

**Midlothian
Transport Guide
for
Disabled People
and People
with
Long-Term
Conditions**

2026



Forward Mid guide to Transport and Travel in Midlothian Autumn 2026

Equality - Diversity - Inclusion

Forward Mid - helping you to be aware of the travel options you have, allowing you to plan ahead, stay connected and travel safe.

This guide to transport in Midlothian has been produced by **Forward Mid**

Transport can be such an essential component in determining the day to day quality of people's lives. Whether it be a trip to see a good friend, getting along to a local group or club, attending an appointment at the hospital or GP surgery, getting there efficiently and safely is important. Suitable transport can be a contributor to overall good health and well-being. Every person's needs differ so we have collated as much information from individual companies and their services as we can. It's not easy to find all the correct information in one place, Forward Mid have brought together all the various transport options and choices that are available across Midlothian.



Our hope is that having a copy of this newsletter to hand will allow disabled people and other citizens in Midlothian to have a much better understanding of the transport choices available to them, and to use them well!

Continue reading and you'll see all that's available! If you know of other transport options that we haven't included here, please get in touch and let us know. Any updates to the services we have listed will be added to the online version.

Wishing you safe, happy and rewarding travelling!
Sheree Muir Chair of
Forward Mid, May
2026

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Bus Users - Scotland

The Chartered Institute of Logistics and Transport (UK) Scottish Region Is the new name for Bus Users Scotland. The Chartered Institute of Logistics and Transport is the professional body for everyone in the logistics, passenger transport, transport planning and related industries and is dedicated to supporting, developing and representing all specialisms at all stages of career development. With around 20,000 members worldwide, membership gives you the tools you need to realise your ambitions and progress throughout your career, by keeping you informed of the latest news and information as well as by providing comprehensive opportunities for continuous professional development. The Scottish Region website ciltscotland.com/index.php keeps you up to date with Scottish events and activities.

Bus Users Complaints

If you have a complaint about buses in Scotland, in the first instance you should raise your complaint with the operator in question.

If you do not receive a response to your satisfaction then you can raise your concerns with Bus Users UK, who operate in Scotland as Bus Users Scotland (BUS).

Bus Users Scotland's remit includes:

- Any ticket related matter (excl. ticket prices)
- Attitude or behaviour of bus company staff
- Personal security
- Accessibility of bus services
- Clarity of destination and route information available
- Reliability and punctuality
- Vehicle condition / type used.



Address: Bus Users Scotland,
22 Greencoat Place,
London SW1P 1PR

☎ : 0300 111 0001

✉ : enquiries@bususers.org

🌐 : www.bususers.org

The operator must give at least 21 days notice of variations or cancellations coming into effect to the public.

Under the provisions of the Act operators are required to operate new or varied services for a minimum of 90 days. If you feel that insufficient notice has been given you should contact the Traffic Commissioner.

Traffic Commissioner.
Level 6, The Stamp Office
10 Waterloo Place
Edinburgh,
EH1 3EG

More people travel by bus than any other form of public transport. But buses do so much more than get us from A to B

Buses reduce isolation, inequality, congestion and pollution. They get us to work, training and education, shops, vital services, friends and family.

National Entitlement Card

The Scotland National Entitlement Card also known as a bus pass gives those aged 60+ and disabled people free bus travel throughout Scotland.

Application forms are available at all Midlothian libraries. There are different forms for those 60+ years of age, disabled persons and Young Scots – make sure you pick up the appropriate form for your circumstances. Completed forms with relevant proofs and a colour passport-style photo must be taken by the applicant in person to any Midlothian Library for processing. The verification process requires the librarian to confirm that the photo submitted is a true likeness of the applicant. If the application form is handed in by anyone other than the applicant, it will be rejected.

Your bus pass is printed in Hull, England, and sent by second class Royal Mail from there direct to your home address. On the front of your card will be your name and 16-digit card number, your photo and the oakleaf logo of Midlothian Council. The expiry date is shown on cards issued to the disabled and this will continue. Expiry dates used to be printed on



cards for those 60+ years old. However, once you have proved you are 60 or over, you will never fall out of eligibility [you won't be 59 again] and so cards for the over 60s issued during the past couple of years no longer have an expiry date. The bus pass is not transferable and can only be used by the cardholder.

Various symbols can appear on the lower right side of the card. The symbols most likely to be seen on a Midlothian card are:-

“C” in orange stands for **“Concessionary Travel”**



“+1” with the **“1”** in black, and the **“+”** in orange superimposed on the **“1”** stands for **“plus one”** and tells the bus driver that you are entitled to have a companion travel free with you on your bus journey

An **“eye”** symbol in black indicates that the cardholder is blind or partially sighted and is entitled to the additional travel concessions of the Scottish Blind Scheme in addition to free bus travel.



- Free train travel within Scotland and across the border as far as Berwick-upon-Tweed in the east or Carlisle in the west,
- Free travel on Edinburgh Trams & on the Glasgow Subway,
- Free travel on most ferries within Scotland such as the Clyde and Hebridean services.

Local buses that accept this card:

Borders buses Ltd	☎ 01896 754 350	🌐: www.bordersbuses.co.uk
East Coast Buses	☎ 0131 555 6363	🌐: www.lothianbuses.com/
Lothian Country	☎ 0131 555 6363	🌐: www.lothianbuses.com/
LCTS	☎ 0131 663 0176	🌐: www.lcts.org.uk
Lothian Buses	☎ 0131 555 6363	🌐: www.lothianbuses.com/
Prentice Coaches	☎ 01620 822620	🌐: www.prentice.info

Renewal of NEC

NEC elderly concessionary cards issued with no expiry date printed on the card are currently valid until 2041. The Midlothian Travel Permits and Passes Team send out a reminder letter and

renewal form to holders of cards for disabled people 4 to 6 weeks before the expiry date. The renewal form plus any supporting written evidence must be presented to any Midlothian library. Photocopies of proofs will be taken and then sent by internal mail to the Travel Permits and Passes Team in Dalkeith. The database is updated and an order sent digitally to Hull for a fresh card to be printed and despatched by second class mail to your home address. Blank renewal forms are available in all Midlothian libraries if you mislay the one sent by post.

Replacement of a Lost or Stolen NEC

You can go to any Midlothian library in person and ask the librarian to order a replacement of a card that has already been issued to you, but is now lost or stolen. Part of the verification process is that the librarian will check that you are the person whose photo image is held in the database. This cannot be done if you do not call at the library personally.

