Accessibility FAQs

Q: How do I use your buses?
A: Pictures and a video showing how to use Lothian Buses services are available here.

Q: I find the step up onto the bus too high. Is there anything that can make it easier?
A: All our vehicles have a ramp and a kneeling system so that the bus can be lowered towards the kerb. Please ask the driver to use these for you.

Q: I’m worried about the bus driving away before I am in my seat.
A: Please ask the driver to wait for you to be seated before the bus moves off. The Thistle Assistance Card from SESTran allows you to include this message and/or others on a discreet card which can be shown to the driver. You can get a Thistle Assistance Card from any Lothian Buses Travelshop.

Q: Can wheelchair users travel on your buses?
A: ALL of our buses are accessible to users of most kinds of wheelchair. Only wheelchairs which are too large for the space, or which are in an unsafe condition cannot be brought onto our buses. All of our wheelchair spaces accommodate wheelchairs up to 700mm wide, 1200mm long and 1350mm high (that measurement includes the wheelchair user’s head above the backrest). If your wheelchair is larger than this or you are unsure whether your wheelchair will fit on the bus, please contact us.

ALL of our buses have electric ramps, low flat floors and a wheelchair space. Wheelchair users have priority for access to the wheelchair space and other passengers must move to make it available when a wheelchair user needs it. However, we can’t guarantee that all passengers will move from the wheelchair space when asked, nor ultimately, can we force them to do so. Our buses cannot safely accommodate two or more occupied wheelchairs, so if there is already a wheelchair user on the bus you want to board, unfortunately you’ll need to wait for the next bus.

Wheelchair users and / or their carers must ensure that the wheelchair is positioned against the “ironing board” backrest facing the rear of the bus with the brakes ON. Please ask the driver for assistance if necessary.

Wheelchair users can use the bell push near the wheelchair space which lets the driver know that the ramp must be lowered at the next stop.

Q: Do you give your drivers training on how to help disabled people?
A: All of our drivers have received training on how to help disabled people. Every new driver who joins the Company is given disability equality training by Capability Scotland. This includes information about the legal rights of disabled people, and real life examples illustrating the realities of using the bus as a disabled person.

Q: Is there anything I can do if people on the bus are harassing me or being rude to me because of my disability?
A: If anyone on the bus harasses you or makes you feel intimidated, please tell the driver when you can. If you are unable to tell the driver at the time please contact our Customer Services team (e-mail - mail@lothianbuses.com or call 0131 554 4494 and select “Option 2”)
and give them as much detail as possible about the incident. That detail should include the service number of the bus, and the date and time of the incident.

Q: Do disabled people have to pay to use your buses?
A: Many disabled people and everyone over 60 who lives in Scotland are eligible for free travel on bus services throughout Scotland. To take advantage of this scheme you need to be the holder of a National Entitlement Card. Please contact the local authority in whose area you live for more information.

Q: Can I bring a mobility scooter onto your buses?
A: No. We don’t carry mobility scooters on our buses.

Q: I travel on various types of buses. How do I find the priority seating on each type?
A: We do use a number of vehicles with different seat layouts, so the location of the priority seating does vary. This can be a particular problem for visually impaired passengers or passengers with learning disabilities. Priority seats are usually the seats near the front of the bus. On some buses they are a different colour from other seats. On all buses there is a sticker on the window next to them saying that they are priority seats. If you need help finding a priority seat just ask the driver who will be happy to for help you.

Q: Do you provide audio or visual announcements on your buses for visually impaired and hearing impaired passengers?
A: Audio-visual stop announcements are almost always available on Service 10, and on Airlink.

Q: Can I let you know about the good or bad things about using your services as a disabled person?
A: You are most welcome to do so. We constantly review the accessibility of our services and all feedback is considered and acted upon whenever necessary. Please get in touch by:
Phone: 0131 554 4494 (choose option 2)
Email: mail@lothianbuses.com
Post: Lothian Buses, Customer Services Department, 55 Annandale Street, Edinburgh, EH7 4AZ
Travel Shops: 31 Waverley Bridge, 27 Hanover Street, 7 Shandwick Place or Jarnac Court, Dalkeith
Twitter: @on_lothianbuses

Travelling with Young Children:

Q: Can I bring my buggy onto the bus?
A: Buggies including pushchairs and travel systems which will not obstruct the aisle may be brought onto our buses unfolded. Some of our buses have a buggy space and some do not. A maximum of one unfolded buggy can be brought onto a bus without a buggy space and placed in the wheelchair space. A maximum of two unfolded buggies can be carried on a bus with both a buggy space and a wheelchair space. Buggies which obstruct the aisle are not permitted because they are a safety risk.

Buggies which the user prefers not to fold or dismantle are permitted in the wheelchair space on the understanding that, when the wheelchair space is needed by a wheelchair user, any
passenger exercising that preference will alight and continue their journey on a following bus using the free voucher which will be issued to them.

*Space on our buses is limited. We recommend that passengers who intend to travel on our services with a small child use a smaller, easily foldable buggy.*

**Q: Where should I put my buggy on the bus?**
**A:** Folded buggies can be placed in the luggage racks.

Passengers who board with an unfolded buggy must place it in the buggy space whenever that space is available.

If the bus does not have a buggy space, or on buses which have one, the buggy space is not available, one unfolded buggy may be placed in the wheelchair space.

In common with all other passengers, whenever the wheelchair space is needed by a wheelchair user, passengers occupying the wheelchair space with unfolded buggies must move to make it available. You should fold your buggy and place it in the luggage rack. Alternatively, you may choose to get off the bus, in which case a receipt will be issued to allow you to complete their journey on a following bus free of charge.

**Q: What happens if I choose to get off the bus to let a wheelchair user on?**
**A:** If your buggy is in the wheelchair space and a wheelchair user wants to board, you must vacate the space. If you prefer not to fold your buggy you can choose to get off the bus. If you choose to do that, the driver will issue you with a receipt which will allow you to complete your journey on a following bus without further payment.

**Q: Which buses have a dedicated buggy space?**
**A:** While only approximately 40% of our buses have a dedicated buggy space as well as a wheelchair space, these buses are assigned to run on our busier routes which means that they currently account for approximately 52% of passenger boardings. A list of services which are usually run on buses with a buggy space can be found [here](#).

**Q: How do I know if a bus has a dedicated buggy space?**
**A:** Most buses with a dedicated buggy space have a large icon of a passenger with a buggy and a wheelchair user on the window. Some buses with a buggy space do not have this sign on the window. The buggy space usually has an image of a buggy on the floor of the buggy spaces.

**Q: I have a disability or my child has a disability which means I cannot fold their buggy. Do I still have to move for a wheelchair user?**
**A:** We can provide a Warrant which will confirm to our drivers that you should not be asked to fold your buggy. For details of how to apply for a Warrant please contact mail@lothianbuses.com

Please note - when boarding the bus the holding of a Warrant doesn’t provide any priority over other intending passengers.