

Mobility Scooter Policy

Valid from October 2025

Introduction and Policy Scope

This policy summarises the approach we take to carrying mobility scooters on local and flexible bus services which we operate. It applies to services operated under our Central Connect, Flagfinders, Konectbus, Konectbuses and Simonds brands.

It does not cover services which we operate on behalf of Flixbus, or private hire, day trips and holidays which we operate. If you wish to travel on one of our Flixbus services using a mobility scooter please contact Flixbus directly. Further information can be found online at help.flixbus.com. If you have booked a private hire, day trip or holiday with us, please discuss your accessibility requirements directly with our Bookings team.

The Confederation of Passenger Transport (CPT) has produced a Code of Practice for the use and acceptance of mobility scooters on low floor service buses. We are committed to complying fully with this Code of Practice.

Which buses can I travel on with my mobility scooter?

Bus operators are not legally required to transport mobility scooters. The provision of transport for mobility scooters is solely at the discretion of any individual bus operator. At Transport Made Simple, all of our operators will support passengers with mobility scooters to travel with their scooter wherever possible, but there are certain safety restrictions which prevent us from being able to do this in certain situations.

Our local bus services are operated by three main types of vehicle. We operate ordinary low floor single deck and double deck service buses, which are suitable for transporting certain types of mobility scooter. We also operate Cityline minibus-style service buses and PSVAR compliant (wheelchair accessible) coaches. Mobility scooters cannot be transported on our Cityline or PSVAR coach style vehicles.

Please note that all of our vehicles, including Cityline and PSVAR coach style vehicles, are wheelchair accessible.

Wheelchair users, including those who use an electric wheelchair, are always welcome to travel on our local bus services. However, a mobility scooter is not the same as a wheelchair.

Please be aware that our flexible bus services (Demand Responsive Transport services) are all operated using Cityline vehicles, and so cannot accommodate mobility scooters. This means that mobility scooters cannot be transported on our DaRT 3, DaRT 299 or Swaffham flexibus+ services.

Which mobility scooters can be transported on your buses?

Mobility scooters are divided into two classes (Class 2 and Class 3). Some mobility scooters are not allocated any class. There is no class 1 of mobility scooters.

If your mobility scooter is a Class 2 Mobility Scooter, **you may be able to travel on our buses with it. Please see below for further information.**

If your mobility scooter is a Class 3 Mobility Scooter, or it is not allocated any class, **you cannot travel on our buses with it under any circumstances.**

How do I travel on your buses with a Class 2 Mobility Scooter?

To use a Class 2 Mobility Scooter on our buses you must have a permit issued either by ourselves or another operator who has signed up to the Confederation of Passenger Transport Code of Practice. **Permits issued by any operator are valid for use on all operators. You do not have to have a permit issued by the specific operator who you are travelling with.**

If you live in Norfolk, Suffolk or Essex, you can request a mobility scooter permit from us. Please email konectbus@transportmadesimple.co.uk.

If you live elsewhere on our network, we can put you in touch with an appropriate local operator who can issue you with a mobility scooter permit. Please email contact@central-connect.co.uk.

Once you have a permit, you will be able to travel on our buses with your mobility scooter. When you board the bus, please show your permit to the driver. You will also need to pay your fare for the journey, or present a valid ticket / bus pass.

You should then position your mobility scooter in the wheelchair bay, reversing it against the back rest, and apply the brakes.

If the wheelchair bay is already occupied by a wheelchair user or mobility scooter, you will be unable to travel on that bus, and you will need to wait for the next scheduled bus. If the wheelchair bay is occupied by passengers who are not wheelchair users or mobility scooter users, the driver will instruct them to move out of the bay. However, if these passengers decline to move, the driver is unable to oblige them to do so.

What happens if I am unable to travel with my mobility scooter?

Because not all of our local bus services are operated with vehicles which can accommodate mobility scooters, it is **your responsibility** to check before you travel that the journey(s) you wish to travel on will be operated by vehicles which can accommodate mobility scooters. You can check this by emailing konectbus@transportmadesimple.co.uk (for Konectbus / Konectbuses routes) or contact@central-connect.co.uk (for all routes).

We do offer a Passenger Promise scheme which reimburses passengers for alternative travel costs, including taxi costs, where they are unable to travel on one of our bus services as planned. However, simply being unable to travel due to the type of bus allocated to the route is not necessarily sufficient for a valid Passenger Promise claim.

If you are unable to travel with your mobility scooter because the journey you wished to travel on was operated by a Cityline or PSVAR coach style vehicle, and you did not confirm your travel plans with us beforehand, your Passenger Promise claim will be declined.

If you checked your travel plans with us beforehand and were told that you would be able to travel with your mobility scooter but you were actually unable to do so, your Passenger Promise claim will be approved if the next service which would allow you to make your journey as planned is more than half an hour away **and**:

- The vehicle type was swapped at the last minute to a Cityline or PSVAR coach style vehicle or
- The vehicle which arrived was capable of transporting your mobility scooter but the wheelchair bay was occupied

To make a Passenger Promise claim please email contact@central-connect.co.uk.

What will be checked when I apply for a mobility scooter permit?

Our team will check that your mobility scooter falls within the CPT specified size limits for Class 2 Mobility Scooters. If the scooter has 3 or 4 wheels it will be accepted if it is no more than 600mm wide and 1,000mm long, with a turning radius not exceeding 1,200mm.

For the safety of all passengers on board, we also ask that mobility scooter users are able to exit the bus in a reasonable amount of time in an emergency, which should be no longer than approx. 90 seconds in total. We will check that you can safely disembark your mobility scooter and exit the bus within this time period before issuing a permit.

Can I be refused travel if I do not have a permit for my mobility scooter?

Yes. If your mobility scooter has not been assessed and you do not have a permit, our drivers have the right to refuse travel. This permit ensures the safety of you, our drivers, and other passengers onboard.

How long does the assessment take?

The assessment takes less than an hour. We will arrange the details directly with you. Upon passing, you will be issued with a pass to show the driver when boarding the bus. You can display this pass on your mobility scooter if you wish.

Why do I need an assessment?

The assessment ensures that both you and your scooter can board, disembark, and manoeuvre safely, including in emergency situations. We are committed to ensuring that passengers with mobility scooters can travel safely and comfortably.

How much does a permit cost?

A permit issued under the CPT Mobility Scooter Code of Practice is **FREE**. You will never be charged for an assessment or reassessment, regardless of the outcome.

How long is a permit valid for?

A permit issued under the CPT Mobility Scooter Code of Practice is valid for two years from the date of issue.