

Since 2004 we have invested over £2.5 million in new low floor easy access buses with wheelchair space and space for baby buggies.

### Low floor easy access buses feature

- Low entrances that drop to kerb height.
- Flat floor at the front.
- Boarding ramp for ease of standard wheelchair access.
- Space for a wheelchair or baby buggy.
- High visibility hand rails.
- Spacious and bright interiors.

Our drivers are also specially trained to help all our passengers enjoy the full benefits of these facilities.

To help make travelling on low floor easy access buses a great experience for everyone, please follow these travel tips:



### Wheelchair users

- Park the wheelchair in the designated area with the person's facing towards the back of the bus.
- Apply the brake.
- Follow the instructions displayed in the wheelchair area.
- The driver will wait until this is done before moving the bus.
- We are only able to carry one wheelchair at a time.



### Help for people with impaired hearing

In partnership with Norfolk County Council we are fitting out our buses with induction loops to assist customers with impaired hearing.

Buses fitted display a yellow sticker to the right of the entrance door.



### Parents with buggies

- If the wheelchair space is unoccupied, we can allow children in buggies on board. Some buses have room for one unfolded buggy – others two – depending on the size of the buggy.
- Park the buggy with the child facing the back of the bus.
- Apply the brake.
- Do not leave the buggy unattended or leave shopping hanging from the handles.

### Remember...

- **You will need to be prepared when boarding to fold the buggy if the area is occupied. The driver will let you know before you get on.**
- Please be prepared to give up the buggy parking area and fold the buggy if a wheelchair user requires the space.
- Buses are not designed to take twin buggies.
- **Under no circumstances must the aisle be obstructed.**

## Other passengers

- Please vacate the wheelchair space if it is required by a wheelchair user.

## On-board access for Mobility Scooters

We regret that we cannot currently allow mobility scooters on board **konectbus** services.

Statutory requirements necessitate that we must keep the designated wheelchair space on our buses free for standard wheelchair users.

We hope that in the future there will be progress in standardising scooter models to make them more bus-friendly.

## Get the low-down...

Under normal circumstances, most journeys on the following bus services will be operated by low floor easy access wheelchair accessible buses:  
1, 2, 3, 5, 9, 30, 601, 604.

As further routes become fully accessible they will be listed on our website:  
[www.konectbus.co.uk](http://www.konectbus.co.uk)

**konectbus** Limited  
7 John Goshawk Road  
Dereham  
Norfolk  
NR19 1SY

01362 851210  
[www.konectbus.co.uk](http://www.konectbus.co.uk)



independent operator of the year 2007

# wheelchairs & baby buggies

## guidance for customers



1st May 2008