

safe travel guide



September 2015

national
express **Coventry**

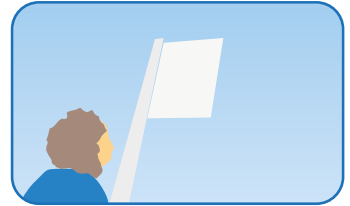
national
express **West Midlands**

welcome aboard

At National Express your safety is extremely important to us. To ensure your journey is as safe and comfortable as possible, please follow these travel tips when travelling.

plan your trip

- ▶ check the running times of the service you require
- ▶ confirm the cost of your journey if required
- ▶ timetables are available in travelshops or online at **nxbus.co.uk**
- ▶ if you have a smartphone real time information about your bus is available on our app search “**nxwm**”



at the bus stop

- ▶ have your pass, ticket or money ready before you board the bus
- ▶ signal the driver and stand back from the kerb as the bus pulls in to the stop
- ▶ wait for the passengers to get off the bus before boarding
- ▶ if you need the platform lowered please ask before boarding and wait for it to finish lowering before you step on
- ▶ if you are not sure about the route or destination please ask the driver



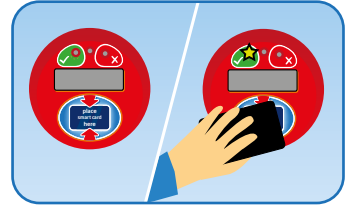
getting on and off the bus

- ▶ keep one hand free so you can use the handrail
- ▶ watch your step - the entrance to the bus can vary in height
- ▶ take the first available seat
- ▶ if you require extra time to sit please ask the driver
- ▶ when on the bus if you are unsure where to get off, ask the driver and they will be happy to help
- ▶ remember to take all your valuables and belongings with you
- ▶ if you require the platform to be lowered please ask and wait for the platform to lower before exiting the bus



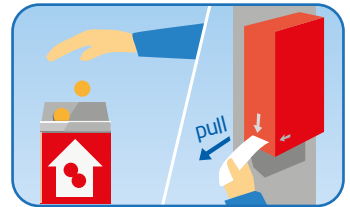
how to use smartcard/concessions travelcard

- ▶ place the card on the red reader when getting on the bus
- ▶ please hold the card on the reader until you hear a bleep or see a green light



if you need to pay a fare

- ▶ insert the correct money into the fare box (for a faster bus service we don't give change)
- ▶ collect your ticket from the ticket printer and keep it with you



when the bus is moving

- ▶ please stay seated, avoid changing your seat when the bus is moving
- ▶ hold onto the hand rail where possible, and stay alert to your journey
- ▶ do not stand on the stairs when the bus is in motion



approaching your destination

- ▶ when you wish to exit the bus press the bell, this will alert the driver that you wish to get off at the next stop, please allow enough time for the driver to stop smoothly and safely
- ▶ you can stay in your seat until the bus has come to a complete stop



easy access buses

- ▶ a ramp is available for use at the entrance - just ask the driver
- ▶ all buses have 'kneeling' suspension with a low floor and wide doors to allow easy access from most bus stops
- ▶ each bus has priority seating areas onboard especially for those less able to walk or stand
- ▶ there is a dedicated space for a wheelchair on every bus



mobility aids on buses

wheelchairs

- ▶ all our buses are wheelchair accessible
- ▶ wheelchairs must be positioned with the brakes on, with the back of the chair against the backrest

scooters

- ▶ scooter users require a permit to confirm that their scooters are approved and they are trained for use on our buses
- ▶ an assessment can be arranged by emailing busmobility@nationalexpress.com or telephoning **0121 254 6567**

courtesy of all users

- ▶ if possible please move or fold your buggy if a wheelchair user wishes to board
- ▶ please do not put feet on the seats
- ▶ please do not eat or drink on the bus
- ▶ please do not play loud music as it may be offensive to other users
- ▶ no smoking is allowed on the bus
- ▶ please be courteous to other passengers whilst using a mobile phone