Changes

Online application process have been introduced nationally across Scotland [getyournec.scot/nec/pages/eligibility/applying-for](https://www.getyournec.scot/nec/pages/eligibility/applying-for) The paper application method described above will continue to be offered for those who are not online.

For the most up to date information www.midlothian.gov.uk/libraries or call Dalkeith Library on ☎ 0131 663 2083.

Fairfield House,
8 Lothian Road
Dalkeith
Midlothian, EH22 3AA
Tel: ☎ 0131 561 5455 or

Email: ptu@midlothian.gov.uk

Thanks to Midlothian Travel Permits and Passes Team for this information.

The Thistle Assistance Card Scheme

The Thistle Assistance Card is available to help anyone who has difficulty in using public transport because of age, disability or illness. If you prefer the card to place in your purse or Wallet you can apply at www.thistleassistance.com/get-the-card/ Complete the section at the foot of the page then press the submit button and the card will arrive by post.

For people with a smart phone or a tablet use the device to access the Google Play Store or for Apple users access the App Store, use the search function to search for the Thistle Assistance Card then install on device then customise for your own requirements.

The Thistle assistance card is designed to make using public transport easier for older people or disabled people or illness. The card, which is supported by a wide variety of voluntary organisations in South East Scotland and by most bus operators, is credit-card sized and comes with a supply of peel-off stickers which advise the driver of your impairment and the help you need in an easy-to-read format.

The www.thistleassistance.com/ looks pretty and some of the functions work. However, screen readers struggle with this website with elements not used correctly and duplicate navigation in the footer. For a service aimed at people with a disability the usability was of no concern. Content management systems lack some design standards for accessibility use.



Wheelchairs on Public Transport

Wheelchairs may have to share the space with a parent with a pushchair. Sometimes the child in the pushchair may also be disabled, Most of the time the parent will fold the pushchair to allow access for a wheelchair. Public transport is getting better, However this does not happen overnight, please be patient and be prepared to wait. Thank you

Before you Travel!

The majority of wheelchair users will be able to travel on public transport. Wheelchairs that cannot fit on public transport include:

- If your chair is more than 700mm wide by 1500mm length. The Average chair is approx 660mm wide by 1065mm length when you are in it,
- If your chair is very heavy and chair and passenger exceed 220 kilograms.
- Public Transport do not carry scales it is the wheelchair user's responsibility to know the combined weight. Scales can be found in most hospitals,
- If you need to travel with your legs fully extended or the backrest reclined,
- If you use a scooter that is difficult to manoeuvre and may be unstable in a vehicle.

You must ensure that your wheelchair is in a safe condition to travel.

This means, for example, making sure that it is correctly maintained, that the tyres are properly inflated, that you have not overloaded the back of the chair with bags (this can cause the chair to tip over backwards on a ramp). If you have a powered chair you must ensure that the battery is secure. If your chair has adjustable kerb climbers you should check that they are set so that they do not catch on the ramp.

The transport operator has the right to refuse to let you travel if he believes that your wheelchair is not in a safe condition.

Class 2 scooters can now travel on Edinburgh Trams with the correct certificate - see the [tram section](#).

Accessible Transport for Disabled People in Midlothian

Public transport services in Midlothian are operated by buses that have low-floor access via ramp, both Lothian buses and Borders buses take one standard size wheelchair per bus. A limited number of buses have two spaces to share with pushchairs. Smaller vehicles, such as those operated by HcL and LCTS, mostly have special access facilities such as lifts.

Midlothian Council helps to fund Dial-a-Ride, a special door-to-door service for people who have mobility restrictions. This includes those who cannot physically manage to board a standard bus vehicle, as well as those who live too far from a standard bus service to reach it comfortably. Dial-a-Ride services are operated by HcL. For Dial-a-Ride bookings and enquiries Tel: ☎ 0131 447 9949

Dial-a-Bus offers once-a-week trips to selected shopping centres from most towns and villages. An easy-to-board bus calls at your door, and brings you back after your shopping trip. You can have a carer with you. There is a flat rate fare for these trips and Concessionary passes are now accepted. Dial-a-Bus services are operated by HcL.

For Dial-a-Bus bookings and enquiries Tel: ☎ 0131 447 1718

24/3A Dryden Road

Bilston Glen Industrial Estate

Loanhead, EH20 9HX.

 www.hcltransport.org.uk/

Midlothian Council helps to fund HcL's Dial-A-Ride and Dial-A-Bus services. These are door-through-door services for people who have difficulty travelling independently this includes older people; people with disabilities, additional support needs, health issues (long term or short term); and geographic remoteness.

Dial-A-Bus provides a supported door-through-door transport service throughout the week to access a local major shopping centre or supermarket from most towns and villages throughout Midlothian.

An easy-to-board bus calls at your door and brings you back after your shopping trip. Their bus will pick you up at your home (if necessary, the driver will escort you to the bus) and will set you down at the shopping location. You will have between 1 to 2 hours at the shopping centre and then return home. The driver will take you and your shopping to your door or into your house if you need help. You can have a carer with you. Concessionary passes are now accepted, or fares are now based on 5 zones and the distance travelled in Midlothian details on website.

You need to be registered with HcL to use these services registration is free.

Edinburgh, Midlothian and East Lothian HcL

Dial-a-Bus bookings, enquiries & info on registration ☎ : 0131 447 1718

24/3A Dryden Road

Bilston Glen Industrial Estate

Loanhead, EH20 9HX.

