

Accessibility

To our passengers in wheelchairs

- Due to the gap and height difference between trains and platforms, we ask that you please contact our station staff when you are on your own. We will install a wheelchair ramp so you can get on the train easily. Please make sure to contact our station staff during winter because platforms are likely slippery when wet with snow.
- Hokkaido Railway Company has many unmanned stations. However, many of our manned stations also have times when station staff members are absent. Therefore, to escort and help passengers requiring special assistance, we must make arrangements in advance to ensure station staff members are available. Accordingly, we recommend that you request wheelchair assistance during the planning stage of your trip. Please use [this inquiry form](#) to consult with us in advance.
 - ☐ Please enter the following information in the inquiry form: the train you wish to ride (date, station, and time); whether you will be using a wheelchair; whether you will be accompanied by a caregiver; and what kind of assistance you require.
 - ☐ Please keep in mind that we accept and reply to inquiries from 9:00 to 17:50 (JST) on weekdays except for the year-end and New Year holidays.
 - ☐ For a list of unmanned and manned stations, [click here](#).
- Please allow enough time to arrive at the station because it may take time to make arrangements for a station staff member to escort you to the platform if the station is crowded.
- We may ask you to change the train or station if we cannot make arrangements for a station staff member or there is a delay in train service.
- Your wheelchair's size should not exceed 70 cm in width and 120 cm in length and height.
- You should apply your wheel locks when you are on the platform or inside the train.
- Please pay heed to passengers around you while moving in your wheelchair. Move slowly and be sure to only use wheelchair-accessible escalators.
- Passengers who cannot use the restroom or navigate through stations and trains alone are asked to be accompanied by an assisting individual.

We ask passengers to maneuver their mobility scooters on their own when on station premises. Drive slowly (do not exceed 2 km/h) while following the instructions of our station staff and paying heed to other passengers and facilities around you.

Mobility scooters that can be used

- ## Assistance dogs

- “Assistance Dogs for Persons with Physical Disabilities” portal site
(https://www.mhlw.go.jp/english/policy/care-welfare/welfare-disabilities/assistance_dogs/index.html)

[illegible]

(Sample)

Train door and aisle widths

	Train door width(cm)		Aisle width (cm)	Passenger room door width(cm)		Wheelchair-accessible toilet door width (cm)	Multipurpose room door width(cm)
	Wheelchair-accessible cars	Other cars		Wheelchair-accessible cars	Other cars		
721-series Rapid Airport(not all cars)	93	93	53	90	115	93	-
733-series Rapid Airport	115	115	52	90	-	96	-
Ltd. Exp. Hokuto& Ozora& Tokachi	90	90(※1)	48	90	76 (※1)	94	85
Ltd. Exp. Soya & Sarobetsu	90	90 (※2)	50	90	76 (※1)	85	-
Ltd. Exp. Okhotsk & Taisetsu	90	67	50	90	78	85	85
Ltd. Exp. Suzuran (785 series)	97	67	46	88	70	93	-
Ltd. Exp. Kamui & Suzuran (789 series)	90	70	46	84	76	94	-
Ltd. Exp. Lilac	90	70	50	90	76 (※1)	94	85
Hokkaido Shinkansen Hayabusa	103	68	57	90	76	91	91

*1 Some doors are 70 cm in width.

*2 Some doors are 67 cm in width.

Note: The above widths are subject to change depending on the cars used.

Train step heights

Train	Train step height(cm)
721-series Rapid Airport	19
733-series Rapid Airport	-
Ltd. Exp. Hokuto & Ozora & Tokachi	18
Ltd. Exp. Soya & Sarobetsu	18
Ltd. Exp. Okhotsk & Taisetsu	-
Ltd. Exp. Suzuran(785 series)	15
Ltd. Exp. Kamui & Suzuran (789 series)	18
Ltd. Exp. Lilac	18
Hokkaido Shinkansen Hayabusa	-



▲ A train with deck areas between cars and low steps at entrances