



Visitors with disabilities: Dos and Don'ts

You are not required to assist with deploying accessibility ramps. You may assist by communicating with the visitor and ensuring the area remains clear and safe during the process. Your role is essential in helping to create a positive and inclusive experience for all our visitors - especially those with disabilities, including both visible and non-visible conditions. Treat all visitors with courtesy, respect, and understanding to enhance the visitor's experience. Everyone's needs are different. Flexibility, empathy, and courtesy go a long way. If you're unsure how to help speak with the Event Managers.

Do

Always offer assistance, but never assume someone needs help — ask first: “Is there anything I can do to help you?”

Give priority to disabled visitors when exiting the train, especially if other visitors are waiting to board.

Be patient and speak clearly. Please be respectful and give them time. Repeat information if necessary.

Speak directly to the visitor, even if they are accompanied by a companion or care worker.

If a visitor appears distressed or overwhelmed, direct them outside the train to a clam space at the station.

Be observant and offer assistance where appropriate, but always ask first before intervening

For visitors with visual impairments, describe the environment clearly and provide verbal directions. If appropriate and with their consent, offer to guide them.

For visitors who are deaf or hard of hearing, maintain eye contact and speak clearly

Don'ts

Do not push a wheelchair unless the individual asks you to

Be mindful of physical proximity and avoid touching personal belongings without permission.

Avoid loud or sudden noises inside the train. Be mindful of sensory sensitivities

Avoid making assumptions about someone's abilities or condition.

Guide and assistance dogs are welcome. Do not distract or pet them.