

Guide for passengers with reduced mobility

Valid from 01/01/2026



Do you have reduced mobility? Welcome!

Whether your mobility is temporarily or permanently reduced, SNCB-NMBS is committed to making your train journey as easy as possible.

This brochure contains a wealth of useful information, including details on our assistance service.

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The assistance service



SNCB-NMBS offers an assistance service to help passengers with reduced mobility travel more easily by train. This free service includes personalised help with boarding and leaving the train, as well as support for moving around the station.

SNCB-NMBS staff are trained to provide assistance that's tailored to your needs, for a safe and comfortable journey.

This service is available by reservation, allowing the SNCB-NMBS teams to prepare for your arrival and guarantee the best possible assistance.

Before you travel

Booking assistance

<table>
<tr><td rowspan="3">Journey</td><td colspan="2">National</td><td>International (to/from Belgium)</td></tr>
<tr><td>without connections</td><td colspan="2">with/without connections</td></tr>
<tr><td>travel between 6.30 am and 9.00 pm</td><td colspan="2">from the first to the last train</td></tr>
<tr><td>Assistance</td><td>in 41 stations</td><td colspan="2">in 186 stations</td></tr>
<tr><td rowspan="2">Booking</td><td>3 h before departure</td><td>24 h before departure</td><td>24 h before departure (36 h before departure in Germany)</td></tr>
<tr><td>SNCB-NMBS ASSIST App
+32 (0)2 607 30 00</td><td colspan="2">SNCB-NMBS ASSIST App
sncb.be
+32 (0)2 607 30 00</td></tr>
</table>



Within Belgium

Up to 24 hours before departure

It's easy to book assistance up to 24 hours before departure for a journey with or without connections at 186 stations (list p. 15).

There are several ways to book assistance:

Submit your request in the **SNCB-NMBS ASSIST** application.

Visit **sncb.be**: click «Prepare for your journey», then «Assistance for passengers with reduced mobility».

Tip: create a «My SNCB-NMBS» account on sncb.be. There you can track the status of your request for assistance and save time when making future bookings.

Call **+32 (0)2 607 30 00**, every day from 7.00 am to 9.30 pm.



Up to 3 hours before departure

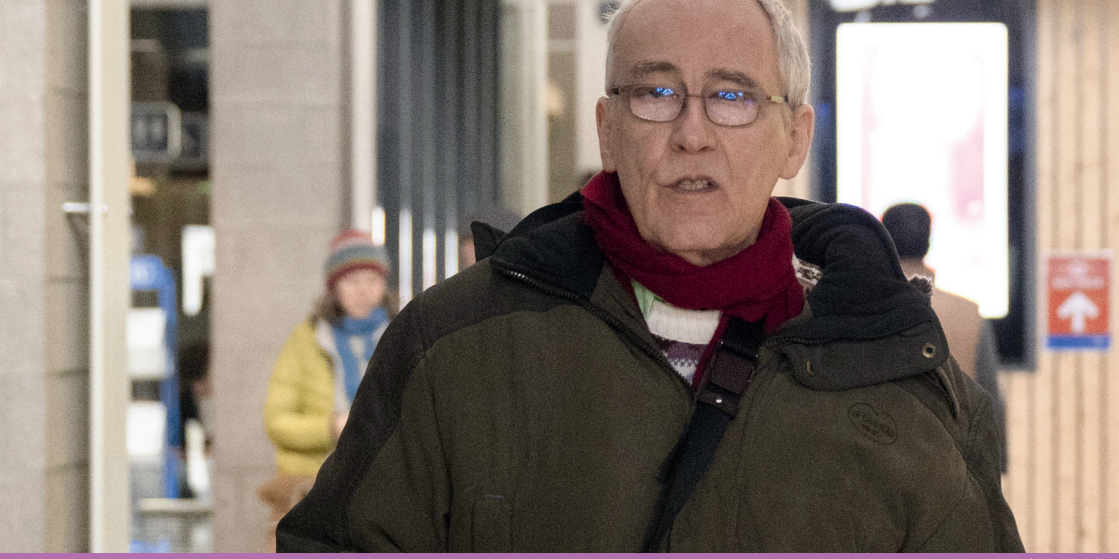
Book assistance up to 3 hours before departure for direct journeys (no connections) between 6.30 am and 9.00 pm, between 2 of the following 41 stations:

