

**Grant Palmer Ltd**  
**Bus Accessibility Guide**

## Contents

Introduction .....	3
Contact Details.....	3
How to open Grant Palmer account. ....	4
Buying Tickets .....	6
How to open your ticket. ....	7
Travelling with us .....	11

## Introduction

We are looking forward to you travelling on board one of our buses for your journey. We hope you enjoy your trip on the bus.

This pack is designed to give you more information about our buses and your journey ahead of your travels.

## Contact Details

Call us on weekdays between 8am and 5pm on 01525 719 719.

You can email us using [info@grantpalmer.com](mailto:info@grantpalmer.com)

Our website [www.grantpalmer.com](http://www.grantpalmer.com) has information about our services. You can see:

- how much your bus journey will cost,
- track where your bus is
- get live service updates

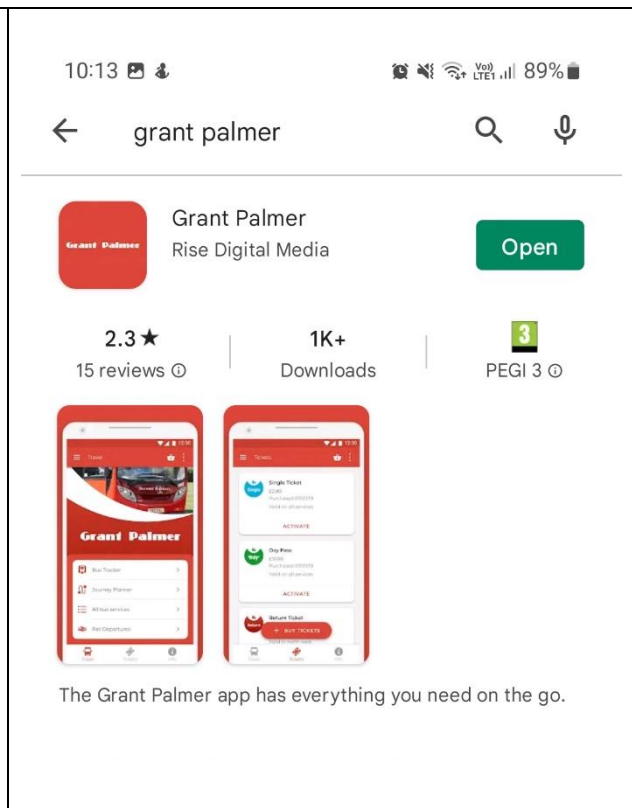
You can download our free smartphone app too. You can

- buy bus tickets before you travel,
- track where your bus is
- get live service updates direct to your phone

If you live in Luton and use our services we offer text message updates. To subscribe text LUTON to 82228.

## How to open Grant Palmer account.

1. Download Grant Palmer app to your mobile device from Apple or Google store.



2. Once downloaded, please open the app and press "Create an account".



3. Fill in your details and press create account.

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Register

First Name  
First name

Last Name  
Last name

Mobile Number  
Mobile number

Email address  
Email address

Password  
Password

Your password must be at least 10 characters long, contain 1 numeric value and 1 special character.

Create account

4. Once you set up the account and verify, please set up your profile picture. (You will need this to purchase ticket) – Go into “your details” to add picture.

