



Can we assist you in using the DART...

A more accessible future

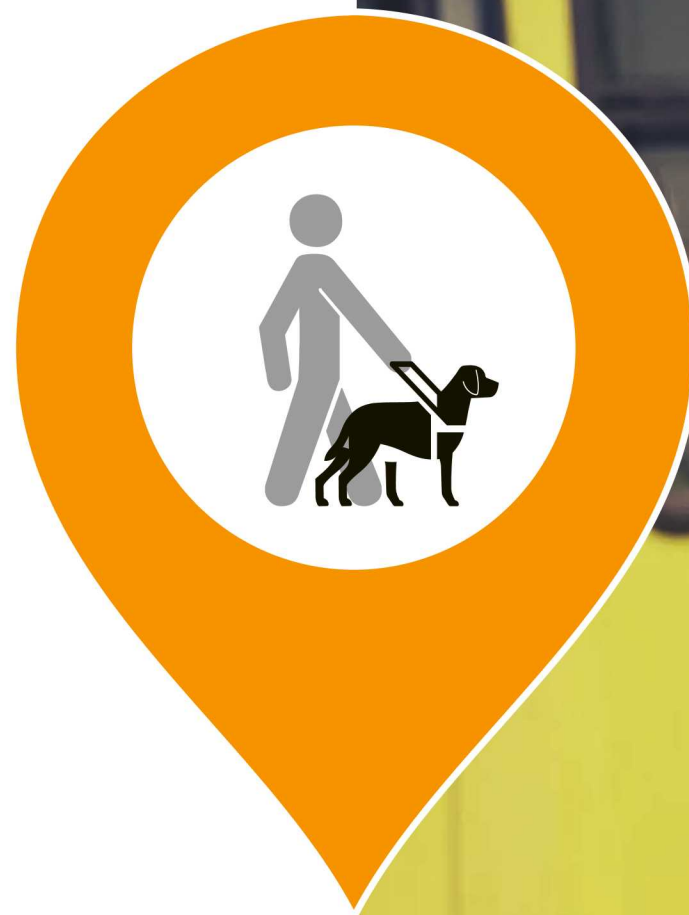
Our customers are the most important thing to us, and as one of our customers we want you to experience the highest standards of transport. That's our aim. We know that there's a lot of work to do and we've been working hard to provide a more accessible railway for all our customers.

We're committed to providing you with excellent service every time you travel with us and we want to ensure that all our mobility and sensory impaired customers can benefit from our progress.



Stay informed

Thank you for registering at irishrail.ie/access-dart. We will be sure to keep you up to date with all news and info about improvements and progress. We want you to stay in the loop so that we can get your feedback and make the changes that are most relevant to you. If you have not signed up yet, please be sure to register at irishrail.ie/access-dart to stay informed.



Zones

To make it easier to travel safely on the DART, we are introducing 'Zones' to help our customer identify the most suitable station. Each 'Zone' will include up to 4 stations, one of which will always be manned and will provide support to other stations in your zone.