Aarschot, Antwerp-Centraal, Arlon, Blankenberge, Braine-le-Comte, Bruges, Brussels Airport-Zaventem, Brussels-Central, Brussels-Midi, Brussels-Nord, Charleroi-Central, Denderleeuw, Dendermonde, De Panne, Ghent-Dampoort, Ghent-Sint-Pieters, Genk, Hasselt, La Louvière-Sud, Libramont, Liège-Guillemins, Lier, Lokeren, Leuven, Louvain-la-Neuve, Mechelen, Marloie, Mol, Mons, Namur, Nivelles, Ostend, Ottignies, Oudenaarde, Rochefort-Jemelle, Sint-Niklaas, Tournai, Turnhout, Verviers-Central and Zottegem.

In this case, you have two options:

Submit your request in the **SNCB-NMBS ASSIST** application.

Call **+32 (0)2 607 30 00**, every day from 7.00 am to 9.30 pm.



Travelling abroad

Up to 24 hours before your departure *(36 hours in Germany)*

Please book your international ticket first

Travelling in a wheelchair? Dedicated spaces are available on Eurostar and TGV® trains.

Wheelchair spaces must be booked at the time of ticket purchase.

The benefits?

- You can travel without leaving your wheelchair.
- Accessible toilets are located close to these seats.
- You and your companion travel in 1st class for the price of a 2nd class ticket.

To book your journey, call +32 (0)2 607 30 04 (Monday to Friday 8.00 am to 8.00 pm; weekends and public holidays 9.00 am to 4.30 pm).



Then book your assistance

There are several ways to book your assistance:

Go to **b-europe.com**: click «Help», then «Reduced-mobility passengers».

Submit your request in the **SNCB-NMBS ASSIST** application.

Call +32 (0)2 607 30 00, every day from 7.00 am to 9.30 pm.



Good to know

Connections during your journey

If your trip requires a connection, our staff will ensure that you have enough time (15 minutes) to reach your next train comfortably and safely, without stress.

Use of a mobile ramp between the platform and the train

If you use a non-folding or electric wheelchair, we provide a mobile ramp to help you board or leave the train. For safety reasons, the total weight and size of your wheelchair cannot exceed 300 kg, 120 cm long and 75 cm wide.

Confirmation of your booking

Once your booking is confirmed, you are guaranteed:

- to receive assistance from our staff when boarding and leaving the train;
- to benefit from the necessary support equipment (e.g. a mobile ramp).

If we are unable to accommodate your request, we will work with you to find another solution.



Receive free confirmation of your booking by text message.
Tick the «I would like to receive assistance confirmation by text message» option when booking online or specify this when booking by telephone.

Cancelling your journey

Has your trip been cancelled? No worries! Simply inform us:

via sncb.be and your «My SNCB-NMBS» account.

on +32 (0)2 607 30 00, every day from 7.00 am to 9.30 pm.

Travelling without a booking

Haven't booked assistance? Our staff will help you as much as possible, depending on the availability of trained personnel and the necessary equipment.



Buying a ticket

To travel on our trains, you must have a valid ticket. You can buy your ticket on sncb.be, via the SNCB-NMBS app, at ticket machines in the station or at a ticket office. You can choose from a range of fares. You may also be eligible for discounts or even free travel.

National Public Transport Discount Card

This card allows people with a permanent visual impairment of at least 90% to travel free of charge in 2nd class. It can only be issued by the municipality.



«Free companion» card

On presentation of a «Free Companion» card in your name, the person accompanying you travels for free in the same class and on the same journey as you. Your companion does not need a ticket.

