

1. APPLICATION OF RULES

Access rules (for the railway transport) are applied to persons with reduced mobility and other disabilities i.e. to all persons whose mobility when using railway vehicles is reduced due to any physical disability (sensory or locomotory, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and adaptation to his or her particular needs of the service made available to all passengers:

- Wheelchair users (persons who use a wheelchair due to old age or disability);
- Persons with other mobility impairments:
 - persons with damaged limbs;
 - persons with impaired walking;
 - people with children;
 - elderly people;
 - pregnant women.
- Visually impaired people;
- The blind;
- The deaf;
- People with communication disorders (persons who find it hard to express themselves and understand others, including foreigners who lack local language skills, persons with communication difficulties, persons with sensory, psychological and mental disorders).
Disorders can be long-term or temporary, clearly visible or invisible.

The term “persons with reduced mobility” does not include people who have addiction to alcohol or drugs, except the cases when this addiction was caused by medical treatment.

2. INFORMATION FOR DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

2.1. INFORMATION WHEN PLANNING JOURNEYS

Information on routes, train adaptation to particular needs, timetables, services, discounts and exemptions is provided in the following ways:

- ***Information by phone +370 700 55111 (information center working hours – 7 a.m. - 10 p.m. on workdays);***
- ***Information on the website www.litrail.lt;***
- ***Information at staffed railway stations or on stands next to stations.***

The information below is provided by JSC “Lithuanian Railways” information center, is available on the internet website or at staffed railway stations:

- General ticket purchase and journey conditions;
- Time schedules and conditions for the fastest trip;
- Time schedules and conditions for the lowest fares;
- Accessibility, access conditions and availability on board of facilities for disabled persons and persons with reduced mobility;
- Information on possible traffic disruptions and delays;
- Availability of on-board services;
- Procedures for reclaiming lost luggage;
- Procedures for the submission of complaints;
- Discounts and exemptions.

2.2. INFORMATION DURING THE JOURNEY

During the journey, depending on the type of a train, information for passengers is displayed on monitors, announced in sound or written in Braille for visually impaired people.

During the journey, on-board staff (if staff is available on board) can inform passengers about facilities on board, other train routes, next stop, purchase and return of tickets, change of journey conditions and accessibility of trains for disabled persons and persons with reduced mobility.

3. RESERVATION OF ASSISTANCE, CONDITIONS, TERMS

If you have mobility impairment and at a railway station you need free of charge assistance to board and disembark from a train (using mobile lift), such assistance has to be reserved in advance.

If a disabled person or person with reduced mobility shall not submit any notification about reservation of needed assistance in advance, JSC “Lithuanian Railways” will make all possible effort to provide assistance in such a way that the disabled person or person with reduced mobility may travel. However, in such cases the company can not ensure provision of this service.

3.1. RESERVATION OF ASSISTANCE TIME FOR JOURNEYS IN LITHUANIA

Passengers who need assistance to board and disembark from a train when planning their journeys in the territory of Lithuania must announce the need of special assistance at least 24 hours prior to the departure of the train.

3.2. RESERVATION OF ASSISTANCE TIME FOR JOURNEYS ABROAD

Passengers who need assistance to board and disembark from a train when planning their journeys from the territory of Lithuania to international routes must announce the need of special assistance at least 48 hours prior to the departure of the train.

3.3. ASSISTANCE RESERVATION FORMS

Reservation of necessary assistance to board and disembark from a train can be made in the following ways:

- By phone +370 700 55111;
- By filling a special form on JCS “Lithuanian Railways” internet website www.litrail.lt in section “For the disabled persons”
- At Vilnius, Kaunas, Klaipėda and Šiauliai railway stations;
- By e-mail mobilumas@litrail.lt.

If the notification is sent by e-mail mobilumas@litrail.lt it is essential to specify:

- Name;
- Type of disability;
- Date of the journey, route;
- Station of departure and arrival;
- Time of departure and arrival;
- Contact phone number;
- The presence of an accompanying person.