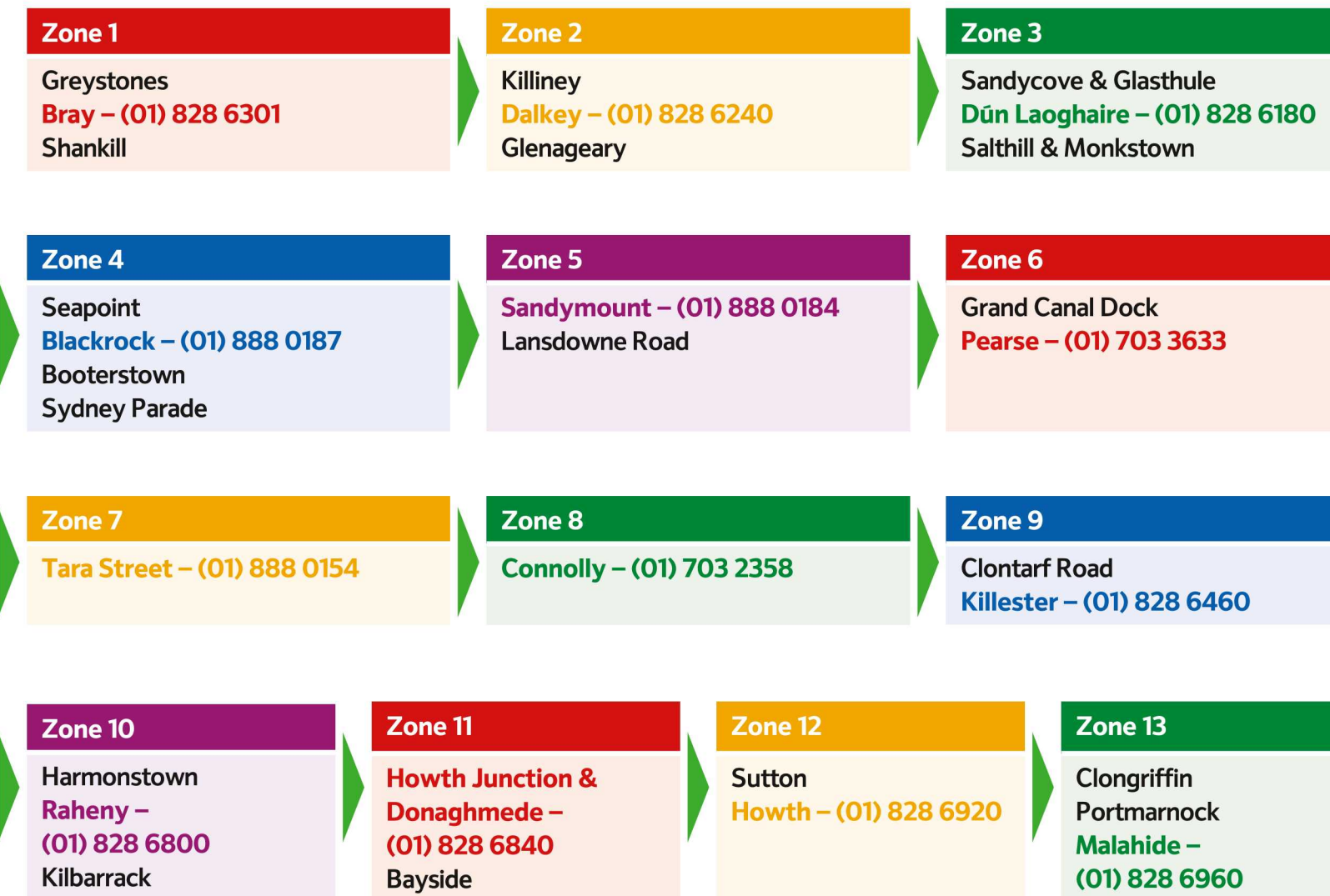
Now you have your station number, whenever you are travelling from within a zone, you can call its number and have a conversation with the person who will be assisting you in travelling.



Station Opening Times

Mon-Fri: 06.00-24.00
Sat: 07.00-24.00
Sun: 09.00-24.00

Zone 1	Bray	(01) 828 6301
Zone 2	Dalkey	(01) 828 6240
Zone 3	Dún Laoghaire	(01) 828 6180
Zone 4	Blackrock	(01) 888 0187
Zone 5	Sandymount	(01) 888 0184
Zone 6	Pearse	(01) 703 3633
Zone 7	Tara St	(01) 888 0154
Zone 8	Connolly	(01) 703 2358
Zone 9	Killester	(01) 828 6460
Zone 10	Raheny	(01) 828 6800
Zone 11	Howth Junction	(01) 828 6840
Zone 12	Howth	(01) 828 6920
Zone 13	Malahide	(01) 828 6960



Guide to travelling by DART

Once you know the station you're travelling from, check to see what zone it's in.



Call the staffed station in that zone a recommended 4 hours before travelling, and let them know you will be travelling from that station as well as the station you will be travelling to.



4 hours



Once you arrive at the station, just make yourself known to the staff so that you can arrange travel and the staff member will assist you and inform your destination station of your arrival.





Useful info:

Parking

Not all DART stations have parking.

Aural & Visual

All DART stations have electric information screens and/or public address announcements.

Ramps

Our staff will use ramps to help you on or off our trains if required, 4 hours advance notice is recommended to ensure staff can be redeployed to assist you on or off our services.

Gate

All DART stations have automated ticket barriers with at least one wider gate for wheelchair users and others who might need it. One gate always remains open when that station is unmanned.

Guide dogs

Guide/Assistant dogs working and in training are permitted to travel on all Iarnród Éireann services without restriction, as long as they are always clearly identifiable by coat or harness.





Who to contact for further information?

If you would like to know more
about the programme, please visit



For emergency use only

If there is an immediate safety threat to you
and other rail users, please call (01) 855 5454.
Please note this phone number is for emergencies only.



Travel Assistance Scheme for new users

The Travel Assistance Scheme is run by Dublin Bus in the Greater Dublin Area to help you use public transport on your own.

An assistant can accompany you the first few times you travel and give you advice on planning a journey using Dublin Bus, DART or the Luas.

The Travel Assistance Scheme is free and is for people aged 18 or over. Available Monday to Friday between 08:00hrs and 18:00hrs.

To find out more:

Phone: (01) 703 3204

Email: customercomment@dublinbus.ie





If you would like to know more about the programme,
please visit irishrail.ie/access-dart