

Bus Passenger Charter

Bedford Borough Council, Central Bedfordshire Council and Luton Borough Council work with bus operators to provide bus services. This Charter sets out what customers can expect when using these services.

All customers can expect the following when planning and carrying out their journeys:

1. Useful information

- Up-to-date information about bus times, routes and fares online, with timetables shown at main bus stops
- Displays at busier stops showing when buses are due
- Advance warning of service changes
- How well services are performing

2. Convenient and safe waiting places

- Bus stops that are lit where possible and well looked after
- Shelters at busier stops, with seating and space for wheelchairs
- Ability to get on and off the bus easily

3. Fares that offer value for money

- One ticket for use on services of different operators
- Ability to use one ticket across different operators
- Free travel for older and disabled people*
- Reduced cost travel for children

4. Buses that are pleasant to use

- Well maintained, clean and comfortable
- Easy to identify
- Easy to move around in
- Handrails, priority seats and space for wheelchairs or buggies
- CCTV to some extent

5. Helpful and courteous drivers

- Welcoming
- Considerate to all
- Sensitive to needs
- Assistance to those who need it

6. Reliable services

- Journeys that run to time
- Information about significant delays and disruption
- Services changes kept to a minimum

7. Communication

- Channels to provide feedback, suggestions and raise matters of concern
- Response to complaints and suggestions within 10 days

** As set out in English National Concessionary Travel Scheme. All of our buses have been adapted to meet the PSVAR regulations and we will continue to adapt as the regulations are updated to the best of our ability.*

Passengers are expected to carry out the following when using this service:

- Travel with a valid ticket / pass
- Be respectful to fellow passengers and bus staff
- Not to wilfully damage or misuse seats and fittings
- Not smoking (including e-cigarettes) whilst travelling on the buses
- Not to board the buses under the influence of alcohol or drugs
- Behave in line with each operator's terms of carriage, information available on the website

This Charter does not affect your statutory rights. Passengers are carried in accordance with each operator's conditions of carriage. This Charter will be reviewed in line with the BSIP (Bus Service Improvement Plan) and will continue to be monitored to ensure improvements can be made to provide the best service possible.

Feedback

Uno Customer Services

- @ unobus@herts.ac.uk
- ☎ 01707 255 764
Monday to Friday (07:00 until 19:00)
- 🌐 <https://www.unobus.info/>

Grant Palmer Customer Services

- @ info@grantpalmer.com
- ☎ 01525 719 719
Monday to Friday (09:00 until 17:00),
Saturday (09:00 until 12:00)
- 🌐 <https://www.grantpalmer.com/>

Stagecoach Customer Services

- 🌐 <https://www.stagecoachbus.com/help-and-contact/contact-us>
- ☎ 0345 241 8000
Monday to Friday (08:00 until 18:00),
Saturday & Sunday (09:00 until 17:00)
- 🌐 <https://www.stagecoachbus.com/>