

Eastbourne Train Station - Audio Map

Overview

Eastbourne train station is situated on Terminus Road in Eastbourne. It has 3 platforms that all terminate at the station. Platforms One and Two are island platforms and Platform Three is a standard non-island platform. It is a step-free station and is currently staffed 24 hours a day - please refer to National Rail enquiries for the latest station opening times.

There are three entrances / exits at the station as follows. They all lead to and from the main concourse:

- The main entrance from Terminus Road (South of the station)
- The West entrance signposted to The Enterprise Shopping Centre (also taxi rank, bus stops, cycle storage, etc.)
- The East entrance leading to and from a designated drop-off / pick-up point.

This guide is written from the perspective of entering from the main 'Terminus Road' entrance. However, you may find navigating to the ticket office and gate line easier if entering from the West entrance (Enterprise Shopping Centre).

Main Terminus Road entrance

Standing outside of the main entrance, there are retail shops on either side of the station entrance doors. On the left is the Foundry Coffee Shop and on the right is Subway. Both retail outlets can also be accessed from within the station concourse. Walking through the main entrance (open double doors), there is a noticeable change of surface (ribbed mat) followed by a short passageway before the main concourse entrance. This leads you into the main concourse. On the left of this passageway are 2 ATM cash machines and the entrance to the Foundry coffee shop.

Note: It is best to track the wall on your right when walking through the passageway, this will take you through an opening to the station's main concourse and avoid any potential hazards.

With the main entrance behind you, you'll find the following from the left:

- Retail outlet (The Foundry Coffee Shop) with tables and chairs outside surrounded by a canvas barrier.
- Retail outlet (currently empty)
- Retail outlet (Bella's Café) with tables and chairs outside, surrounded by a canvas barrier and wooden planter.

- Ticket office. This has double automatic doors with the counter located at the far end of the room.
- One ticket vending machine.
- West entrance / exit signposting to the Enterprise Shopping Centre

To the right of the West entrance / exit, at the far side of the concourse, is:

- Passenger lounge (swing door inwards to the lounge).
- Amazon locker
- Two photo booths
- Vending Machine
- Retail outlet (WH Smiths) with automatic doors.
- Toilets (accessed from track / platform side only)

Between WH Smith and the toilets, leading further round to the right of the concourse is the gate line and then five ticket vending machines.

With the main entrance behind you, you'll find the following from the right:

- Retail outlet (Subway) with tables and chairs outside surrounded by a canvas barrier.
- Retail Outlet (currently empty)
- Retail outlet (Bliss – Greek coffee and pastries) with tables and chairs outside. There are also pillars and planters in this area that you should be aware of.
- Accessible toilet (with radar key access)
- East entrance / exit to designated drop off / pick up areas

Scattered throughout the concourse there are pillars, benches and planters.

Gate line

The gate line consists of six gates, one wide access gate (on the far left as you approach via the concourse) and five standard gates to the right.

To the right of the gate line are the five ticket vending machines.

Platforms

Eastbourne train station has three platforms. As you come through the gate line the platforms and tracks extend away from you. Platform One and Two (island platforms) are directly ahead of you with Platform One on the left and Platform Two on the right. To the right is Platform Three (standard platform). Large white numbers are painted on the floor at the entrance of each platform.

A retail outlet (Puccino's Coffee Shop) is located between Platforms One and Two as you enter the island platform.

Along the length of the island platform, there are benches, information boards and litter bins.

Platform Three is narrower and has pillars spaced along the platform on the righthand side (away from the platform edge). There are benches, information boards and litter bins placed along the platform.

If arriving at the station by train, walk in the direction of travel to find the gate line.

Toilets

The accessible toilet is situated between the main entrance and the West entrance next to the Bliss retail outlet - it requires a radar key to access it.

The male and female toilets are situated track / platform side of the gate line and are next to WH Smith (around to the left when you go through the gate line from the concourse).

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