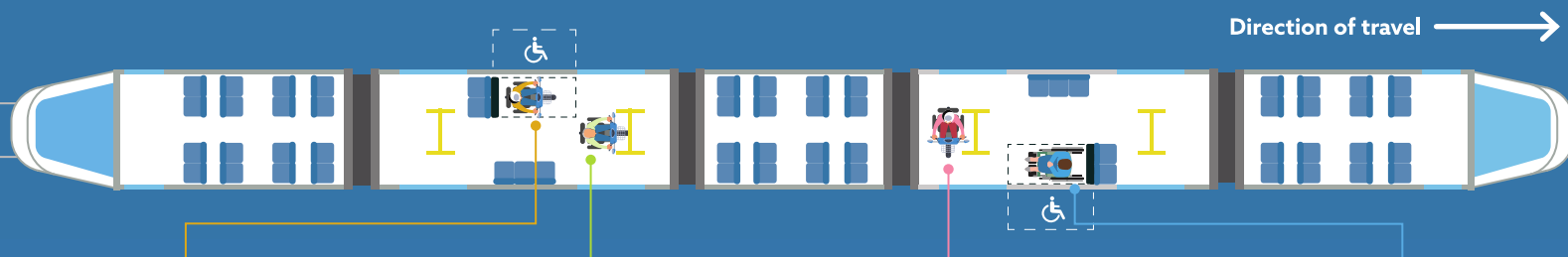


We're here to help you travel safely, comfortably and confidently on board.

Mobility scooters are welcome on our trams, but please follow our guidance for safe parking on board.



Mobility scooters:

If your scooter fits, please use the wheelchair space, ideally facing the direction of travel.

Mobility scooters should avoid parking side-facing where possible, as the tram may need to brake suddenly which may cause you and your scooter to fall.

If you must park side-facing, park next to the nearest handrail, **keeping it between you and the driver**, and hold on during the journey.

Wheelchair users:

Park in the designated space with your back towards the backplate and apply the brakes.

Before you board

- Tap your pass or bank card on the validator or buy your ticket.
- Use the help point at the tram stop to let us know if you need more time to get on.
- Wait safely on the platform behind the yellow line.
- When boarding, the flashing lights and sounds signal the doors are closing.

On the tram

- Take a seat if you can, priority seating is available.
- There are two designated spaces on each tram for wheelchair users.
- Hold on at all times throughout the journey.
- There's a blue stop button by the wheelchair space that opens all doors at the next stop.

We're here to help

If you need additional support or guidance, our team is always ready to support your journey.

You can get in touch with us by:

- Using any of our help points
- Using our WhatsApp number:
0115 824 6060

Getting around safely on the tram



A quick guide for customers with mobility challenges, wheelchairs and mobility scooters.