🌐 : www.hcltransport.org.uk/

Dial-a-Bus Schedule

DAY	N0	DEPARTURE	RETURN	PICK-UP-AREA	DESTINATION
Tuesday	ML1	09:00 hrs	11:00 hrs	Gorebridge - Newtongrange - Easthouses - Mayfield - Woodburn - Newbattle	Cameron Toll
Tuesday	ML2	10:00 hrs	12:00 hrs	Old Craighall - Millerhill - Newton Hilltown - Danderhall	Cameron Toll
Tuesday	ML3	13:30 hrs	16:15 hrs	Newtongrange - Easthouses - Mayfield - Woodburn - Newbattle	Tesco Eskbank
Wednesday	ML4	09:45 hrs	11:45 hrs	Gorebridge - Newtongrange - Easthouses - Mayfield - Woodburn - Newbattle	Tesco Eskbank
Wednesday	ML5	13:30 hrs	15:30 hrs	Penicuik - Auchendinny - Roslin - Bilston - Loanhead	Asda/Sainsbury Straiton
Wednesday	ML6	14:30 hrs	16:30 hrs	Rosewell, Bonnyrigg, Lasswade, Eskbank, Newbattle	Asda/Sainsbury Straiton
Thursday	ML7	09:00 hrs	11:00 hrs	Roslin, Bilston, Loanhead	Asda/Sainsbury Straiton
Thursday	ML8	10:00 hrs	12:00 hrs	Old Craighall, Millerhill, Newton, Hilltown, Danderhall	Morrisons - Gilmerton
Thursday	ML9	13:30 hrs	15:45 hrs	Penicuik, Auchendinny	Cameron Toll
Friday	M10	10:00 hrs	12:00 hrs	Rosewell, Bonnyrigg, Lasswade, Eskbank, Newbattle	Morrisons - Gilmerton

DAY	NO	DEPARTURE	RETURN	PICK-UP-AREA	DESTINATION
Friday	M11	13:30 hrs	15:30 hrs	Old Craighall - Millerhill - Newton Hilltown - Danderhall	Morrisons - Dalkeith
Friday	M12	14:30hrs	16:30 hrs	Gorebridge - Newtongrange - Easthouses - Mayfield - Woodburn - Dalkeith- Eskbank- Newbattle	Morrisons - Dalkeith

Concessionary passes are NOW valid on these services

Lothian Community Transport Services (LCTS)

Accessible Transport for Disabled People in Midlothian

Midlothian Council supports Lothian Community Transport Services [LCTS] which provides four community bus routes R1, R2, R3, R4. [below]. If you are a non-profit making voluntary or community group and need to arrange transport, LCTS can hire you a minibus for up to 15 passengers. All vehicles can take wheelchair users, although seats will need to be removed as space is created for a wheelchair,. Vehicles can be with-driver or self-drive. For more information about vehicle bookings and community bus network enquiries,, contact LCTS ☎ : 0131 663 0176 📧 : info@lcts.org.uk 🌐 : www.lcts.org.uk/. LCTS, 6b Newmills Road, Dalkeith EH22 1DU

LCTS Community Bus Routes will stop at all bus stops on the route. In streets without a bus stop, the minibus stops to pick you up on a hail and ride basis.

The Community bus routes run every Monday except for Easter, Christmas and New Year Bank Holidays.

LCTS accept the National Entitlement Card [NEC] for concessionary travel, please have the card ready when boarding. For the latest ticket prices please visit 🌐 www.lcts.org.uk/

Important information for wheelchair users

If you are a wheelchair user, LCTS may be able to arrange for the Community Bus to pick you up at your door. If you require this service, you must let LCTS know by Friday for the following Monday.

Lothian Community Transport Services is an independent organisation that provides, promotes and supports high-quality passenger transport services including:

- ➡ Accessible minibus hire services to around 160 member organisations;
- ➡ High quality training for transport operators;
- ➡ Support services for transport providers.

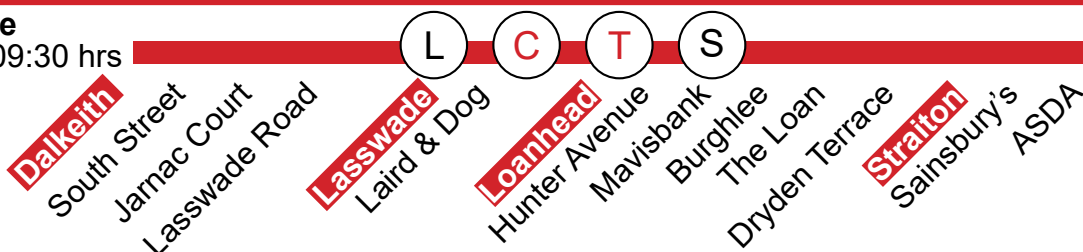
Lothian Community Transport Services minibus hire services operate from bases in Edinburgh and Dalkeith and are available to not-for-profit organisations. All groups who hire LCTS Minibuses must register as a member organisation. All LCTS minibuses are available for hire on both a “Self-Drive” and “With-Driver” basis and their charges are mostly mileage-based. Bookings are subject to vehicle and driver availability. Anyone driving a vehicle in the LCTS fleet must have completed MiDAS training and be registered with LCTS. Bookings are subject to vehicle and driver availability. Minibuses can only be hired by member organisations and full details are available in their Vehicle Hire Policy. Anyone driving a vehicle in the LCTS fleet must be on the LCTS Register of Approved Drivers.



LCTS Community Bus Routes

R1 Monday servie

Departs Dalkeith 09:30 hrs



R2 Monday Service

Departs Asda 10:15 hrs



R3 Monday Service

Departs Dalkeith 11:30



R4 Mondays Service

Departs Dalkeith 12:40 hrs



LCTS run a night bus for women to help you get home safely on a Friday and Saturday night. This picks up from various locations in Dalkeith and takes you back to your front door. Book in advance only.

Buses Across Midlothian

In 2026 5 bus companies run buses across or through Midlothian. The biggest bus company is Lothian Buses. 100% of the fleet is wheelchair accessible. Lothian Buses can carry one wheelchair passenger at a time. If a person with a wheelchair is already aboard the next bus will only be a short while behind. For more information and a complete timetable please visit

www.lothianbuses.com/ or Tel: 0131 555 6363

Travelling as a wheelchair user or with a wheelchair user on Lothian Buses:

A wheelchair user will not be able to board a bus if the bus is full, or if there is already a wheelchair user occupying the wheelchair space. Wheelchairs which are in a condition which could endanger other passengers or damage their belongings will not be carried. Wheelchair users and/or carers must ensure that the wheelchair is positioned against the "ironing board" backrest, facing the rear of the bus with the brakes ON. Ask the driver for assistance if necessary. Whenever the wheelchair space is needed by a wheelchair user, other passengers must move to make it available unless the bus is full. New to a wheelchair and worried about using public transport contact www.lothianbuses.com/ and request to try a bus.

Respect your driver and any other authority

Public transport companies are doing everything to protect their drivers by providing them with face coverings, gloves, hand sanitiser and anti-bacterial disinfectant wipes. Drivers are reminded of frequent hand washing and to keep their distance where they can.

Should I travel?

You should not travel if you experiencing fever or feeling unwell.

Plan your journey

Make time to plan your journey using our journey planner or through the mobile app. Please be hen travelling at busy times. Your journey may take longer than normal due roadworks or to heavy traffic cogestion.

Payment

Please consider how you plan to pay for your journey. All buses accept contactless payments or you can buy tickets in advance using our m-ticket app or from One-Ticket who have partnered with Edinburgh Trams to allow all One-Ticket ticket holders eligible to travel in Edinburgh SmartZone access to the city's tram system. One-Ticket enables customers to conveniently travel between bus, train and tram on eligible tickets. To find out more, visit www.one-ticket.co.uk Once you've purchased your One-Ticket ticket, simply present to the Tram on board Ticket Inspector. Please avoid paying by cash but where this isn't possible, cash can be paid directly into the hopper. Please note all of our services are exact fare only – our drivers can't dispense change.



Boarding the bus

At the bus stop

When waiting at the bus stop please make your presence known that you wish to travel on the bus. Please have your fare, pass, ticket or m-ticket ready when the bus arrives to minimise the time it takes to board. Avoid paying cash where possible.

Boarding the bus

When your bus arrives, please wait for people to get off the bus before you board and only board the bus one at a time. Please allow disabled people to board first as they may need more time to get seated.

On the bus

Where to sit

There is dedicated seating for elderly and infirm passengers, dedicated space for baby buggy and wheelchair please vacate thesespaces for those that need them.

Increase airflow

Please leave windows open to increase airflow. Some buses will also have air conditioning turned on to help air flow freely through the vehicle.

Show kindness and consideration

Please be patient and kind to all other customers. Remember, not all conditions or disabilities are visible. Please try to refrain from eating or drinking on board buses and please take all your belongings and rubbish off the bus with you.

Getting off the bus

Behind the line

Buses have been fitted with a line on the floor. Please remain behind the line until the bus has stopped and the doors are opened. When getting off the bus, customers who travel in a wheelchair should press the bell and wait in the bay until the driver has deployed the ramp

Remember to wash your hands thoroughly with soap and water or use a hand sanitiser before and after every journey.

Information and Guidance for Customers

Information about using our services as an elderly or disabled customer, or for those travelling with young children, can be found in the dedicated Accessibility section of our website

 : [Accessibility - Lothian Buses](mailto:Accessibility@LothianBuses.co.uk)

Supported Journeys and Personalised Assistance

Lothian Buses have a dedicated Accessibility and Inclusion Officer who is available to answer questions and provide support to any customers who may have a disability, chronic illness or those who find using public transport challenging. You can contact her directly with any questions you may have by email  : Accessibility@LothianBuses.co.uk

The Accessibility and Inclusion Officer is also able to offer Supported Journeys to any customers who are anxious about using the bus, are disabled and are learning a new route or have recently started using a manual or powered wheelchair and are unsure of how to use a bus as a wheelchair user. Supported Journeys are free of charge and are available to anyone regardless of disability or age.

More information about Supported Journeys can be found on our website at

 : [Supported Journeys - Lothian Buses](mailto:SupportedJourneys@LothianBuses.co.uk)

Sunflower Lanyard Scheme

The Hidden Disabilities Sunflower discreetly indicates that an individual may need additional support, help or a little more time. Since the initiative launched in 2016, it has been adopted globally by major airports and venues.

Lothian is committed to promoting the Hidden Disabilities Sunflower and joins a growing list of businesses whose colleagues can provide support where needed. Sunflower Lanyards are available free of charge to customers and can be collected from our Shandwick and Waverley TravelHubs.

To find out more about the initiative, visit  [Hidden Disabilities Sunflower](mailto:HiddenDisabilities@LothianBuses.co.uk).



Complaints, Feedback and Commendations

For customers wishing to contact us about our services, please complete an online feedback form, which can be found on our t  [Lothian Buses Help Centre](mailto:LothianBusesHelpCentre@LothianBuses.co.uk) under the link 'Get in touch'.

By submitting the online form with full details of your complaint, feedback or commendation, our Customer Support team will be able to carry out a thorough investigation. For a complaint, this includes identifying the specific bus and driver involved, reviewing available audio and visual CCTV footage, and taking any appropriate action. Once the investigation is complete, they will respond to you directly in due course.

Lothian Buses In Midlothian

Lothian No. 3

Keir Hardie Drive
Mayfield Roundabout
To Edinburgh
Dalkeith South Street
From Edinburgh
Dalkeith Buccleuch Street
Eskbank
Gilmerton Terminus
Cameron Toll
Newington Road
South Bridge
Shandwick Place
Haymarket Dalry Road
Balgreen Road
Parkhead Terrace
Calder Road (Sighthill)
Westside Plaza
Clovenstone Drive

Lothian No. 4

Hillend Terminus
Fairmilehead
Oxgangs Bank
Firhill
Craiglockhart Drive
Slateford Station
Haymarket Dalry Road
Shandwick Place
Leopold Place
Northfield
Bingham Avenue
Milton Link
Queen Margaret Uni

Lothian No. 15

Science Park
Easter Bush
Fairmilehead
Morningside
Tollcross
Lothian Road
Waterloo Place
Meadowbank House
Portobello Road
Marine Roundabout

Lothian No.29

Gorebridge (Birkenside)
Gore Avenue (top)
Newtongrange Park
Eskbank Stn & Tesco
Gilmerton Terminus
Gilmerton Crossroads
Cameron Toll
South Bridge
Princes Street
Frederick Street
Stockbridge
Crewe Road South (W.G.H)
Crewe Toll
Silverknowes Golf Course

Alternative Terminus, Lothian No. 31 Hopefield.or Rosewell Revised timetable to connect 140

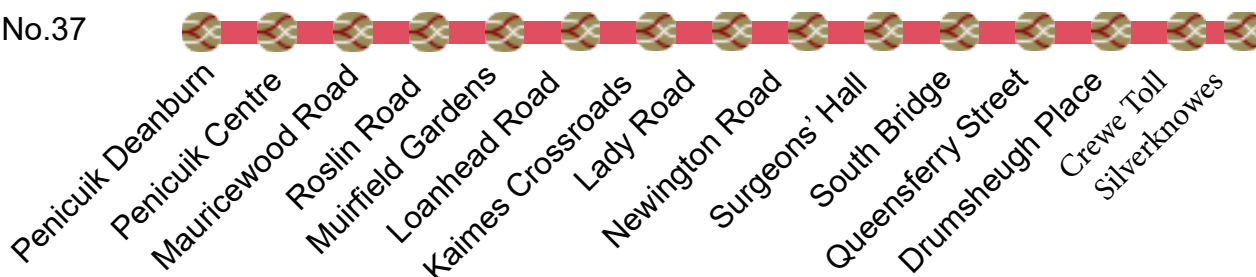
Lothian No.31

Rosewell
Polton Mill
Or
Hopefield
All 31 Buses
Bonnyrigg Toll
The Murrays
Lasswade Road
Cameron Toll
Newington Road
South Bridge
Shandwick Place
Haymarket Station
Drum Brae South
Maybury
West Craigs
East Craigs Centre

Lothian No. 33

Millerhill
Sheriffhall Park&Ride
Danderhall
Old Dalkeith Road
Royal Infirmary
Cameron Toll
Commonwealth Pool
South Bridge
Haymarket Dalry Road
Balgreen Road
Saughton Mains
Calder Road (Sighthill)
Westside Plaza
Clovenstone Road
Westburn

Lothian No.37



New service from 13th September 2026

Lothian No.37A



Two early morning journeys towards Royal Infirmay and two evening journeys toward Penicuik

Lothian No.39



New service from 13th September 2026

Lothian No.39A



Two early morning journeys towards Royal Infirmay and one evening journeys toward Rosewll

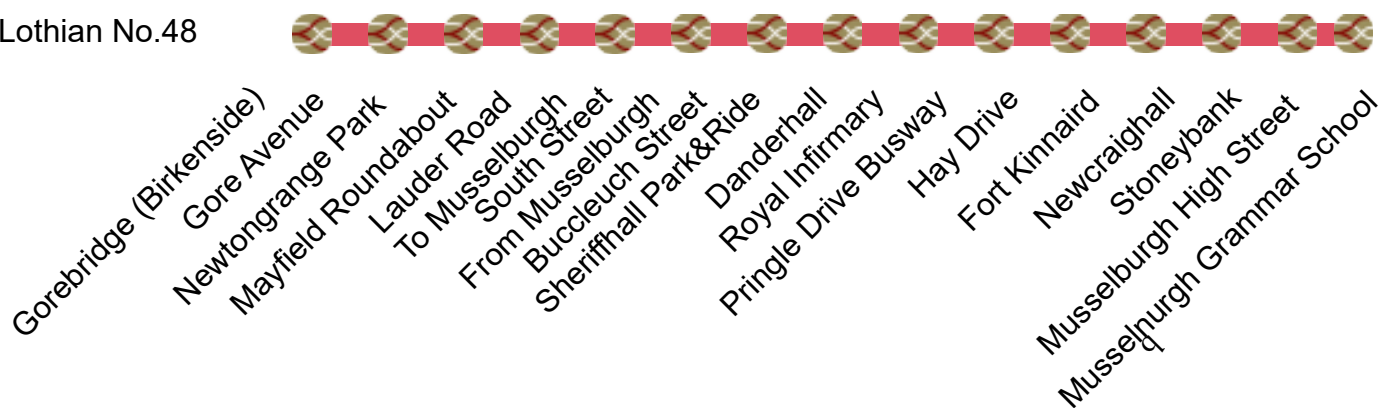
Lothian No.47



Lothian No.47B

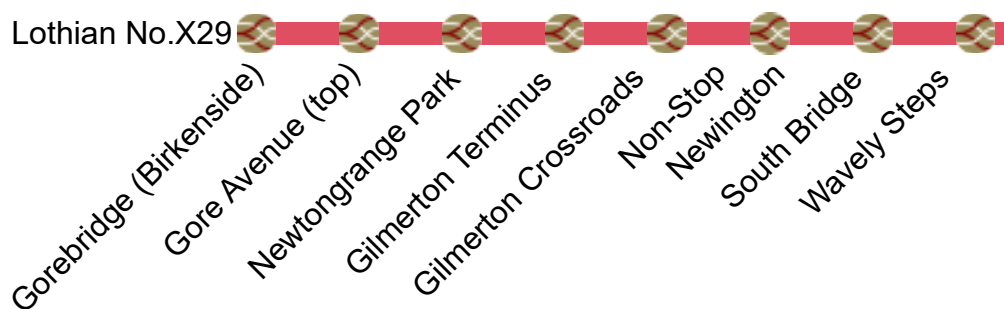


Lothian No.48



Lothian Buses Express Buses

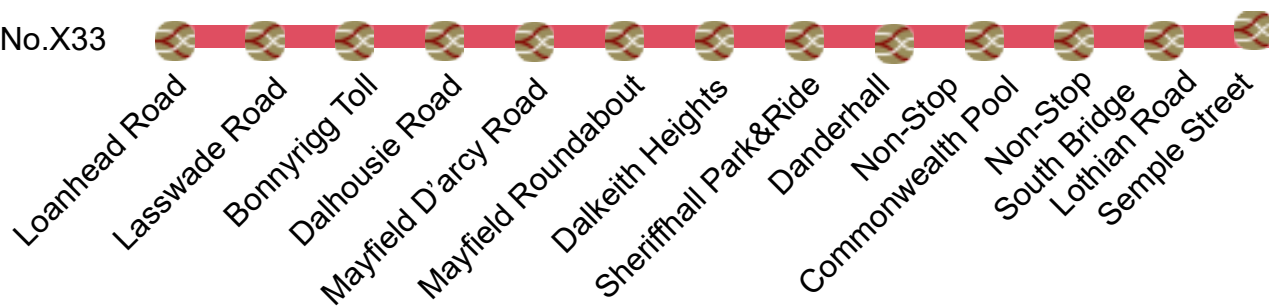
Lothian No.X29



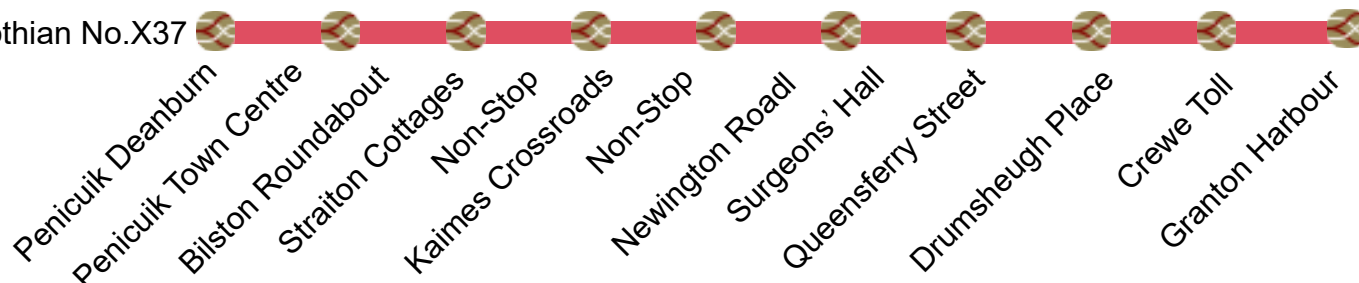
Lothian No.X31



Lothian No.X33



Lothian No.X37



Night Buses.

