

All Great Western train services can carry manual or powered wheelchairs up to the following dimensional and weight limitations:-

- **Width 700 millimeters ( 670 mm on First Class coach G in HST)**
- **Length (including footplates) 1200 millimeters**
- **Weight (including passenger) 300 kilograms**

Some mobility powered scooters are effectively road vehicles and unsuitable for carriage on public transport. Equally, many others may be folded down into manageable sized components that are no larger or heavier than other pieces of luggage regularly conveyed on trains.

The majority of mobility scooters have a wider turning circle than wheelchairs occupying the same dimensional footprint and are not, therefore, appropriate to take on board our services. We do undertake however, to carry those models of mobility scooter that can be folded down into lightweight and manageable components on our services.

It is the passenger's responsibility to load it on/off the train we ask the disabled passenger or their traveling companion to ensure that the mobility scooter is folded down ready for boarding prior to the trains arrival. Where necessary, passengers may use the station wheelchair pushed by our staff to board the train.

The folded scooters can be stored safely in the luggage compartments situated at the end of each coach. Our staff will offer assistance with storing these components. For reasons of safety we must insist that powered wheelchairs and scooters do not exceed 2 mph on station platforms and under no circumstances other than boarding the train, should they go beyond the yellow line running parallel to the platform edge.



Manual Wheelchair



Electric wheelchair



Example of Mobility scooters



This information is taken from First Great Western Disabled Persons Protection Policy.

Our Disabled People's Protection Policy is available at all our staffed station offices or from:

Customer Services Team  
FREEPOST SWB40576  
Plymouth PL4 6ZZ  
E-mail: [fgwfeedback@firstgroup.com](mailto:fgwfeedback@firstgroup.com)  
Telephone: 08457 000 125.

You can also find the policy at [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk)