Guidance on obtaining and using a Ridacard for customers who wear the Face Veil (niqab)

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Ridacard season tickets are issued for personal use by one passenger. For this reason a full-face photograph is required so that our staff can confirm that the intending passenger is the person to whom the card has been issued. This is a standard requirement which applies without exception to all passengers. Lothian Buses recognises the particular sensitivities in the case of passengers who wear the face veil (niqab). The following procedure is designed to respect those sensitivities for all customers who wear the veil.

Obtaining a Ridacard

Ridacards can be issued at any Lothian Buses Travelshop. Your application will be dealt with by a female member of staff. The requirement for a photograph will be explained and you will be asked if you are willing to remove your veil (niqab) for long enough to allow the photograph to be taken. If you agree to remove your face veil (niqab) to allow the photograph to be taken, arrangements will be made to ensure that, as far as practical, no male member of staff will be in direct line of sight while this is being done.

If you prefer not to remove your face veil (niqab) to allow the photograph to be taken, you may, as an alternative, give us a passport type approved photograph which will be used to produce the Ridacard. If you choose this option, you will be required to remove your veil for a few moments to allow the female member of staff who is dealing with the application to confirm that the photograph is an accurate likeness.

If neither of these options is acceptable to you then, unfortunately, it will not be possible to issue a Ridacard. You will still be very welcome to travel on our buses but will need to use single or day tickets.

Using a Ridacard to travel on our bus services

- On boarding one of our buses, the Ridacard should be placed on the card reading tray of the ticket machine with the photograph visible to the driver.

- You should also carry a second form of photographic ID (for example, a passport or a photo driving licence) to show to the driver to enable him/her to check that the photographs on the Ridacard and second form of ID are of the same person.

- If you are unable to provide an acceptable second form of photographic ID then the cash fare for the journey which is being taken must be paid.

- Drivers will never ask passengers who board wearing the face veil (niqab) to remove their veil on the bus.

We hope that this information assists and informs our customers about our operational procedures.

Should you have any questions with regard to this matter, please contact:

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