3.4. CONDITIONS RELATED TO RESERVATION OF ASSISTANCE

Reservation of assistance at the railway stations is made from 7 a.m. to 10 p.m. on workdays and weekends. Reservation at the call center is made by phone and e-mail from 7 a.m. to 10 p.m. on workdays. If reservation is made by e-mail or by filling up a special form on JSC “Lithuanian Railways” internet website, our staff will inform you about the receipt of request and confirmation of reservation by an e-mail or by phone.

Having received a notification of necessary assistance reservation, JSC “Lithuanian Railways” staff will discuss with you all travel details, indicate the contact person, specify the place and time of your arrival and will provide you all necessary assistance to board and disembark from a train.

If the staff of JSC “Lithuanian Railways” did not specify the time of arrival at the station before the departure of a train, a disabled person or person with reduced mobility has to arrive at least 30 min. prior to the beginning of the scheduled journey (train departure time.)

If a disabled person or person with reduced mobility travels on the same route frequently, for instance, on workdays to work or to hospital, then reservation for assistance is made only once with notification of our staff. However, a disabled person or person with reduced mobility should inform the company about terminated use of the service, since technical means ensuring safe boarding of trains could be used when assisting other persons.

JSC “Lithuanian Railways” staff can refuse to reserve or sell a ticket to a disabled person or person with reduced mobility and request him or her to be attended by an accompanying person if the disabled person or person with reduced mobility requires constant and intense assistance or medical care. For your needs, first aid kit provided by on-board staff is available on trains at all times.

If a disabled person or person with reduced mobility independently or assisted by a person accompanying him or her board or disembark from a train, JSC “Lithuanian Railways” shall not be held liable in case of an accident or for the total or partial loss of or damage to, mobility equipment or other specific equipment.

4. JOURNEY PLANNING

4.1. JOURNEY PLANNING FOR A DISABLED PERSON OR A WHEELCHAIR USER

Technical parameters of a wheelchair determine a disabled person's safe access of a train. Trains are adapted to wheelchairs in compliance with international standards (width – 700 mm, length – 1200 mm). Maximum total weight of a disabled person together with his or her wheelchair is limited by the maximum elevating capacity (from 230 kg to 300 kg) provided by the producer of the mobile lift.

JSC “Lithuanian Railways” also provide assistance to users of electric wheelchairs if they correspond to the following technical parameters:

- Total length – 1200 mm;
- Total width – 700 mm;
- Sitting height (from the floor to the top of the head) – 1350 mm;
- Height from the floor to the stool – 1500 mm.

If parameters of a wheelchair do not correspond to the parameters set out above, we kindly request you to contact the railway call center by phone +370 700 55111. Call center staff having assessed the route and technical possibilities of the running train will provide you all necessary information.

The number of wheelchairs equipped on board is limited, therefore possibilities for group travels should be agreed in advance.

4.2. JOURNEY PLANNING FOR A VISUALLY DISABLED PERSON

When informed in advance about a need of assistance at a railway station, our staff will meet you at the agreed access place¹ of a station, will show you the way to the ticket office, will help to purchase a ticket, will provide the needed information and assist to board a train. Other important information regarding planned journeys and passenger transportation services you can find on our website www.litrail.lt.

For your convenience, announcements at Vilnius, Kaunas, Klaipėda and Šiauliai stations will provide you information about departure and arrival of a train, whereas on-board announcements will inform you about forthcoming stations. If a train is not equipped with any audible system, on-board staff will kindly provide you all necessary information.

On board of two-storied electric trains, normally running on route Vilnius–Kaunas–Vilnius, all important information is available in Braille. The train entry color differs from the rest of its part.

