 6061 660.

The office is open from 8.00am in the morning till 8.00pm in the evening Monday to Saturday.

On Sundays they are open from 11.00am in the morning to 8.00pm in the evening.



You can also use the internet:

**[www.arrivatrainswales.co.uk](http://www.arrivatrainswales.co.uk)**

If you want more information on using public transport in Pembrokeshire you can look at this website: **[www.pembrokeshire.gov.uk/transport](http://www.pembrokeshire.gov.uk/transport)**

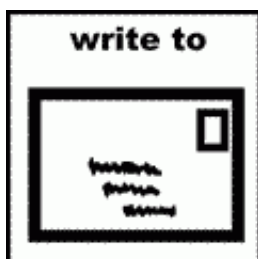
If you are unsure about any of the information in this leaflet or need help putting words and photos into your Passport wallet then please ask someone who can help. This could be a friend or relative, a carer or someone at your Day Centre.

## What to do if you lose your Passport

If you lose your Pembrokeshire Passport you should tell the person who gave the Passport to you.

If you can't do this then please contact us:

Pembrokeshire Passport  
The Contact Centre  
Pembrokeshire County Council  
North Wing  
County Hall  
Haverfordwest  
Pembrokeshire SA61 1TP



OR



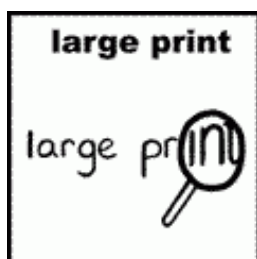
Telephone: **01437 764551**

OR



Email: [enquiries@pembrokeshire.gov.uk](mailto:enquiries@pembrokeshire.gov.uk)

Please tell us how to get in touch with you. We can do this by phone, letter or email.



## Alternative formats

If you would like this document in another format (i.e. large print, Braille or audio version) please let us know.