

Information for registered AccessBus passengers

How to make a booking

Your booking line number is:

0113 348 1900 Leeds passengers

0113 348 1901 Bradford passengers

0113 348 1902 Calderdale/Kirklees and Wakefield passengers

It is available Monday to Friday between 08.30am to 11.15am and 12.30pm to 3.15pm.

When your call is answered please listen for the prompt to “**press 1 to make a booking**”. You will then be put through to one of our team who will be able to assist you. It will help if you can quote your unique passenger number shown at the top of your welcome letter.

We will ask for details of the journey you wish to make and then check whether this is feasible. If so, we will make the booking.

Please be aware that **AccessBus** is a very popular service and some journeys may be fully subscribed. If this is the case, we will try and offer an alternative. Sadly we cannot guarantee to be able to meet all our customers’ travel needs.

Minimum notice requirements

To travel with us you must book in advance, giving a minimum of 2 working days’ notice.

Enquiries and cancellations

Please contact us on **0113 348 1903** Monday to Friday between 7.30am and 4pm. Please note, our drivers are unable to take cancellations.

Out of hours numbers

After 4pm and at weekends, the contact number is:

01274 727811 Bradford passengers

01422 288000 Calderdale passengers

07714 771571 Kirklees passengers

0113 2454691 Leeds passengers

07887 647814 Wakefield passengers

Please use this number only if you need to contact **AccessBus** urgently when the office is closed. We cannot accept bookings on this number.

Seatbelts and safety

All our customers are required by law to wear seatbelts when travelling on **AccessBus**. If you have a medical exemption certificate, please supply a copy to us. Whilst our drivers will help passengers travel safely, we cannot be liable for any loss or injury arising on your journey.

Shopping

Our drivers will assist you on and off the bus with a reasonable amount of shopping. We do expect our customers to ensure they have all their own shopping when getting off the bus.

Fares and passes

You can use **AccessBus** free of charge if you hold an English National Concessionary bus pass (often referred to as a Senior, Disabled or Blind Person's Pass).



Without a bus pass, the fare is £3 for each single journey. If you think you are entitled to a bus pass or require a replacement bus pass please phone MetroLine on **0113 245 7676**.

Updating your personal information

If you change your address, phone or mobile number or if your emergency contact details alter, it is important that you let the **AccessBus** office know on **0113 348 1903**. Please remember also to tell us if you start using, stop using or change a mobility aid or medical device and if you wish to start taking an assistance dog or shopping trolley on the bus.

Data Protection

In order to provide the service for you, Metro (West Yorkshire Combined Authority) must share your contact details with **AccessBus** operators. However, your details will not be used for any other reason and won't be shared with any other party.