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Settings

Your details

Notifications

Settings and information

Manage payment cards

Bedford

Change password

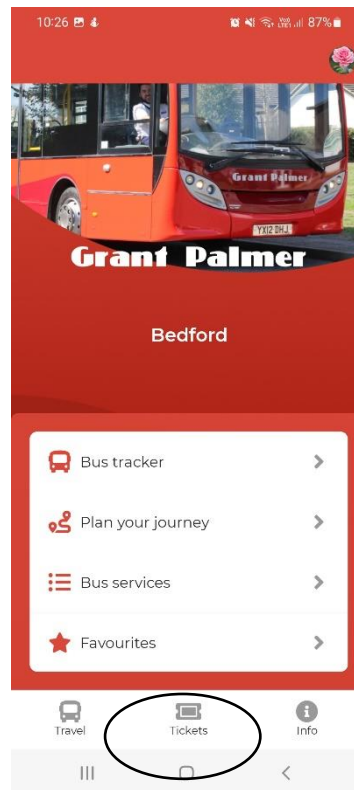
Help

Sign out

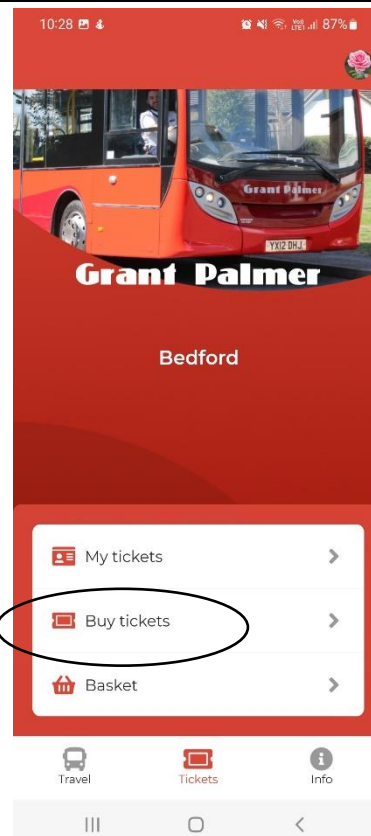
## Buying Tickets

1. Open your app.

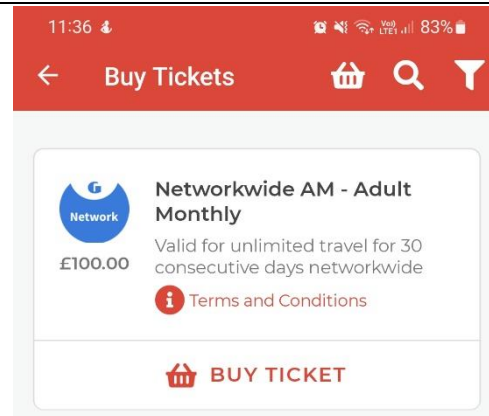
2. Go to Tickets.



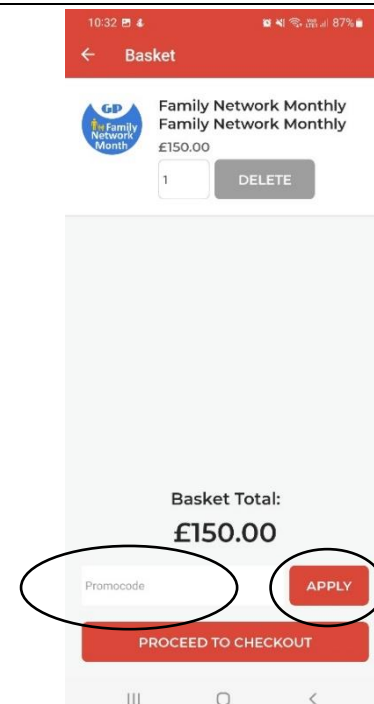
3. Press "Buy tickets"



4. Select the ticket you wish to buy



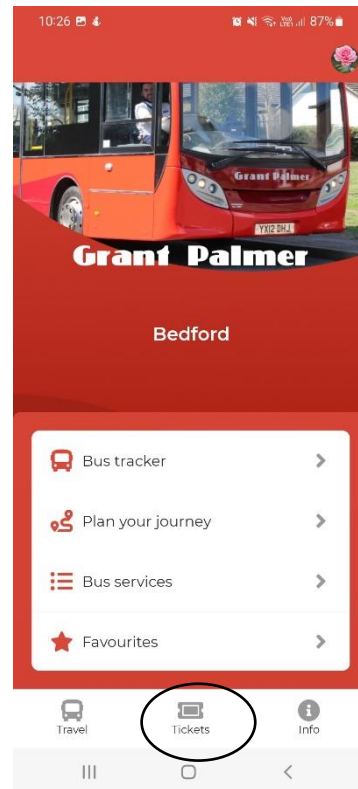
5. Purchase your ticket. If you have a promotional code please enter it here



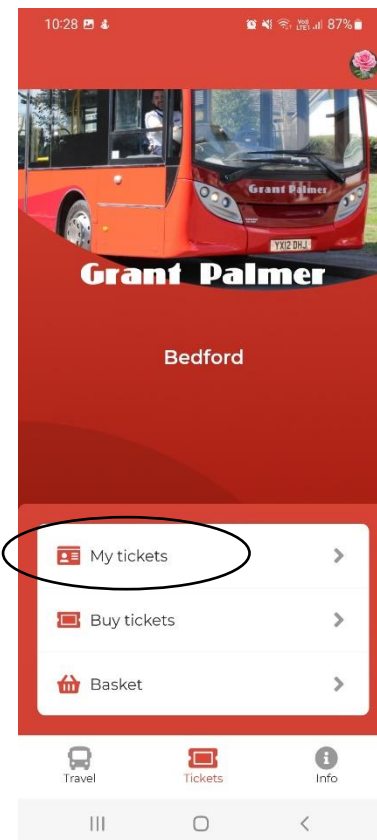
How to open your ticket.

