

Lloyds Coaches

Code of Practice For Disabled Passengers

Lloyds Coaches, Old Crosville Garage, Doll Street, Machynlleth. Powys. SY20 8BH is referred to in this document as the Company.

Any person or customer travelling on a Company vehicle or intending to do so is referred in this document as a passenger/passengers.

Introduction

This code of practice is designed to ensure that all disabled customers are offered a common high standard of service when travelling with Lloyds Coaches.

This code is designed for use within Lloyds Coaches and sets out the Company's commitment to disabled customers and the roles and responsibilities of the company, its employees and partners in meeting those needs.

Who does the code of practice apply to?

This code of practice applies to all disabled passengers travelling or intending to travel on the Company's vehicle, including:

- Wheelchair users
- Blind or partially sighted passengers
- Deaf or hard of hearing passengers
- Passengers with learning disabilities
- Passengers with mobility difficulties

The Company's commitment to passengers

- If a passenger needs any assistance then they must inform the Company before their intention to travel of what it is they require. The Company will advise the passenger what assistance can be provided at each stage of the passenger's journey where the Company is able to provide its own staff. The more information the Company receives about the passenger's requirements, the better prepared the Company will be to meet the passenger's needs when travelling with the Company.
- While the Company is not able to reserve specific seats, on buses and coaches, the front seats are labelled, as priority seats, with a request that they be given up if required for elderly and disabled passengers.
- The Company will provide access to large A4 print timetable information for partially sighted passengers on request, and within a reasonable time scale, if contacted. These timetables are also available free of charge on the Company's website addressed www.lloydscoaches.com/timetables.htm.
- The Company's drivers will assist with the loading and unloading of customers' luggage, but may need assistance with items over 20kgs.
- If a passenger requires assistance getting on or off a Company vehicle, please contact the Company offices. Every effort will be made to provide this assistance in a timely and comfortable manner where possible.
- The Company will accept lightweight manual wheelchairs for travel on easy access low floor buses built for this purpose, and on the Company's vehicle registration LC08 WYN which has a wheelchair lift and space for one wheelchair and on the Company's ordinary coaches subject to them being capable of being stowed in the luggage hold. The Company will not be able to accept manual wheelchairs that are more than 20kgs in weight.
- The Company will accept small mobility scooters and powered wheelchairs for travel subject to the following:-
 - Being notified at least 24 hours before the journey.

- When notifying our Company, passengers need to give details of the size and make of the powered wheelchair/scooter to enable checks to be made on the manufacturer's website that it is suitable for carrying on the coach.
- The Company will advise passengers, either at the time or by calling them back about the suitability of their scooter/power wheelchair for carriage on our coaches.
- The scooter or powered wheelchair will break down into separate parts each weighing no more than 20kgs.
- The disabled customer is accompanied at the point of departure and arrival by a companion who is able to dismantle and reassemble the powered wheelchair/scooter to enable stowage in the coach.
- The powered wheelchair/scooter is operated by dry cell batteries only.
- The Company will accept assistance dogs trained by one of the following organisations which are members of Assistance Dogs UK: Guide dogs for the Blind, Hearing Dogs for Deaf People, Dogs for the Disabled, Support Dogs, Canine Partners for Independence.
- The Company will allow passengers who require them to carry personal oxygen supplies in hand held bottles only.
- The Company will advise the passenger if a request is made that the Company cannot fulfil.
- The Company welcomes feedback and comments from disabled passengers about how the Company can improve its service to its users.

In meeting these commitments, the Company will take into account the Disability Discrimination Act 1995 as it applies to coach operations.

The Company's commitment to its passengers

- The Company's staff are not permitted to assist passengers with their eating or personal hygiene. Health and safety considerations mean that the Company's staff cannot lift or carry any passenger, and cannot provide medical services such as giving injections. If a medical condition requires others to provide this type of care, the passenger concerned should travel with a companion who can provide assistance to the said passenger during the journey.
- The Company's drivers and staff are unable to provide personal care services at bus interchanges or during a journey.
- The Company's drivers and staff are unable to dismantle or reassemble mobility scooters or powered wheelchairs that have been approved for travel.

Arranging assistance

The Company office is open from 0900 until 1700 (Monday to Friday) and intending passengers can contact the Company either by visiting the office, by telephone (01654 702 100), by fax (01654 703 900), or e-mail (info@lloydscoaches.com) to give journey details and agree the level of assistance required at each stage of the journey. In return the Company can advise on what can be provided.

Faxes and emails can be sent outside of these hours and will be dealt with at the earliest opportunity, and in all cases within 24 hours, to requests for information and assistance from disabled customers

The Company will follow up, investigate and report back to the passenger on any service failings relating to their journey.

The Company's Staff and Drivers will be expected to:

- Recognise and offer assistance, wherever possible, to disabled passengers and those passengers with additional needs.
- Be flexible, polite and respectful in their response to requests for assistance.
- Respond to specific requests from the Company ensuring that particular requirements are met.
- When possible, carry a disabled customers' luggage to/from the departure/pickup point.
- Ensure that, when possible, the disabled passenger is offered a seat in the priority seating area at the front of a Company vehicle.
- Request that customers occupying a priority seat give it up for a disabled passenger.

- Help passengers with learning disabilities or those with visual impairments, who need assistance as appropriate.
- Assist blind and partially sighted passengers by reading leaflets and provide appropriate assistance to them to gain access to and from Company vehicles.
- Keep other drivers or Company staff informed of the specific requirements of the disabled passenger and ensure they provide appropriate assistance.
- Attend any disability awareness training provided by the company.
- Be aware of and make use of any equipment/aids provided by the Company to assist disabled customers.

The Company's staff and Drivers will not be expected to:

- Lift or carry passengers on and off Company vehicles or take any other action that may put their own health, safety or welfare at risk.
- Provide personal care to passengers that are waiting to travel, during the journey or on arrival at a destination.
- Provide any form of medical services, such as giving injections.
- Dismantle or reassemble powered wheelchairs or mobility scooters that have been approved for travel.

Concessionary Fares

Concessionary fares are available to anyone aged 60 and over together with certain groups of disabled people (as defined in the Transport Act 2000).

Concessionary fares entitle those who are eligible to free travel on all services classed as local bus services.

For the full terms, conditions and information on the concessionary fares scheme contact either Gwynedd Council on 01286 679 535 or Powys County Council on 01597 826 000.

Eligible disabled people of any age may qualify for concessionary fares however, they will be asked to produce a local authority concessionary travel pass to the driver when boarding a Company vehicle.

If you require any information before you travel, or wish to confirm any of the points raised in this document, please contact us...

By telephone on 01654 702 100

Or you can write to us at:
Lloyds Coaches
Old Crosville Garage
Doll Street
Machynlleth
Powys
SY20 8BH

Or fax us on:
01654 703 900

Or e-mail us at:
info@lloydscoaches.com

Thank you for travelling with Lloyds Coaches

(14.12.09)