# Letter of objection to proposed rail ticket office closures

**Dear Transport Focus and London TravelWatch,**

I want to write and object to the proposed closures of rail ticket offices by the Train Operating Companies and in particular my local operator [insert name of local train company here].

As a person living with a visual impairment, I believe these closures will be bad news for blind and partially sighted people and add another barrier to an already inaccessible rail network.

Without ticket offices, blind and partially sighted people will have to purchase tickets through online booking or through ticket vending machines at stations. But these are often not accessible. Improving this basic accessibility should be the first priority, not ticket office closures.

Ticket office staff are often my first point of contact at stations. They provide assistance, information, advice and not just tickets. For blind and partially sighted people this support is vital. Roaming staff are not an acceptable alternative – especially if you cannot see them!

The accessibility of the railway network needs to see major improvements, not a step backwards through ticket office closures. Poor station layouts and design, failing audio announcements, outdated signage, inaccessible technology, inconsistent tactile navigation and Victorian platforms all make rail travel challenging for blind and partially sighted people. Ticket offices closures will see even more visually impaired people left behind.

I believe these proposals will represent a deterioration in the quality of service received by blind and partially sighted people and would violate both the Equality Act (2010) and the Secretary of State for Transport's Ticketing and Settlement Agreement guidance.

Yours sincerely

[Your name]