



Carriage of Wheelchairs

This is potentially a difficult area owing to the varying sizes, weight and condition of wheelchairs and scooters.

However, wheelchair users and some class 2 scooters are welcome on board our buses, but only one at a time per bus, and if they are not considered a potential hazard or danger.

Class 2 mobility scooters are those which can only be used on footpaths; some are foldable. Class 3 scooters are larger and are allowed on the roads (these are not accepted on the buses).

All our buses have manual ramps which the driver will deploy as required. The ramps have a maximum weight restriction of 350kg which includes the chair and the user. Wheelchairs and motorised chairs are usually within limit, but some scooters can be an issue as there is no way to easily verify the weight.

Safety for the wheelchair user and for other passengers must be our primary concern. For this reason and for general customer comfort, wheelchairs and scooters must be reversed up to the 'ironing board' style cushion behind the driver, with the brakes applied. Lap-belts are available to secure passengers remaining in the chair.

Our drivers will try their best to ensure wheelchair users can board first and we welcome the co-operation of other customers in making the space available.

Wheelchairs and scooters are carried at the driver's discretion if they consider the chair or scooter might interfere with the doors or are considered a potential hazard or danger.

Wheelchairs and scooters are carried at the owner's risk.