

At Thamesdown we are committed to making our bus services accessible to as many people as possible. We have produced this leaflet to provide helpful information for customers who have disabilities.

Customers who are blind or visually impaired

We will gladly supply large print versions of bus timetable pages upon request. Telephone enquiries about our services can be made between 0700 and 2200 each day by calling Traveline on 0871 200 22 33. Our local enquiry line on 01793 428428 is also available on Mondays to Fridays between 0745 and 1700.

We welcome trained assistance dogs on our buses and make no charge for them.

Our drivers will, upon request, tell a customer the service number and destination of their bus and call out the destination upon arrival.

Our very latest buses have internal screens which display the name of the next bus stop and play an audio announcement.

Customers who are deaf or hard of hearing

We welcome enquiries by email or fax and bus timetables can be printed off our website.

We welcome trained assistance dogs on our buses and make no charge for them. Our drivers are trained to look directly at customers when communicating with them and will be pleased to exchange notes with customers if this helps.

Help us to help you

Not all disabilities will be immediately apparent to our staff and it will help us to help you in such situations if you tell them that you need assistance. We welcome contact from customers who may not have used a bus for a while and would like to visit our bus depot by prior arrangement to familiarise themselves with the interior layouts of our buses.

We are also colour coding our single deck buses to indicate their varying levels of accessibility.

EASY ACCESS

A green skirt on the bus means that at the very least it has a step-free entrance and a flat floor at the front of the interior.

FULL ACCESS

A green skirt with blue above the windows means that as well as the above features the bus has an access ramp and a designated wheelchair space. Over three quarters of our single deck fleet is now to this specification.

The remaining single deck buses in our fleet without these features are being steadily replaced as our fleet is renewed. A few bus routes are still operated by such buses, which can only carry wheelchairs if folded up and placed in the luggage rack. Please contact us for confirmation of the routes concerned.

let's go travelling!

Travel Shop, Fleming Way, Swindon

Mon-Fri 9am-5.30pm Sat 9am-5pm

tel 01793 428428

www.thamesdown-transport.co.uk

Thamesdown Transport Ltd, Barnfield Road, Swindon, SN2 2DJ

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www.traveline.info

0871 200 22 33

calls from landlines cost 10p per minute

A guide for passengers with disabilities

Easy access for Everyone



let's go travelling!

Thamesdown

A guide for customers who use wheelchairs

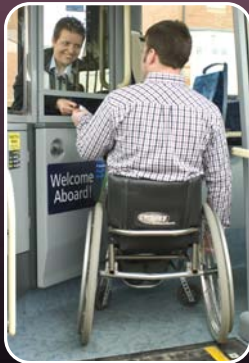
Our very latest buses have a call button to let the driver know that the access ramp is needed.



Our drivers will deploy the access ramp on to the kerb upon request, to facilitate wheelchair users boarding and alighting and will offer reasonable assistance, providing they judge it safe to do so.



The wheelchair user should approach the access ramp head-on.



If the designated wheelchair space is occupied by other passengers, our drivers will ask them to move elsewhere in the bus, providing there is room.



Once on board, a wheelchair must be parked in the designated space, backwards to the direction of travel, against the backrest and with the brakes applied.



Customers who wish to alight should ring the bell and remain parked until the bus has stopped.

What can and cannot be carried:

Our 'full access' buses are licensed to carry one wheelchair to National Reference dimensions of 1200mm length and 700mm width. If your wheelchair is larger than this it will not fit in the designated space and we regret it cannot be carried.

The following types of wheelchair and compact scooters can normally be carried:



Larger scooters, or wider wheelchairs such as those below cannot be carried.



Customers who are mobility impaired

Our easy access buses feature low entrances, which kneel to reduce their height. Their interiors are spacious and bright and have a flat floor at the front. The first row of forward-facing seats have extra legroom and are marked as priority use for elderly and disabled passengers.

Our drivers are trained not to pull away from a bus stop until customers who appear to be mobility impaired are seated. We ask such customers who wish to alight to ring the bell and remain seated until the bus has stopped.