

Assistance for persons with reduced mobility

SNCB helps people with reduced mobility in over 210 stations.

The support we can provide depends on:

- the accessibility of the station;
- the type of train;
- the help you need.

Which stations offer this type of support?

SNCB offers various types of assistance, depending on the station. The list of stations with assistance is provided below.

How can you request assistance?

Ask for assistance 24 hours before travelling. (3 hours for some routes).

You can do this easily via:

- the SNCB Assist app,
- our website,
- Facebook,
- or by phone via our contact centre.

Are you not sure what type of assistance you need?

Call us on 02 607 30 00 between 7 am and 9.30 pm. We'll gladly help you.



Stations which offer SNCB assistance on the basis of a reservation

The following 192 stations can organise assistance for passengers who use a wheelchair. Depending on the station, this assistance is provided by the train attendant or by on-site staff.

Aalst, Aalter*, Aarschot, Alken*, Andenne, Anderlecht-Ceria*, Ans, Antwerpen-Centraal, Antwerpen-Luchtbal*, Antwerpen-Zuid*, Appelterre*, Arlon, Asse*, Ath, Athus*, Barvaux*, Beauraing, Bellem*, Berchem-Sainte-Agathe*, Bertrix, Bièrges-Walibi*, Blankenberge, Boom, Bordet*, Braine-L'Alleud, Braine-Le-Comte, Brugelette*, Brugge, Brussels Airport-Zaventem, Bruxelles-Central, Bruxelles-Luxembourg, Bruxelles-Midi, Bruxelles-Nord, Bruxelles-Ouest*, Bruxelles-Schuman, Buggenhout*, Charleroi-Central, Ciney, Coos*, Court-Saint-Etienne*, De Panne, De Pinte, Deinze, Denderleeuw, Dendermonde, Diest, Diksmuide, Dilbeek*, Dinant, Drongen*, Ede*, Eeklo, Ekeren*, Enghien, Erembodegem*, Esneux*, Essen, Essene-Lombeek*, Eupen, Fexhe-Le-Haut-Clocher*, Flémalle-Haute, Fleurus, Geel, Gembloux, Genk, Gent-Dampoort, Gent-Sint-Pieters, 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, Marche-En-Famenne*, Maria-Aalter*, Marbehan, Mariembourg, Marloie, Mechelen, Melle*, Menen, Mol, Mollem*, Mons, Mortsel*, Mouscron, Namur, Neerpelt, Niel*, Ninove*, Nivelles, Noorderkempen, Okegem*, Oostende, Oostkamp*, Ottignies, Oudenaarde, Poix-Saint-Hubert*, Poperinge, Profondsart*, Puurs, Renaix, Rivage, Rixensart*, Rochefort-Jemelle, Roeselare, Saint-Ghislain, Saint-Job*, Schendelbeke*, Sint-Martens-Bodegem*, Sint-Niklaas, Sint-Truiden, Spa, Tamines, Terhagen*, Tielen, Tielt, Tienen, Tilff*, Tollembeek*, Tongeren, 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*.

*In these stations, the train attendant will help you board and get off the train if the train is fitted with an adapted access ramp.



In the following 212 stations, SNCB organises assistance for people who can get into the train without an access ramp. Depending on the station, this assistance is provided by the train attendant or by on-site staff.

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, Bièrges-Walibi*, Blankenberge, Boom, Bordet*, Braine-L'Alleud, Braine-Le-Comte, Brugelette*, Brugge, Brussels Airport-Zaventem, Bruxelles-Central, Bruxelles-Luxembourg, Bruxelles-Midi, Bruxelles-Nord, Bruxelles-Ouest*, Bruxelles-Schuman, Buggenhout*, Charleroi-Central, Châtelet, Ciney, Coos*, Court-Saint-Etienne*, De Panne, De Pinte, Deinze, Denderleeuw, Dendermonde, Diest, Diksmuide, Dilbeek*, Dinant, Drongen*, Ede*, Eeklo, Ekeren*, Enghien, Erembodegem*, Esneux*, Essen, Essene-Lombeek*, Etterbeek, Eupen, Fexhe-Le-Haut-Clocher*, Flémalle-Haute, Fleurus, Geel, Gembloux, Genk, Gent-Dampoort, Gent-Sint-Pieters, 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*, 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*, Maria-Aalter*, Marbehan, Marchienne-Au-Pont, Mariembourg, Marloie, Mechelen, Mechelen-Nekkerspoel, Melle*, Menen, Mol, Mollem*, Mons, Mortsel*, Mouscron, Namur, Neerpelt, Niel*, Ninove*, Nivelles, Noorderkempen, Okegem*, Oostende, Oostkamp*, Opwijk, Ottignies, Oudenaarde, Poix-Saint-Hubert*, Poperinge, Profondsart*, Puurs, Renaix, Rhode-Saint-Genèse, Rivage, Rixensart*, Rochefort-Jemelle, Roeselare, Saint-Ghislain, Saint-Job*, Schendelbeke*, Sint-Martens-Bodegem*, Sint-Niklaas, Sint-Truiden, 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*.

***In these stations, train attendants help passengers board or get off the train.**

In 11 stations, SNCB works with a taxi company to organise transport to the nearest station with assistance.

Blaton, Burst, Lierde, Lommel, Péruwelz, Quaregnon, Quévy, Quiévrain, Scheldewindeke, Ternat, Zele.



Assistance can be requested up to 3 hours in advance for a trip without transfer between 06.30 am and 9 pm involving the following 41 stations.

Aarschot, Antwerpen-Centraal, Arlon, Blankenberge, Braine-Le-Comte, Brugge, Brussels Airport-Zaventem, Bruxelles-Central, Bruxelles-Midi, Bruxelles-Nord, Charleroi-Central, Denderleeuw, Dendermonde, De Panne, Genk, Gent-Dampoort, Gent-Sint-Pieters, Hasselt, Kortrijk, La Louvière-Sud, Leuven, Libramont, Liège-Guillemins, Lier, Lokeren, Louvain-La-Neuve, Marloie, Mechelen, Mol, Mons, Namur, Nivelles, Oostende, Ottignies, Oudenaarde, Rochefort-Jemelle, Sint-Niklaas, Tournai, Turnhout, Verviers-Central, Zottegem.

For journeys with a transfer or routes between other stations, we kindly ask you to reserve assistance at least 24 hours in advance.