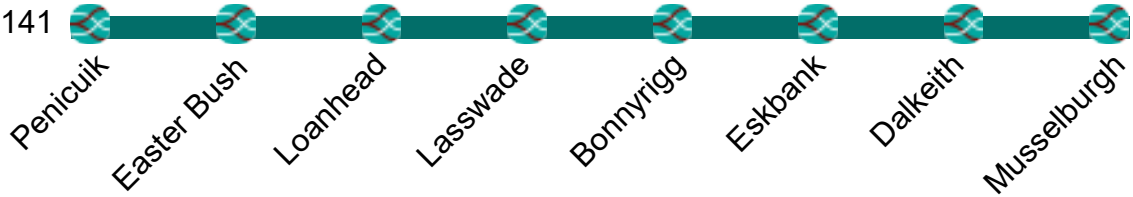
Lothian Buses also run Night Buses. The N3, N31 and N37 serve Midlothian. For times please visit www.lothianbuses.com/timetables/

East Coast Buses In Midlothian

East Coast No. 140



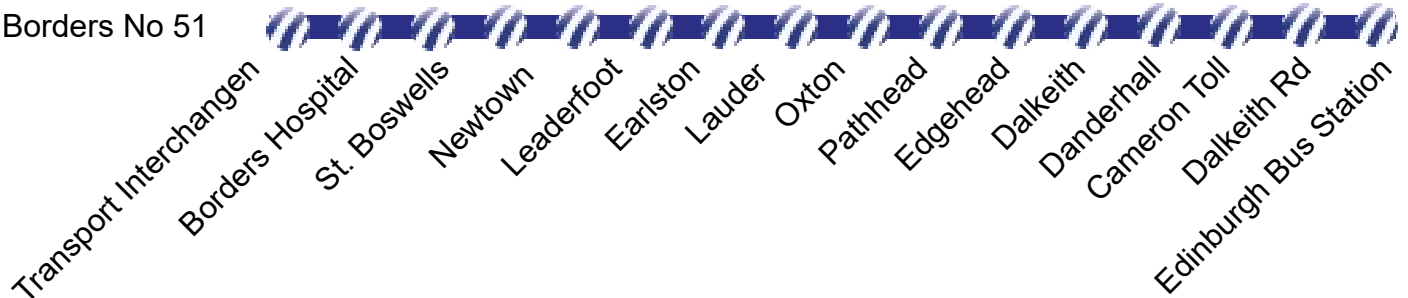
East Coast No. 141



Borders Buses In Midlothian

Borders Buses. For time tables please visit www.bordersbuses.co.uk

Borders No 51



Borders No X95



Borders No X62



Outwith Bus Operators control

Roadworks cause delays including buses, Drivers are required by law to take a break after a given time (Usually 5.5 hours). Being stuck in traffic may exceed the drivers allowed time, if an alternative driver cannot be located then the bus maybe cancelled.



Prentice of Haddington In Midlothian

Prentice Of Haddington: For times please visit  :www.prentice.info/

Prentice 111/ 111A              

Haddington
East Lothian C.H.
Longniddry
Seton Sands
Port Seton
Prestonpans
Whitecraig
Musselburgh Police
Musselburgh Tesco
Old Craighall
Millerhill
Newton Village
Danderhall
Edmonstone Rd
Royal Infirmary

Midlothian Council are running a free trial bus twice daily Number 800 between Pathhead and Penicuik.

Timetable <https://www.travelinescotland.com/timetables?serviceId=MIDL%20800&direction=IN-BOUND&servicesHeader=>

Buses and Trains at Midlothian Community Hospital

East Coast Buses 140/141 and LCTS R2 and R4, all stop at bus stops on Eskbank Road from where there is step-free access to the hospital main entrance.

Walk south from the hospital main entrance and join the footpath that runs from Bonnyrigg to Eskbank Station. Turn East and the path crosses the A7 via a footbridge that leads to the bus stop at Tesco and Eskbank Station. **NOT RECOMMENDED FOR WHEELCHAIRS.** Alternatively take East Coast Buses 140/141 and change at Tesco for Lothian Buses 29 and LCTS R2, R4 and Eskbank Rail Station. A longer walk to Eskbank Toll for Lothian bus 3 and Borders Buses X95.

Buses To and From Edinburgh Royal Infirmary

There is a six bay bus hub on the southern side of the ERI between the hospital and the Bio Quarter. Two bus services link the ERI with parts of Midlothian. If you live in Bilston, Bonnyrigg, Lasswade, Loanhead, Penicuik, Roslin, Roswell areas you will be required to change bus at Lady Road.

Lothian Buses 37A, Early morning and evening to and from Penicuik;
Lothian Buses 39A, Early morning and evening to and from Rosewell;
Lothian Buses 48 to Dalkeith, Mayfield, Newtongrange & Gorebridge;
Prentice 111 to Danderhall, Newton Village, Millerhill, East Lothian Community Hospital.

Other bus services run from the ERI Hub giving a choice of links from Midlothian via the ERI to points across Edinburgh and beyond.

Lothian Buses 7 to Newhaven
Lothian Buses 18 to Airport
Lothian Buses 33 to Wester Hailes
Lothian Buses 49 Fort Kinnard Via Leith

Two services do not enter the ERI grounds, but call at bus stops on the Old Dalkeith road:
Borders Buses 51 – Edinburgh to Dalkeith, Pathhead, Lauder & Jedburgh/Kelso;
Borders buses **X95** – Edinburgh to Newtongrange, Galashiels, Selkirk, Hawick & Carlisle.

Buses To and From Edinburgh Western General

One bus stops within the grounds of the Western General Hospital the

Lothian Buses 38 [Granton-WGH-ERI]

Other services call at bus stops on Crewe Road South. 29,37 and 47 buses services link the WGH directly with parts of Midlothian

Lothian Buses 19 to Granton Square

Lothian Buses 24 to West Granton
Lothian Buses 29 to Gorebridge
Lothian Buses 37 to Penicuik Deanburn
Lothian Buses 47 to Penicuik Ladywood

Lothian Buses 8 to Muirhouse
Lothian Buses 24 to West Granton
Lothian Buses 38 to Granton via WGH
Lothian Buses 48 to Musselburgh
Lothian Country X40 to St John's Livingston
Lothian Buses 19 to King's Road
Lothian Buses 24 to ERI
Lothian Buses 29 & 37 to Silverknowes

Buses to and From East Lothian community Hospital

NHS Lothian are sending patients to East Lothian Community Hospital as it is only 13 miles from Dalkeith, about 25 minutes by car, by public transport about 1 hour and 15 minutes and requires a minimum of two buses. Prentice 111 is the only bus that enters East Lothian Community Hospital.

Prentice 111 Danderhall, Newton Village, Millerhill, to East Lothian Community Hospital.

Alternative routes

Train to Brunstane then East Coast Bus X7 to Letham Drive at Knowes Road, Haddington, Then an approximately 8 minute walk, Via Station Court, Not suitable for people with mobility issues, Alternative longer route take Letham Drive > Station Road > Beaachwood Road > Hospital Road take Prentice 111 to Hospital.

Bus or Train to Newcraighall then East Coast Bus 106 to Letham Drive at Knowes Road, Haddington, Then an approximately 8 minute walk, Via Station Court, Not suitable for people with mobility issues, Alternative longer route take Letham Drive > Station Road > Beaachwood Road > Hospital Road take Prentice 111 to Hospital.

The footpath in Hospital Road is on a raised section with no access for Wheelchairs or Scooters.

Address

**East Lothian Community Hospital
Alderston Road
Haddington
East Lothian
EH41 3PF**

Buses to and From West Lothian St Johns Hospital

NHS Lothian are sending patients to West Lothian St Johns Hospital as it is only 21 miles from Dalkeith, about 45 minutes by car, by public transport about 2 hour and requires a minimum of two buses. Lothian Country X40 bus enters West Lothian St Johns Hospital.

Lothian Country X40 Royal Infirmary > Ferniehill Avenue > Westside Plaza > Hermiston Park&Ride > West Lothian St Johns Hospital.

Alternative routes

Bus to Princes street at waverly steps > Lothian Bus 25 towards Heriot Watt > Calder Road at Calder view > **Lothian Country X27** > West Lothian St Johns Hospital.

Bus to Lothian Road Usher hall > walk to the Exchange bus stop West Approach Road > **Lothian Country X27 or X28** towards Bathgate

St Johns Hospital
Howden Road West
Howden
Livingston
West Lothian
EH54 6PP

Patient Transport

The Patient Transport Service takes patients who have a medical or mobility need to and from their pre-arranged hospital appointments, or for their admission and discharge to hospital.

Do I qualify?

Having a healthcare appointment does not mean that you will automatically be provided with ambulance transport. This service is available for patients whose medical or mobility needs prevent them from travelling independently and who require the assistance of ambulance staff during the journey.

To Check Eligibility

You can now phone the Scottish Ambulance Service direct ☎ :0300 123 1236
You will be asked a few questions to see if you are eligible for patient transport and to ensure that the correct transport is booked, according to your needs. Our standard accepted appointment times are 09:00 hrs. – 15:00 hrs. Monday to Friday.



If you are hard of hearing, deaf or speech impaired, you can contact the Service through Contact Scotland BSL

We really need to know if you no longer need ambulance transport,. If you need to cancel a journey which has been booked, please call ☎ 0300 123 1236 (option 2)

For more information please visit the Scottish Ambulance Service web site at: : www.scottishambulance.com/

Scottish Ambulance Service do not service All Clinics

There are a number of hospitals where we do not have an agreement to take patients to certain clinics. These are usually clinics within community hospitals.

We have agreements with the Health Boards in place to service certain clinics, so even though we do take to that hospital, there may be no agreement to take to your clinic. Unfortunately, because the hospital is unaware that you are requesting our transport, they cannot filter out the clinics when sending out your letter, and it is only when you call us that you discover we cannot provide our service. We will advise you to contact the hospital to see if they can help you if this is the case.

Motability Car Scheme

The car must be used by, or for the benefit of, the disabled person including attending any medical appointments they may have. This does not mean that the disabled person needs to be in the car for every journey. In practice, this means that other named drivers in the same household can use the car for shopping, visiting family and other routine activities, so long as the disabled customer will benefit. If you have Motability car you are not entitled for Hospital Transport.-

Long Distance Coaches

Most long distance coach travel have only one space available, To travel on these coaches you have to book at least 36 hours before you travel at present as many things are required to verified. Model and design of your wheelchair, Space availability for through journeys especially if journey requires more than one coach.

It will take some time for the stops long distance coaches service to be redesigned for wheelchair accessibility, which means that long distance coaches are not yet in a position to offer a comprehensive nationwide network of accessible stops. Since stops are operated by local councils long distance coaches cannot currently provide detailed information on their infrastructure. Most of the long distance coaches have switched to online booking system, this puts the onus on the passenger if anything should go wrong. It pays to read the Terms and Conditions thoroughly.

Citylink Scotland	Online Booking	 : www.citylink.co.uk
Ember	Online booking	 : www.ember.to/
Flixbus	Online booking	 : www.flixbus.co.uk/
Housrtion Coaches	☎ 01576 203 874	 : www.houstonscoaches.co.uk/
Megabus	Online Booking	 : www.megabus.co.uk/
National Express	☎ 03717 81 81 81	 : www.nationalexpress.com
Stagecoach	Online Booking	 : www.stagecoachbus.com

 : www.citylink.co.uk/ Citylink Scotland coaches have a safe working limit of 300kg, the combined weight of wheelchair and passenger To chat with the Citylink assisted travel team use the Chat Now function on the website or ☎ : 0141 352 4444

 : www.ember.to/ Ember Coaches the first all-electric, intercity bus service. have a dedicated wheelchair space accessed via a lift at the centre doors. You can reserve a space whilst booking your ticket and we don't need any additional advance notice. To chat with the Ember assisted travel team use the Chat function on the website.