1. Open your app

2. Choose “ticket”

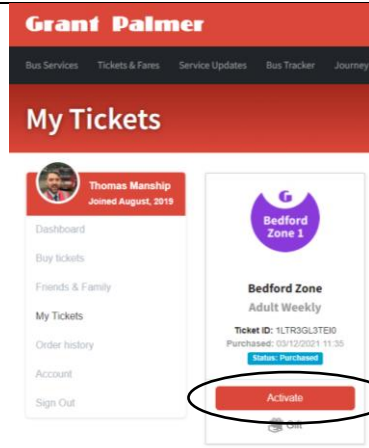


3. Press “My Tickets”

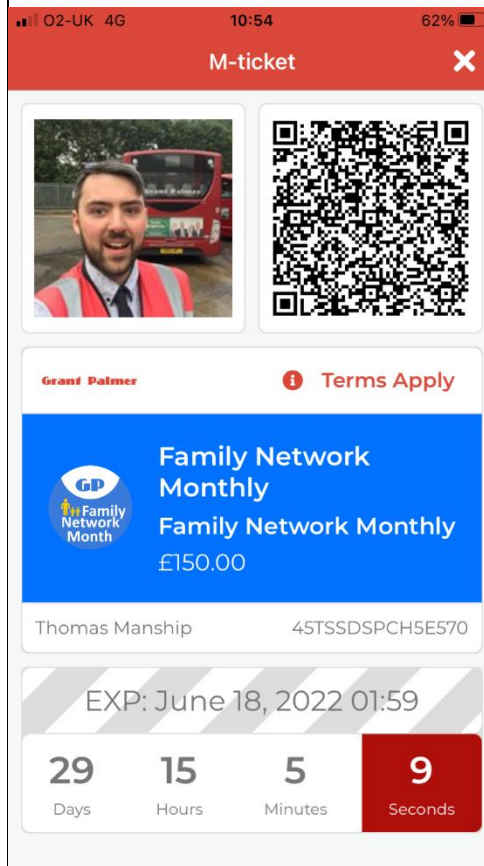




4. Under your purchased ticket will be “Activate Button”, please press to activate your ticket.



5. Once you activate your ticket, it should look like this

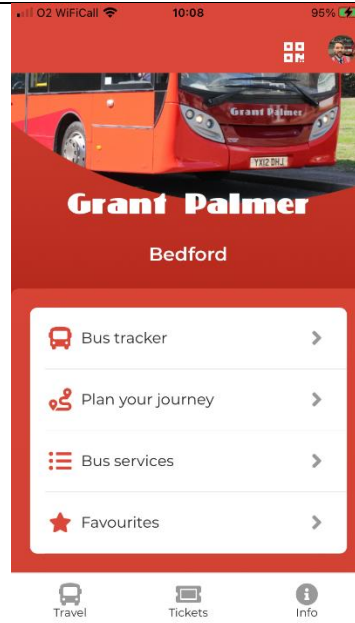


6. Please note that when you travel, you will need internet connection to access your ticket.

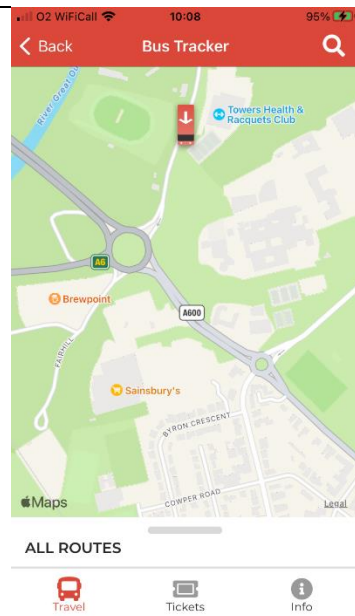
## How to track your bus

1. Open your app

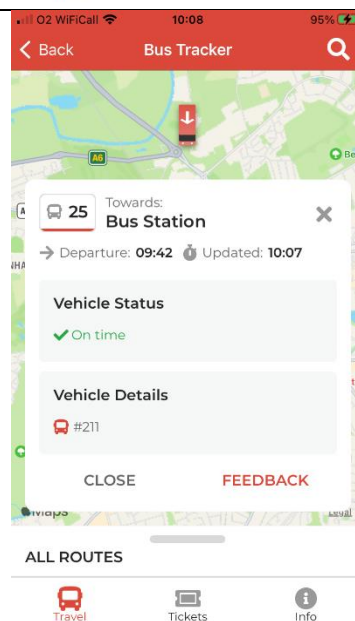
2. Tap Bus Tracker



3. Tap on the bus on your route



4. To find out if the bus is on time tap on the bus again



## Travelling with us



Grant Palmer is a local bus company, we provide bus routes across Bedfordshire.

We have single deck and double deck buses.

Our buses are red and burgundy.

Our buses have wheelchair ramps fitted and can raise and lower closer to the pavement.



When you see the bus approaching the bus stop, put your hand out to let the driver know you want to get on

The bus will then stop close to the kerb. Please ask the driver if you would like them to lower the step.



All our drivers wear a white shirt with a red tie and wear an identity lanyard.

When you get on the bus the driver will greet you. [HW1]



If you have a bus pass the driver will ask you to put it on the ticket machine. The ticket machine will make a beep sound and the light will go green. If you need to buy a ticket please ask the driver for help. The driver will sell you a ticket for a single journey, a return or a longer term ticket if you need one.



Inside our buses, most have red seats and silver handpoles. There are normally plenty of seats to choose from, but occasionally you may need to sit near someone you don't know.



When you're getting close to your stop press the stop bell<sup>[HW2]</sup>.



The driver will stop at the next stop or the closest safe location.

Wait until the bus has stopped moving before getting up from your seat. Check you have all your possessions with you. The doors will open automatically.

Please ask the driver if you need the step lowered.

When you leave the bus wait for it to pull away before continuing with your journey.



We hope you enjoy your journey with us