Customers who use wheelchairs or mobility scooters

← The wheelchair user should approach the access ramp head-on.

↑ Our very latest buses have a call button to let the driver know that the access ramp is needed.

Our drivers will deploy the access ramp on to the kerb upon request, to facilitate wheelchair users boarding and alighting and will offer reasonable assistance, providing they judge it safe to do so.

Welcome Aboard!

↑ Once on board, a wheelchair must be parked in the designated space, backwards to the direction of travel, against the backrest and with the brakes applied.

If the designated wheelchair space is occupied by other passengers, our drivers will ask them to move elsewhere in the bus, providing there is room.

Ring the bell!

Customers who wish to alight should ring the bell and remain parked until the bus has stopped.

Mobility scooters

Whilst there is no legal requirement to carry mobility scooters on buses, we are happy to welcome customers who use a scooter whenever it is safe to do so.

A Code has been developed by the bus industry for the carriage of mobility scooters on buses in England (excluding London). As they are not built to a common standard, anyone wishing to travel by bus in a scooter needs to have it, and their ability to control it safely, approved first.

Scooter users will then be issued with a permit containing details of the scooter and their name and photograph which they will need to show to the driver whenever they board a bus. The permit will be accepted by all the bus companies who have signed up to the Code Of Conduct (subject to the company's normal Conditions Of Carriage) provided the bus has been designed and has space to accommodate them.

If you wish to apply for Scooter Permit, contact our Customer Helpline by phone or email (see back page).

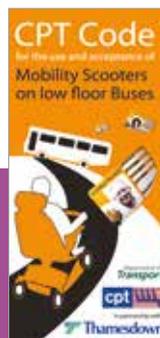## Here is an extract from the code:

Mobility scooter users must be assessed and receive on-bus training from the bus company before travelling on the bus for the first time.

The user must be trained by the bus company in manoeuvring up and down the ramp, and within the vehicle. Only once the bus company is satisfied that the user can perform these tasks safely and in a reasonable period of time will the "permit to travel" be issued to the user.

Once on board, users should put their mobility scooter in the designated wheelchair space, reversed up to the backrest. The scooter motor must be switched off and the scooter parked in gear to avoid movement. If the wheelchair space is already occupied by a wheelchair, it will not be possible for the scooter user to travel.

It is a requirement that the passenger remains on the mobility scooter once it is parked in the designated wheelchair space, using the handrails provided to assist with safety and stability.

The scooter will only be carried provided that it does not pose a danger to other occupants of the vehicle. The scooter must therefore be maintained in good working order, and no battery or electrical or mechanical equipment should be exposed or be leaking any fluid, it must not be modified or customised such that it represents an obstruction or other hazard to other passengers, and the scooter should not be overloaded with any items which would make the scooter unstable (e.g. shopping bags).

If you would like a copy of the full Code, please contact us (see back page).

What can and cannot be carried

Our buses are licensed to carry one wheelchair to National Reference dimensions of 1200mm length and 700mm width.

If your wheelchair is larger than this it will not fit in the designated space and we regret it cannot be carried.

The following types of wheelchair and electric wheelchairs can normally be carried:

In accordance with the Code for the use and acceptance of mobility scooters on low floor buses, Class 2 scooters will be accepted providing they are no more than 1000mm in length and 600mm in width.

The following types of mobility scooter can normally be carried:

If your mobility scooter is larger than this or is of the Class 3 type, we regret it *cannot* be carried.