

## Accessibility On Board



We aim to make each individual's journey with us as smooth as possible. We recognise that not all disabilities and/or conditions are visible.

### **Travelling with a wheelchair**

Wheelchair access to our vehicles is via a lift or ramp, located at either the front or mid-way along the vehicle. Every lift is supplied with extra-long handrails to aid passenger stability when entering and exiting the vehicle. Each platform has a slip-resistant surface to provide safety and durability when in use.

All our drivers are trained in how to use the lifts and harnessing equipment. Unfortunately, toilets on board are not wheelchair accessible.

If you prefer to use the lift on its own to enter the coach – this can also be arranged.

If possible, please let us know at the time of booking if you require the wheelchair space and/or lift, so we can make sure that the vehicle is available and prepared for your journey. We may ask for the weight of the chair, in order to check that it is compatible with the limits of the lift.

## **Before your trip**

If you wish to visit our depot in Ashford to check dimensions or see how the lift operates, please contact us and we would be more than happy for you to arrange a time to visit. Our depot is on an industrial estate with constant traffic – we ask you to wear a hi-visibility jacket whilst you are on site to ensure safety. We can provide one for the duration of your visit if needed. Please listen to our staff should they ask you to move to a safer area of the site.

## **Mobility Scooters**

Due to the dimensions and weight of mobility scooters, we are unable to allow passengers to travel in them whilst on the coach. However, we can store lightweight mobility scooters in the luggage lockers underneath the coach.

A mobility scooter can be safely stowed in the luggage lockers when:

- It is capable of being folded and unfolded.
- It can be dismantled and reassembled by the passenger or their carer/companion (if it can't be folded)
- The battery is a dry fuel cell or gel fuel cell or lithium battery.
- It has no assistance or auxiliary aids which would make it unsafe for stowing
- The heaviest part of the mobility scooter weighs no more than 20kg.

## **Assistance Dogs & Animals**

We welcome highly trained assistance dogs and assistance animals on our coaches.