

Nottinghamshire Bus Passenger Charter Summary



January 2023

Passengers can expect:

- Your bus will normally arrive at your starting point within five minutes of the schedule time.
- At least 99% of planned miles to be operated each week unless there are exceptional circumstances beyond the operators' control.
- If due to delays or cancellations for which the bus companies have control, they will endeavor to get you to your destination via alternative methods.
- A space on every bus large enough to take one wheelchair or two buggies.
- A clean bus; a comfortable seat on the bus; a friendly and helpful driver.
- Your driver will keep you informed if your bus is seriously delayed.
- CCTV on board for your security and at bus stations.
- All new buses will have audio and visual announcements.
- Value for money tickets and passes that are easy to understand and purchase.
- Up to date timetable and fare information available online.
- Up to date information at the bus stop.
- Bus stops will be cleaned regularly and maintained to a high standard.
- Any complaints will be acknowledged within 24 hours, and we will aim to provide a full response within ten working days.

For more details on the full Charter go to the [Travel Notts](#) website.