- The holder of the «Free Companion» card must however have a valid ticket (or a discount card that counts as a ticket).
- If the holder of the «Free Companion» card is aged under 12 they also travel for free and without a ticket as long as they have the card with them at the time of travel.
- Assistance dogs travel free of charge on presentation of an accessibility certificate (card) issued by a recognised training centre.

On the day of travel

At the departure station

So that our staff can provide the best possible assistance on the day of your journey, please arrive at the meeting point that was agreed when you booked, with your valid ticket:

- at least 20 minutes before your train departs for travel within Belgium;
- at least 30 minutes before your train departs for international travel.

You will be escorted to the platform and helped to board your train.

On board the train

The train conductor will be informed of your presence and will help ensure your journey goes smoothly.

At the destination or connecting station

Assistance staff will be waiting when your train arrives and help you onto the platform. They will accompany you either to the station exit or to your connecting train to assist you with boarding.



For your safety, never use a track crossing or service lift on your own without being accompanied by a member of our staff.



List of stations with assistance service

We provide assistance in 192 stations for passengers in wheelchairs.

Depending on the station, this assistance is provided by the train support staff or the station staff. This service is only available by reservation.

In yellow: stations that must be booked at least 3 hours before departure *
In white: stations that must be booked at least 24 hours before departure *

Aalst
Aalter**
Aarschot
Alken**
Andenne
Anderlecht-Ceria**
Ans
Antwerp-Centraal
Antwerpen-Luchtbal**
Antwerpen-Zuid**
Appelterre**
Arlon
Asse**
Ath
Athus**
Barvaux**
Beauraing
Bellem**
Berchem-Sainte-Agathe**
Bertrix
Bierges-Walibi**
Blankenberge
Boom
Bordet**
Braine-l'Alleud
Braine-le-Comte
Brugelette**
Bruges
Brussels Airport-Zaventem
Brussels-Central
Brussels-Luxembourg
Brussels-Midi
Brussels-Nord
Brussels-Ouest**
Brussels-Schuman
Buggenhout**
Charleroi-Central
Ciney
Coo**
Court-Saint-Etienne**
De Pinte
Deinze
Denderleeuw
Dendermonde
De Panne
Diest
Dilbeek**

* International journeys must be booked at least 24 hours before departure (Germany: 36 hours).
** In these stations, support staff will help you to board or leave the train when it is equipped with a suitable ramp.

Dinant
Diksmuide
Drongen**
Ede**
Eeklo
Ekeren**
Enghien
Erembodegem**
Esneux**
Essen
Essene-Lombeek**
Eupen
Fexhe-Le-Haut-Clocher**
Flémalle-Haute
Fleurus
Ghent-Dampoort
Ghent-Sint-Pieters
Geel
Gembloux
Genk
Genval**
Geraardsbergen
Godinne**
Gouvy
Groenendaal**
Groot-Bijgaarden**
Haacht
Haaltert**
Halle
Hansbeke**
Hasselt
Heide**
Heist-op-den-Berg
Heizijde**
Herent**
Herentals
Herne**
Herzele**
Hillegem**
Hoboken-Polder**
Hoeilaart**
Huy
Idegem**
Ieper
Izegem
Jambes
Jette**
Kalmthout**
Kapellen
Kiewit**
Kijkuit**
Knokke
Koksijde
Kontich-Lint
Kortemark
Kortenberg**
Kortrijk
Kwatrecht
La Hulpe**
La Louvière-Sud
Landegem
Landen
Lebbeke**
Lede
Leopoldsburg
Leuven
Leuze
Libramont
Lichtervelde
Liedekerke**
Liège-Guillemins
Lier
Lobbes
Lokeren
Louvain-la-Neuve
Luttre
Marbehan
Marche-En-Famenne**
Maria-Aalter**
Mariembourg
Marloie
Mechelen
Melle**
Menen
Mol
Mollem**
Mons
Mortsel**
Mouscron
Namur
Neerpelt
Niel**
Ninove**
Nivelles
Noorderkempen
Okegem**
Oostkamp**
Ostend
Ottignies
Oudenaarde
Poix-Saint-Hubert**
Poperinge
Profondsart**
Puurs
Ronse
Rivage
Rixensart**
Rochefort-Jemelle
Roeselare
Saint-Ghislain
Saint-Job**
Sint-Niklaas
Sint-Truiden
Schendelbeke**
Sint-Martens-Bodegem**
Spa
Tamines
Terhagen**
Tielen**
Tielt
Tienen
Tilff**
Tollembeek**
Tongreren
Torhout
Tournai
Turnhout
Verviers-Central
Veurne
Vielsalm
Virton
Vivier d'Oie**
Walcourt
Waremme
Waterloo**
Welkenraedt
Welle**
Wetteren
Wildert**
Zandbergen**
Zaventem**
Zedelgem**
Zeebrugge-Strand**
Zottegem
Zwijndrecht**

