

## Blackfriars Train Station – Audio Map

### Overview

Blackfriars Station is a large station which spans both sides of the River Thames, linked by bridges carrying four railway platforms. The station is step-free throughout and is currently staffed 24 hours a day - please refer to National Rail enquiries for latest station opening times.

There are entrances on both sides of the river:

- North Bank (St Paul's side) - located on Queen Victoria Street. Bus stops and a taxi rank are available here.
- South Bank - Access from the Thames Path via two entrances.

All entrances are at street level, however, because the platforms span the river, they are located on an upper level above the street entrances.

Platform layout:

- Platforms One and Four are standard single platforms.
- Platforms Two and Three are island platforms.

### Gate lines

- On the North Bank, the gate line is at platform level.
- On the South Bank, the gate line is at ground level.

Please note: Blackfriars also has a London Underground station served by the District and Circle lines. This is accessed via the North Bank entrance but does not form part of this audio guide.

### Help points

Throughout the station there are a number of help points mounted at chest height on walls or columns. help points are white and circular with an intercom on the left. The first button is a large, green 'Emergency' circle, underneath is a smaller, blue 'information' button.

## North Bank Entrance / St Paul's

Upon entering, the gate line to the underground is at twelve o'clock. The entrance to the National Rail concourse is a short distance away in the direction of two o'clock. To the left of the underground gate line there is a ticket machine and a small branch of Pret.

Note: if you proceed straight ahead for the Underground, you may encounter a large white column with blue lines on it. This also displays signs to the District and Circle lines on the Underground.

## National Rail Concourse (North Bank)

To access the National Rail concourse, and with the main entrance behind you, proceed in the direction of two o'clock through four sets of framed, metal doors. These are kept open during operational hours.

With the doors behind you, on the left wall is a help point. As you continue along this wall there are:

- a destination board
- ticket machines
- a cash ATM
- a retail outlet, currently WH Smith
- the public toilets at the end

With your back to the doors, a fire exit is located to your right.

The concourse is a large, open space. Looking across the concourse are the following key locations:

- Nine o'clock: On the far left of the concourse are the public toilets. Turn left to access the baby changing facilities which are on the left wall. The ladies' toilets are opposite the baby changing facilities. To access the men's toilet, turn right and this can be found on your left. An accessible toilet can be found on the opposite side to the men's toilet.
- Ten o'clock: In the far corner of the concourse, you will find lift, escalator, and stair access to Platform One. Please note that the staircase is situated between the two escalators.
- Eleven o'clock: Ticket office windows.

- Twelve o'clock: Lift and escalator access to Platforms Two, Three and Four.
- One o'clock: Stair access to Platforms Two, Three and Four.

Please note that there is a pop-up café located in-front of, and in between, the escalator and stairs to Platforms Two, Three and Four.

### [Ticket Office \(North Bank\)](#)

The ticket office is located in the main concourse on the north bank side of the station and is made up of three waist-height counters. Please refer to National Rail enquiries for ticket office opening times.

From the concourse, head left in the direction of 10 o'clock toward the far corner of the concourse. Here you will find access to Platform One via lift, escalators and stairs. The staircase is located between the two escalators. There is a wide set of steps with a central handrail and level landings as you ascend. The lifts are located along the far left wall, just before the escalator.

At the top, there is a wide opening before approaching the gate line. The track is behind a barrier on your right. The ticket barriers are straight ahead with a wide accessible gate located on the left.

If arriving at platform level via the lift, walk forward into a wide, open area. On your left, a safety barrier runs above the escalators and stairs. Turn left into a narrow walkway and continue straight ahead alongside the platform safety barrier until you reach the gate line.

Once you have passed through the gate line, you are on Platform One with the track on your right. The safety barrier between the platform and track continues for a short distance before it stops and tactile markings run along the edge of the platform. On the left, large windows provide views across the river and London. Along the left of the platform, there are benches, information boards, and help points. Toward the end of the platform, there is a left turn leading to steps that provide access to the south side of the station.

### [Ascending to Platform Two, Three, and Four](#)

Access to Platform Two, Three and Four by escalator and lift is located straight ahead in the direction of twelve o'clock. Proceed toward the pop-up coffee outlet. The escalators are positioned behind the stall to the left, and the two lifts are located to the right.

At the top of the escalator, Costa Coffee is located on your right, adjacent to the escalator. Continuing straight ahead, there is a wide opening after Costa, with a help

point, tables and benches positioned beside a large window on the left. If you turn into this space and walk to the end of the seating area, a staircase leading back down to street level can be found on your right. To access the platforms, proceed straight ahead from the escalator, crossing an open space. The track is behind a barrier on your left while the ticket gates are directly in front of you. A wide accessible gate is located at the far right end of the gate line.

If arriving at platform level by lift, turn right as you exit. Walk alongside Costa, which will be on your right, with the escalators on your left; this area is relatively narrow. After passing Costa, veer slightly left into the wide open space directly ahead where you will approach the gate line.

Access to Platforms Two, Three, and Four by stairs is located straight ahead in the direction of one o'clock. Proceed toward the pop-up coffee stall; the stairs are positioned behind the stall to the right. The staircase is triple-width with level landings as you ascend, and handrails for support.