4.3. JOURNEY PLANNING FOR A PERSON WITH AUDITORY IMPAIRMENTS

All important information regarding planned journeys and services provided by JSC “Lithuanian Railways” you can find on our website www.litrail.lt. If you still have any queries or requests, please send them to us by e-mail mobilumas@litrail.lt or hand in at the nearest railway station. If you purchase a ticket at ticket offices of Vilnius, Kaunas, Klaipėda and Šiauliai railway stations which are marked with a sign for disabled, you have a possibility to increase the speaker volume. At Vilnius railway station some ticket offices are equipped with modern technology which allows to increase the volume of a deaf-aid when connected to it. Failing to make use of the mentioned devices, railway staff will provide you necessary information in writing. Information screens at the biggest railway stations inform passengers about route number, departure, arrival and late running of trains.

5. ADAPTATION OF TRAINS AND STATIONS TO THE NEEDS OF DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

5.1. ADAPTATION OF TRAINS TO THE NEEDS OF DISABLED PERSONS

Part of JSC “Lithuanian Railways” diesel and electric passenger trains are adapted to special needs of disabled persons. The number of such trains is constantly increasing, as when modernizing or purchasing new trains, technical requirements include the specification to adapt them to the needs of disabled persons.

Diesel and electric passenger trains are installed with special places for fastening wheelchairs of disabled persons, their on-board toilets are made accessible for disabled, entrances and doors are broadened. Two-storied electric trains are low-floor i.e. there is no significant height difference between the side of a train and platform, their first and last cars are equipped with collapsible ramps for passengers in wheelchairs or other mobility disabilities to board or disembark from a train. On board of a train facilities provide enough room for wheelchair fastening, also include toilets made accessible for disabled persons as well as major informative signs. All on board written notices are available in Braille. Trains normally run on route Vilnius–Kaunas–Vilnius².

First and last cars of diesel RA-2 trains are equipped with special places for fastening wheelchairs (marked with special signs) and toilets adapted to the needs of persons with disabilities. Passengers are boarded a train using mobile lifts which are available at Vilnius, Klaipėda, Šiauliai railway stations and Vilnius airport stop.

Passenger cars (included in the train unit, normally running on the route Vilnius–Klaipėda–Vilnius) and the rail car (normally running on the route Vilnius–Vilnius airport–Vilnius) are







equipped with special places for fastening wheelchairs, on board toilets are adapted to special needs for disabled persons. Wheelchair users are boarded trains using mobile lifts. Staff at Vilnius, Klaipėda and Šiauliai railway stations using special equipment will help to board and disembark from a train. At unstaffed stations and stops this service will be provided by on-board staff.

Not all trains are adapted to persons' with disabilities needs. Therefore, in order for us to properly prepare for and assure you comfortable journey, please inform us about the need of assistance or special service in advance.

5.2. ADAPTATION OF STATIONS TO THE NEEDS OF DISABLED PERSONS

Vilnius, Kaunas, Klaipėda and Šiauliai passenger railway stations are all adapted to the needs of disabled persons with a difference just in the level of adaptation. Vilnius and Kaunas railway stations are best adapted to persons with disabilities needs, due to high number of trains and passengers they handle. These stations are toilets for disabled persons, special ticket offices, mobile lifts, car parking areas are located next to the stations. Vilnius and Kaunas railway stations are installed with elevators for disabled persons, used to access platform straight from the tunnel (assistance provided by station staff).

JSC “Lithuanian Railways” are planning to modernize the existing and purchase new trains, to renew and adapt more stations to the needs of disabled persons.

