

New gender-neutral facilities planned for Waterloo station

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Passengers using London Waterloo station are set to benefit from new and improved toilet facilities as part of a wider programme of work to improve passenger experience.

The project will involve creating a balanced number of female and male facilities, as well as a new gender-neutral facility to improve inclusivity.

Extra baby changing areas and improved access will also be created to make it easier for people with reduced mobility, the elderly and people using pushchairs.

Cem Davis, Network Rail's London Waterloo station manager, said: "We're pleased that passengers and station users at London Waterloo station will soon be able to benefit from new and improved toilet facilities which will make their journeys a lot more pleasant and comfortable.

"One of the main benefits is that we'll be introducing gender neutral toilets which will improve inclusivity across the station. The refurbishments are due to start in mid-February through to summer 2023."

While the work is being carried out, alternative toilet facilities will be available at:

- The Sidings – accessed via the staircase by platform 19 and via the lift opposite platform 24
- Cab Road by station reception

To create space for the temporary toilets, some of the cycle storage facilities on Cab Road will temporarily be removed until summer 2023.

Plans are also underway to replace the 100-year-old station roof which looks over the main station concourse, as well as improve customer information systems and open our new retail offering.

Mark Killick, Network Rail's Wessex route director, said: "We're looking forward to carrying out a wide programme of improvements at Waterloo station to enhance the overall passenger experience, due for completion in spring 2025

"We know that the station needs some love which is why we want to invest and improve the facilities which passengers regularly use. As well as this, we want to provide a lighter and brighter feel to the main station concourse which is why we're replacing and reglazing the roof panels."

Christian Neill, South Western Railway's service delivery director, said: "As part of our commitment to improving station amenities across our network, it is great to see this investment to provide customers at Britain's busiest railway station with upgraded toilet facilities."

Photo credit: Network Rail