

Young People Travelling by Bus - FAQs

Why was my child asked to leave the bus?

We want everyone to enjoy a safe, comfortable and welcoming journey. As public transport is a shared space, we ask all customers to be considerate of others and follow our Conditions of Carriage.

Customers can help by:

- Being respectful to fellow customers and our driving colleagues.
- Using headphones or earphones when listening to music, watching videos or playing games with sound.
- Remaining seated where possible while the bus is moving, unless standing is necessary for your journey.
- Boarding the bus in an orderly way to help keep services safe and running smoothly.
- Not smoking or vaping on board.

If a customer's behaviour puts the safety or comfort of others at risk, or is abusive or disruptive, our driver may ask them to leave the bus.

My child's bus pass (National Entitlement Card) was retained by a driver - why?

Drivers are required to confiscate concessionary passes if they believe they are being misused. The terms, conditions and rules which apply to the issue and use of concessionary bus passes are set out by the Scottish Government and administered by Transport Scotland.

Transport Scotland has a fraud policy and any person(s) found to be misusing any aspect of the scheme (including allowing a card to be used by someone else) may have their entitlement to free bus travel suspended.

The driver said the photo on my child's bus pass didn't look like them and retained it.

Please ensure the photograph on their pass is current and clearly identifies the cardholder. If your child's appearance has changed significantly since the photo was taken, we recommend contacting Transport Scotland or your local council to request an updated pass.

Please be aware, transport operators may refuse free travel to anyone where the image on the pass doesn't match the person presenting it. This is set out under Transport Scotland's terms and conditions of use.

My child is waiting for a replacement bus pass. Why were they refused free travel?

All journeys made under the Scottish Government's concessionary travel scheme must be recorded so that the Scottish Government can reimburse/repay bus operators for

allowing free travel. Tapping the pass at the machine on board the bus each time the customer travels makes this possible.

If the pass has been lost, damaged or is awaiting replacement, your child will need to pay the appropriate fare until the replacement pass is received.

For added peace of mind, we recommend carrying a back-up method of payment in case their bus pass cannot be used for whatever reason.

Is there a minimum age for travelling unaccompanied on buses in Scotland?

While there is no minimum age for children to travel unaccompanied on buses, parents and carers should be confident that their child is ready to travel independently and is prepared for their journey. This includes knowing which bus to catch, where to get on and off, what to do if plans change, expected behaviours while on board, and how to seek help if it is needed.

What happens if my child gets on the wrong bus?

Don't panic! Reassure your child to tell the driver – they will stop at the next available stop and if asked, they can help guide your child back to where they want to be.

If your child has a smartphone, we recommend downloading the [Bus & Tram app](#) which lists all our services and where to find them.

If my child witnesses something on a bus that concerns them, what should they do?

We want every customer to feel safe and supported while travelling with us. Reassure your child that if they see or experience anything that makes them feel uncomfortable or concerned, they can speak to the driver at any time. Our drivers are trained to respond appropriately and will follow our company procedures to help or take any necessary action.

For added safety and security, all of our buses are fitted with CCTV.