Station						
Vilnius	+	+	+	+	+	-
Kaunas	+	+	+	+	-	-
Šiauliai	-	+	-	-	-	-
Klaipėda	+	2*	+	+	+	+
Kretinga	+	2*	+	+	-	-
Plungė	+	2*	+	+	-	-
Telšiai	-	2*	+	-	-	-
Baisogala	-	+	-	-	-	-
Dotnuva	-	+	-	-	-	-
Gimbogala	-	+	-	-	-	-
Gudžiūnai	-	+	-	-	-	-
Jonava	-	+	-	+	-	-
Kaišiadorys	-	1	-	-	-	-

Kalvarija	-	1	-	-	-	-
Kaunas	+	+	+	+	+	-
Kazlų Rūda	-	1	-	-	-	-
Kėdainiai	-	+	+	-	-	-
Kybartai	-	+	+	-	-	-
Marijampolė	-	1	+	-	-	-
Mauručiai	-	+	-	-	-	-
Mockava	-	-	-	-	-	-
Pilviškiai	-	+	-	-	-	-
Pravieniškės	-	1	+	-	-	-
Šeštokai	-	+	-	-	-	-
Vilkaviškis	-	+	+	-	-	-
Vinčiai	-	1	-	-	-	-
Žasliai	-	+	+	-	-	-
Žeimiai	-	1	-	-	-	-
Naujoji Vilnia	-	+	-	-	-	-
Bezdonys	+	+	-	+	-	-
Pabradė	-	+	-	-	-	-
Švenčionėliai	-	+	-	+	-	-
Ignalina	-	+	-	-	-	-
Dūkštas	-	+	-	-	-	-
Visaginas	-	+	-	-	-	-
Turmantas	-	+	-	-	-	-
Kena	-	+	-	+	-	-
Paneriai	-	-	-	-	-	-
Trakai	+	+	-	+	-	-
Senieji Trakai	+	+	-	+	-	-
Rūdiškės	+	+	-	-	-	-
Valkininkai	-	+	-	-	-	-
Matuizos	-	+	-	-	-	-
Varėna	-	+	-	-	-	-
Marcinkonys	-	+	-	-	-	-
Lentvaris	-	+	-	-	-	-
Vievis	-	+	-	-	-	-
Valčiūnai	-	-	-	-	-	-
Jašiūnai	-	-	-	-	-	-

2* - possibility to access two platforms

1 – possibility to access the first platform



Ticket office adapted for wheelchair users.



Possibility to receive assistance.



Possibility to access platform without the use of stairs, ramps or elevators.



Waiting hall adapted to disabled persons.



Window adapted for persons with deaf-aids or open window.



Toilet adapted to disabled persons.

MANUAL

Reservation of assistance and information about journeys is available:

	Source of information	Information provided
Information by phone – information center (from 7 a.m. to 10 p.m. on workdays)	+370 700 55111	Routes, timetables, accessibility of stations, adaptation of trains to special needs, ticket reservation, etc.
Information online	www.litrail.lt	Reservation of assistance to board and embark from a train, discounts and exemptions.
Information at railway stations	At staffed stations and on information stands next to stations	

If the notification is sent by e-mail mobilumas@litrail.lt it is essential to specify:

- Name;
- Type of disability;
- Date of the journey, route;
- Station of departure and arrival;
- Time of departure and arrival;
- Contact phone number;
- The presence of an accompanying person.

Reservation of assistance:

- By phone +370 700 55111;
 - By filling a special form on JCS “Lithuanian Railways” internet website www.litrail.lt in section “For disabled”
 - At Vilnius, Kaunas, Klaipėda and Šiauliai railway stations;
 - By e-mail mobilumas@litrail.lt.
- ***Passengers who need assistance to board and disembark from a train when planning their journeys in the territory of Lithuania must announce the need of special assistance at least 24 hours prior to the departure of the train.***
- ***Passengers who need assistance to board and disembark from a train when planning their journeys from the territory of Lithuania to international routes must announce the need of special assistance at least 48 hours prior to the departure of the train.***

- *Every time when planning a journey we recommend to contact railway information center to make sure if a train made accessible to your needs will run on a particular day at a particular time.*
- *If the staff of JSC “Lithuanian Railways” did not specify the time of arrival at the station before the departure of a train, a disabled person or person with reduced mobility has to arrive at least 30 min. prior to the beginning of the scheduled journey (train departure time.)*