



The Green Mountain Railroad Handicap Policy

- The parking areas and buildings in both Chester, and Burlington, are ADA compliant.
- Our restored historic rail cars were built in an era that did not consider handicap accessibility, and are not ADA compliant. With is is mind, we will try our very best to accommodate all passengers.
- Tall steps, and narrow aisles and doors, present particular mobility challenges for some guests.
- A train wheelchair lift is available at both the Chester Depot and the Burlington platform for guests who are unable to use the stairs.
- We ask that all guests who may need special assistance for boarding, to please notify our customer service in advance by calling 800-707-3530.
- All guests who require the handicap lift for boarding will receive a ticket for pre-boarding. They, along with their party, will be allowed to board 15-minutes before general boarding. Please arrive at least 30 minutes before your scheduled train ride.
- The doorways to enter our rail cars are 25 inches wide. Please consider the fact that some wheelchairs will not be able to pass through our vestibule doors.
- All guests with a walker must be able to fold up and store it in the designated area in each car.
- A handicap accessible restroom is available on board our train in car 3089.
- Our wheelchair lift is designed for total secure usage, incorporating the following features: automatic platform leveling device, high weight capacity (600 lbs), floating bridge ramps for natural alignment, and vandal resistant design. Our wheelchair lifts are entirely ADA compliant with locking cables for wheelchairs and scooters.
- If you have any questions about adjustments, modifications, or other options for experiencing our train, please call us at 800-707-3530. We promise to do our very best making each one of our guests experience enjoyable.