* International journeys must be booked at least 24 hours before departure (Germany: 36 hours).
** In these stations, support staff will help you to board or leave the train when it is equipped with a suitable ramp.

We provide assistance in 212 stations for passengers who can board trains without the need for specific equipment (e.g. without a mobile ramp).

Depending on the station, this assistance is provided by the train support staff or the station staff. This service is only available by reservation.

In yellow: stations that must be booked at least 3 hours before departure *
In white: stations that must be booked at least 24 hours before departure *

Aalst
Aalter**
Aarschot
Alken**
Andenne
Anderlecht-Ceria**
Ans
Antwerpen-Berchem
Antwerpen-Centraal
Antwerpen-Luchtbal**
Antwerpen-Zuid**
Appelterre**
Arcades**
Arlon
Asse**
Ath
Athus**
Barvaux**
Beauraing
Bellem**
Berchem-Sainte-Agathe**
Bertrix
Beveren
Bierges-Walibi**
Blankenberge
Boom
Bordet**
Braine-l'Alleud
Braine-le-Comte
Brugelette**
Bruges
Brussels Airport-Zaventem
Brussels-Central
Brussels-Luxembourg
Brussels-Midi
Brussels-Nord
Brussels-Ouest**
Brussels-Schuman
Buggenhout**
Charleroi-Central
Châtelet
Ciney
Coo**
Court-Saint-Etienne**
De Panne
De Pinte
Deinze
Denderleeuw
Dendermonde
Diest
Dilbeek**
Dinant
Diksmuide
Drongen**
Ede**
Eeklo
Ekeren**
Enghien
Erembodegem**
Esneux**
Essen
Essene-Lombeek**
Etterbeek
Eupen
Fexhe-Le-Haut-Clocher**
Flémalle-Haute
Fleurus
Ghent-Dampoort
Ghent-Sint-Pieters
Geel
Gembloux
Genk
Genval**
Geraardsbergen
Godinne**
Gouvy
Groenendaal**
Groot-Bijgaarden**
Haacht
Haaltert**
Halle
Hansbeke**
Harelbeke
Hasselt
Heide
Heist-Op-Den-Berg
Heizijde*
Herent**
Herentals
Herne**
Herzele**
Hillegem**
Hoboken-Polder**
Hoeilaart**
Huy
Idegem**
Ieper
Izegem
Jambes
Jette**
Jurbise
Kalmthout**
Kapellen
Kiewit**
Kijkuit**
Knokke
Koksijde
Kontich-Lint
Kortemark
Kortenberg**
Kortrijk
Kwatrecht
La Hulpe

* International journeys must be booked at least 24 hours before departure (Germany: 36 hours).
** In these stations, support staff will help you to board or leave the train when it is equipped with a suitable ramp.

