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We want to make it easy for you to travel with us whatever your needs.

**Assistance Dogs**

All recognised assistance animals travel for free on Travelmaster buses, this includes:

* Guide Dogs for the Blind, including Guide Dog in Training with a Registered Puppy Walker who has their ID card,
* Hearing Dogs for Deaf People
* Disabled Support Dogs
* Canine Partners for Independence

Please inform the driver if you are partially sighted and require assistance to identify your destination.

**Buggies and Pushchairs**

**Boarding the bus**

When your 'buggy friendly' bus arrives, you should lean the buggy onto its rear wheels, move the buggy forward and lower the front wheels onto the bus. You can ask the driver to lower the step if you need to. Do not try to board when the step is lowering, as you could trap your buggy's wheels between the step and the kerb.

**On-board**

1. Make sure your buggy is in the special 'buggy zone' if there is one on board
2. Apply the brakes and keep hold of your buggy at all times
3. Never leave your child or buggy unattended whilst on board
4. Don't hang shopping or other bags on your buggy, it could overbalance

**When getting off the bus**

1. Before attempting to get off the bus make sure that it is not in the process of kneeling. This is to prevent your buggy’s wheels becoming trapped between the bus step and the kerb
2. Lean your buggy back slightly on to its rear wheels and move forward until the rear wheels are at the edge of the step. Lower your buggy, keeping it as level as possible until the wheels make contact with the ground
3. Remember, you can always ask the driver to lower the step for you

There is limited space for buggies on board our buses, this can vary depending on the bus, the number of buggies and the size of the buggies. If there are already buggies on board the driver may ask you to fold your buggy. Please help us make the trip safe for everyone and don't block the aisles or exits of the bus with your buggy.

Currently, not all of our buses are 'buggy friendly', in which case, you will need to fold your buggy and stow it in the luggage rack. Don't worry, the driver will give you time to do this.

**When a wheelchair user needs to use the wheelchair space**

Wheelchair users have priority over everyone else for the use of the designated wheelchair space, since this is the only place in which they can travel safely. Non-wheelchair users, unlike wheelchair users, will normally have a choice about which part of the bus to sit or stand in.

Common decency and respect for wheelchair users should mean that other passengers make way for them. Passengers are urged to offer cooperation in allowing proper use of the designated wheelchair area.

If the wheelchair space is occupied with a buggy, standing passengers or otherwise full, and there is space elsewhere in the vehicle, the driver will ask that it is made free for a wheelchair user. Where a pushchair or buggy is occupying the space, the driver will ask that it is repositioned, moved to another part of the bus or folded and stored in the luggage space, where available. If the buggy is then not moved the driver may require the buggy to move to a space.

**Folding Bicycles**

Folding bicycles are welcome on board our buses. However we do ask, in the interest of everyone's comfort and safety, that they are stowed safely and so that they do not block the aisles or access to seats.

However there are instances when it may not be possible to accept folding bikes, for example:

* If there is insufficient space on the bus
* When your folding bicycle could make the inside of the bus or its seats dirty, or could cause discomfort to other customers

Due to space and safety considerations, standard non-folding bicycles cannot be carried on our buses.

**Low Floor Access**

Many buses in our fleet are now low floor, easily accessible for wheelchair users and 'buggy friendly', meaning you can bring your buggy on board without having to fold it up. With more and more bus stops being adapted to be accessible, it's never been easier to travel.

Look out for the logo below which indicates which buses are easily accessible:



**Mobility Scooters**

Travelmaster are committed to making bus services accessible to as many people as possible and we adhere to the guidance set down by the Confederation of Passenger Transport UK (CPT).

Class 2 scooters with 3 or 4 wheels may be carried on buses provided that they are no more than 600mm wide and 1000mm long. The rider and the scooter combined must weigh no more than 300kgs, which is the safe working limit of the access ramp. Class 2 scooters are generally 65kgs, which leaves 235kgs for the occupant (roughly 37 stones).

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.

Class 3 scooters are bigger and cannot be carried. Class 3 scooters are generally capable of travelling 6-8mph and must be fitted with front/rear lights, hazard warning lights and a manual brake.

**Wheelchair Access**

* As part of our commitment to providing accessible travel for wheelchair users virtually all our buses have a dedicated area for wheelchair users; other passengers are asked to give up the space for wheelchairs.

When your low floor bus arrives at the bus stop you can ask the driver to lower the step and/or ramp to allow you to board.

Please ask the driver for assistance if you require any help.

You should reverse your wheelchair into the dedicated area on board (so you are facing the back of the vehicle) and apply the brakes.

Aisles and gangways must be kept clear at all times.

Wheelchair users have priority over everyone else for the use of the designated wheelchair space, since this is the only place in which they can travel safely. Non-wheelchair users, unlike wheelchair users, will normally have a choice about which part of the bus to sit or stand in.

Common decency and respect for wheelchair users should mean that other passengers make way for them. Passengers are urged to offer cooperation in allowing proper use of the designated wheelchair area.

If the wheelchair space is occupied with a buggy, standing passengers or otherwise full, and there is space elsewhere in the vehicle, the driver will ask that it is made free for a wheelchair user. Where a pushchair or buggy is occupying the space, the driver will ask that it is repositioned, moved to another part of the bus or folded and stored in the luggage space, where available.

Please note that the driver has no power to compel passengers to move in this way and is reliant upon the goodwill of the passengers concerned. Unfortunately, if a fellow passenger refuses to move the wheelchair user will need to wait for the next bus. If the bus is full or there is already a wheelchair user on board unfortunately we will not be able to carry another wheelchair user.