At the top of the stairs, you enter a small lobby area with no option to turn right. Directly ahead, running along the window to your left, are benches and chairs belonging to Costa Coffee. To reach the gate line and platforms, turn left at the top of the stairs. After a short distance, you will pass Costa on your left, with the escalators from the main concourse directly ahead. Turn right into the wide opening in front of you to reach the gate line.

As you approach the gate line, a safety barrier runs along the platform edge on your left and floor-to-ceiling windows run along the right with information boards dotted in front of the window. The accessible gate is located at the far right end of the gate line with a staff kiosk behind this.

Once you are through the gate line, a row of information boards are in front of you at the end of the platforms. To reach Platforms Two and Three, which run either side of a central island, turn left. To reach Platform Four which runs along floor-to-ceiling windows overlooking the Thames, turn right.

### [South Bank Entrance / Thames Path](#)

At the south end of Blackfriars Station, there are two entrances: one on the same side as the Tate Modern, and the other accessible via a walkway from the Embankment, also located at the base of the stairs leading down from Blackfriars Bridge.

### [Using South Bank / Tate Entrance](#)

On entering via the Tate side entrance, you'll find the FCB coffee shop directly in front of you. Café furniture is positioned to the left of the counter and along the

station's windows to your right. Keep left as you pass the coffee shop, a help point is mounted on the wall to your left. Continue forward through an opening and down a slight ramp, the gate line will appear on your left. On your right, opposite the gate line, is a retail unit - be aware of display stands that may extend into the walkway. Beyond the gate line, still on your left, is another wall-mounted help point followed by a small ticket office window / kiosk. Continuing forward from here leads to the Blackfriars Bridge exit and the Thames Path.

## Blackfriars Bridge Entrance

Approaching from this entrance, the River Thames will be on your left and an underpass from Embankment is behind you. There is a change of surface upon entry and a slight incline underfoot. A departures board is overhead.

Against the left wall are:

- Two ticket machines
- Information boards
- A retail outlet opposite the gate line

On the right wall, approaching the gate line you will find:

- A service lift
- Ticket office window (unmanned)
- A help point

There are eight ticket barriers at this gate line and the accessible barrier is on the left hand side.

If you walk beyond the gate line you may notice a slight incline. This route leads you towards the second South Bank entrance, past FCB Coffee Shop, with the entrance / exit on your left.

## South gate line to platform level

After passing through the South Bank gate line, you enter a small concourse.

- On your left is lift access to Platform One.
- Directly ahead are stairs to the mezzanine level.
- On your right is lift access to Platform Two, Three and Four.

The stairs are double-width with a central handrail; they lead up to a level landing that turns right, continuing to the mezzanine level.

At the top of the stairs, you arrive at the South Side Mezzanine Level.

- The lift to Platform Two, Three and Four is now on your left.
- The lift to Platform One is on your right.

Straight ahead are two short staircases leading to a walkway that spans the width of the platforms.

- The left-hand stairs lead to Platforms Two, Three and Four.
- The right-hand stairs lead to Platform One.

## Platform Level – Access from South Bank

All platforms have blister paving and a solid yellow safety line at the edge.

### Platform One

If arriving by stairs from the South Bank, you'll be facing the track. Turn right to move along the platform. The lift is located at the far end, on your left, as you come up the stairs. If arriving by lift, the track will be on your left. You'll find seating, information boards and help points spaced along the edge of the platform beside floor-to-ceiling windows overlooking the Thames.

### Platforms Two and Three

These form a central island platform with tracks on both sides.

If arriving by stairs, you'll find the lift directly ahead of you with the platform continuing behind you, in the direction from which you ascended.

Seating, help points, departure screens, and information boards are located along the centre of the platform.

### Platform Four

If arriving by stairs, the track is directly in front of you. Turn left to proceed along the platform.

The lift is at the far end to your right.

As with Platform One, there are seats, help points, and information boards along the windowed edge of the platform, overlooking the Thames.

**Note:** Trains do not typically run the full length of the platforms so when arriving on the platforms at the South side, it is necessary to walk further along to reach your train.

## Top Tips

- If you're unsure which end of the station you've arrived at after leaving the train, one clue is the location of the ticket barriers. At the St Paul's (North Bank) end, barriers are at platform level. On the South Bank side, the barriers are at ground level.
- At the North Bank end of Platforms Two, Three and Four, just before reaching the ticket barriers, you can turn left or right to move between platforms.
- The North Bank / St Paul's gate line has an accessible wide gate on each side.

## Glossary

Concourse - the main, internal area of the station before the gate line. This is enclosed by a large glass canopy.

Forecourt - the external area outside and in front of the station (South), which is covered by a large glass canopy.

Gate line - where the ticket barriers are located, separating the main concourse from the platforms.

Island - a bus stop or train platform which is in the centre of a roadway or between train tracks.

Passenger Assist - a free service provided by train operators to help passengers who may need extra support while traveling. A designated member of staff will assist you onto the train and call ahead so a colleague will meet you when you exit the train. It is a service you can book in advance or request when you arrive at the station.

Terminus - where the tracks / platforms are the end of the line. Trains come into the station and leave in reverse.

Wide gate – an accessible barrier which is wider than usual for people with luggage, users of wheelchairs, mobility scooters or for anyone that may require extra space. Wide gates usually have staff available to assist.

Ends