La Louvière-Sud
Landegem
Landen
Lebbeke**
Lede
Leopoldsburg
Lessines
Leuven
Leuze
Libramont
Lichtervelde
Liedekerke**
Liège-Guillemins
Liège-Saint-Lambert
Lier
Lobbes
Lokeren
Louvain-La-Neuve
Luttre
Marche-En-Famenne**
Marbehan
Marchienne-au-Pont
Maria-Aalter**
Mariembourg
Marloie
Mechelen
Mechelen-Nekkerspoel
Melle**
Menen
Mol
Mollem**
Mons
Mortsel**
Mouscron
Namur
Neerpelt
Niel**
Ninove**
Nivelles
Noorderkempen
Okegem**
Oostkamp**
Opwijk
Ostend
Ottignies
Oudenaarde
Poix-Saint-Hubert**
Poperinge
Profondsart**
Puurs
Ronse
Rivage
Rixensart**
Rochefort-Jemelle
Roeselare
Saint-Ghislain
Saint-Job**
Sint-Genesius-Rode
Sint-Martens-Bodegem**
Sint-Niklaas
Sint-Truiden
Schendelbeke**
Soignies
Spa
Tamines
Temse
Terhagen**
Tielen**
Tielt
Tienen
Tilff*
Tollembeek**
Tongeren
Torhout
Tournai
Tubize
Turnhout
Verviers-Central
Veurne
Vielsalm
Vilvoorde
Virton
Visé
Vivier d'Oie**
Walcourt
Waregem
Waremme
Waterloo
Wavre
Welkenraedt
Welle**
Wetteren
Wildert**
Zandbergen**
Zaventem**
Zedelgem**
Zeebrugge-Strand**
Zottegem
Zwijndrecht

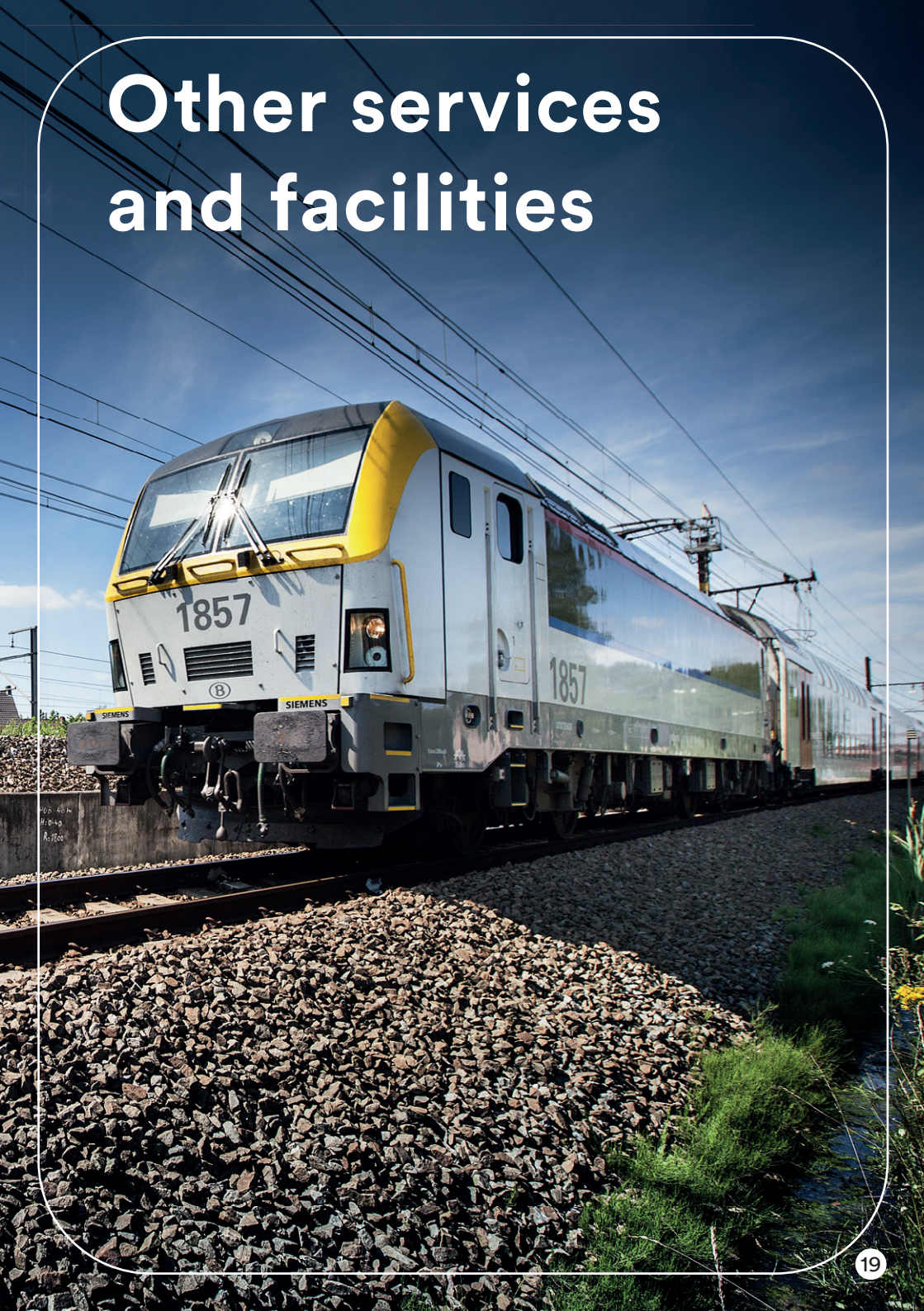
* International journeys must be booked at least 24 hours before departure (Germany: 36 hours).
** In these stations, support staff will help you to board or leave the train when it is equipped with a suitable ramp.

In 11 stations, we work with a taxi company to offer a transport service to the closest station with an assistance service.

This service is only available by reservation.

Blaton
Burst
Lierde
Lommel
Péruwelz
Quaregnon
Quévy
Quiévrain
Scheldewindeke
Ternat
Zele

Other services and facilities



We provide a range of services to make your train journeys easier. Discover them below.

- **Accessible ticket offices**, equipped with induction loops to support passengers with hearing aids.
- **Clear signage** to help you find the meeting point for assistance.
- **Assistance kiosks** where you can contact our assistance staff directly.
- **Assistance staff** who are trained to offer the best service to meet the individual needs of each person with reduced mobility.
- **Mobile ramps**, adjustable to the different platform heights, to assist with boarding and leaving the train (used only by SNCB-NMBS staff).
- An **increasing number of accessible trains**, including some carriages designed for greater accessibility (easier access to the carriage, accessible toilets, etc.) and both visual and audio announcements.
- The **sncb.be website**, which is highly accessible and compatible with screen readers and Braille translation software.
- The "I dare to take the train!" **learning guide** designed for passengers who may have difficulties with understanding and moving around.



To find out which services are available in your station, visit the sncb.be website or contact our customer service.



Learning guide: “I dare to take the train!”

The SNCB-NMBS has developed a learning guide, «I dare to take the train!» to assist passengers who may have difficulties with understanding and moving around to travel by train. Find it at sncb.be/idaretotakethetrain.

For some people with reduced mobility, it is difficult:

- to find their way in large stations,
- to find and read information,
- to use the machine to buy tickets,
- to express themselves and ask for help,
- to adapt to unexpected situations (such as a change of platform or a delayed train).

The SNCB-NMBS wants to help these people travel in Belgium. For this purpose, it has created a learning tool called: “I dare to take the train!”

The guide is intended for people with reduced mobility who have difficulties with understanding and orientation.

These include:

- people with an intellectual disability,
- people with autism,
- people who are illiterate or who do not read well,
- foreign people who do not (well) speak French,
- older people,
- children,
- etc.

The guide is also intended for their support persons.

Support persons are:

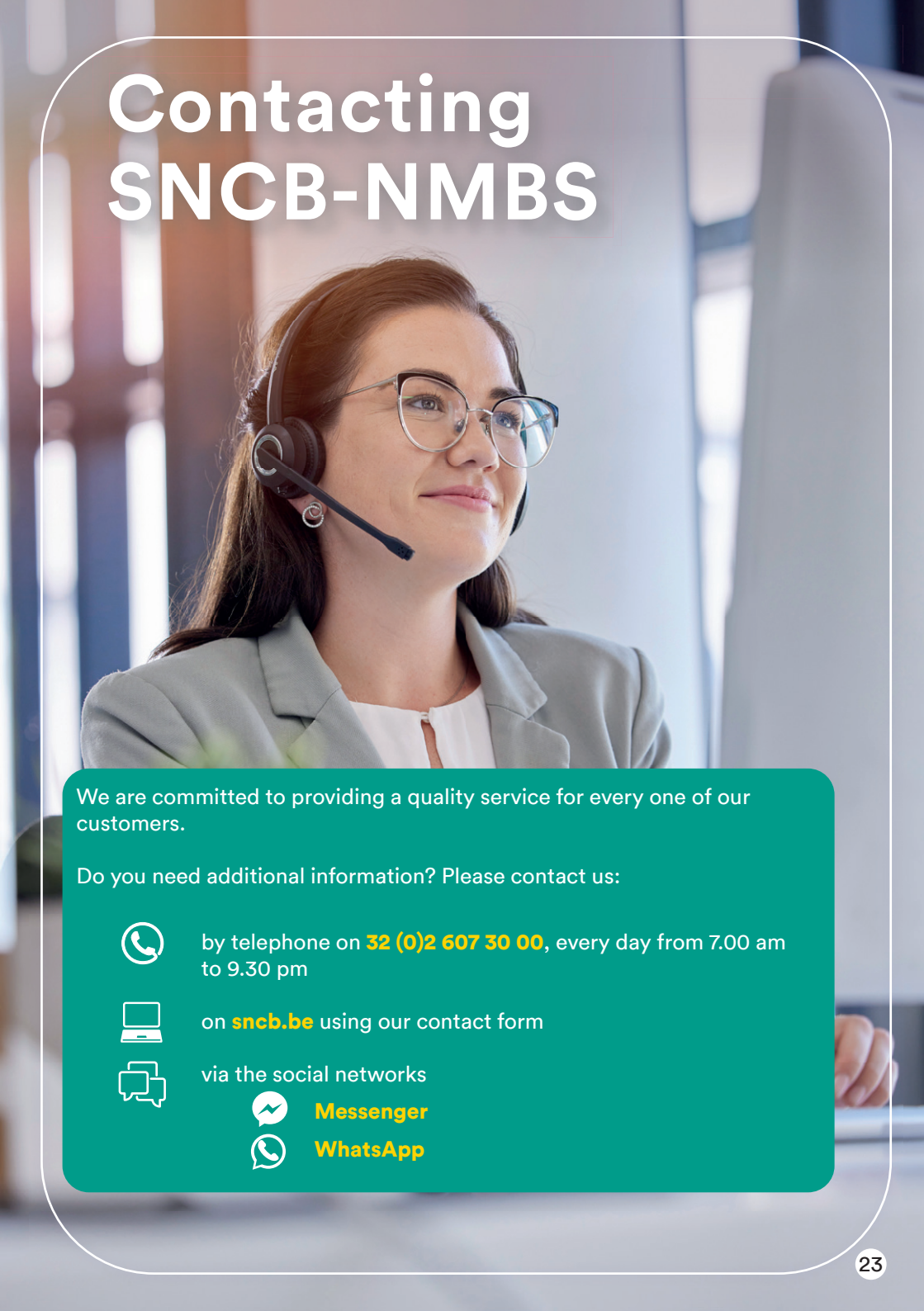
- parents,
- educators,
- relatives who learn and help the person to travel.

The guide is customizable.

It is possible:

- to print only the parts that are useful for travelling,
- to download photos and pictograms from the internet and add them to the guide,
- to print a card to ask for help during the journey.

Contacting SNCB-NMBS



We are committed to providing a quality service for every one of our customers.

Do you need additional information? Please contact us:

by telephone on **32 (0)2 607 30 00**, every day from 7.00 am to 9.30 pm

on **sncb.be** using our contact form

via the social networks

Messenger

WhatsApp

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