 : www.flixbus.co.uk/ recommend that you contact the local stop operator about the current facilities before your trip. **Flixbus** is a global Bus company with coach links all over the United Kingdom and Europe

 : www.houstonscoaches.co.uk/ Houston's Coaches provide travel to Dumfries and Galloway and the Scottish Borders



 : www.megabus.co.uk/

MegaBus If you use a collapsible wheelchair (max weight 23kg) or mobility scooter and are able to climb the few steps into the bus, we will store your mobility device in the luggage bay. Megabus will accept lightweight mobility scooters for storage and carriage in the coach luggage hold. The mobility scooter must break down into separate parts each weighing no more than 23kg. You or a companion must be able to dismantle and reassemble the mobility scooter for carriage in our luggage hold. Megabus are sorry, we are unable to carry customers seated in mobility scooters.

 : www.nationalexpress.com/assisted-travel ☎ :03717 81 81 81 It isn't a requirement to book your assistance in advance but it will help us to provide your assistance and ensure you

have the best possible experience with National Express and ensure the wheelchair is compatible and combined weight is within the limit. Some stops might not be suitable for wheelchair users.

 : www.stagecoachbus.com/ Stage Coach Step-Free Access: Designed for wheelchairs, prams, and mobility scooters. Journey Assistance Cards available through the web site. ☎ : 0345 241 8000



Dial-A-Ride

Dial-A-Ride will take you wherever you want or need to go.

Dial-A-Ride is charged on a mileage basis at £7.25 for the first mile and then £1.25 per mile thereafter. The mileage is calculated 'as the crow flies', i.e. the most direct route.

You will be able to get up to £7.25 off of your first booking.

You need to be registered with HcL to use this service.

Dial-A-Ride bookings, enquiries & info on registration ☎ : 0131 447 9949

Register online at  : www.hcltransport.org.uk/

Ring & Go.

The Ring & Go scheme, a demand responsive taxi service for communities affected by the withdrawal of regular bus services, is continuing as normal..

Ring & Go

Midlothian Council funds a Ring & Go taxi service to communities that have been isolated following the withdrawal of regular bus services. Ring & Go taxis run only when booked by the scheme members. The Council agrees a contract price for each taxi run. Users pay a fixed rate per journey, and the Council tops up the payment to the agreed contract price. National Entitlement Card bus passes are not valid for use on Ring & Go. Five schemes operate in Midlothian Operated by Swift Taxis. ☎ 0131 660 5000..

Scheme	Single Fare price	Operator	Area Covered
Auchendinny	£2.00	Swift Taxis	Milton Bridge - Penicuik
Cousland	£2.00	Swift Taxis	Dalkeith
Cousland	£3.50	Swift Taxis	Pathhead
Howgate	£2.00	Swift Taxis	Loanstone - Maybank - Penicuik
Pathhead -	£3.70 Single £6.70 Return	Swift Taxis	Edgehead-Whitehill,-Dalkeith

You must live in an eligible postcode to qualify to apply online, for more information visit

 : www.midlothian.gov.uk/info/200280/travel_passes/551/ring_and_go

Travel Permits and Passes Team,

Fairfield House,

8 Lothian Road, Dalkeith, EH22 1DN.

Contact Travel Permits and Passes Team ☎ 0131 561 5455,

Email:  ptu@midlothian.gov.uk

Established in 2016, Vector24 is a Scottish charity who provides free holistic transport support and intelligent signposting to all members of the Armed Forces Community, Merchant Navy and Seafarers, including family members and dependent adults and children across the whole of Scotland.



What we provide...

At Vector24, we provide more than transport – we offer tailored, compassionate support to ensure no veteran, serving personnel, or their family faces the barriers that life can throw in their way.

Every journey we undertake is bespoke, designed around the unique needs of each individual we support. Whether it's helping someone attend a critical hospital appointment, reach a mental health session, or simply reconnect with loved ones to combat loneliness, we make it personal. We listen, we care, and we act.

Who is eligible?

We provide support to serving members of the armed forces community, veterans, merchant navy personnel, seafarers, and their families, including dependent adults and children. Our services are designed for those who are unable to use public transport or where statutory services are unavailable or unsuitable.

Public Facing Service Description

We provide non clinical transport support to individuals attending medical or wellbeing appointments. Our drivers do not provide medical treatment or clinical supervision. Our vehicles are standard road cars and are not adapted or equipped for patient transfer, we have one vehicle that can accept a wheelchair. This is not a regulated patient transport service.

 : <https://vector24.co.uk/>
 : 0141 266 6000
 : bookings@vector24.co.uk

New Haig House,
66 Logie Green Rd,
Edinburgh EH7 4HQ



Midlothian Taxi Companies

Bonnyrigg

555 Taxis		☎ : 07999 555481
Bonnyrigg Taxis		☎ : 07761 075528
PJ's Cabs & Kabs		☎ : 0131 654 0154
Town & Country ♿	1 wheelchair vehicle available. Advance booking Required.	☎ : 0131 660 2666 ☎ : 0131 663 2666
Tooters Travel		☎ : 0131 660 3452

Dalkeith

1212 Taxis ♿	1 wheelchair vehicle available. Advance booking Required.	☎ : 0131 654 1212
Abbey Cabs	📧 : www.abbeycabsdalkeith.co.uk/	☎ : 0131 357 7444
Academy Cabs		☎ : 0131 454 9444
Aerial ABW Cabs ♿	28 wheelchair taxi cab vehicles. Advance booking Required. 📧 : aerialabwcabs.co.uk/	☎ : 0131 663 2000 ☎ : 0131 663 3232 ☎ : 0131 663 9666
Freewheeler Taxis		☎ : 0131 660 3880
Midlothian Private Hire		☎ : 0131 333 3000
Soave Minibus Hire		☎ : 0131 237 5871

Gorebridge

D & D Private Hire ♿	1 wheelchair vehicle available. Advance booking Required.	☎ : 01875 820477
Gore Cabs	Carry a small step to assist people getting in and out of minibus.	☎ : 01875 822233

Loanhead

Chauffeur Drive ♿	📧 : www.chauffeur-drive.net/	☎ : 0131 608 6027
Fountain Private Hire ♿		☎ : 0131 440 1688
I & M Taxis Ltd		☎ : 0131 440 0362
Pentland Private Hire		☎ : 0131 215 1000

Newtongrange

Grange Cabs		☎ : 01875 825900
Swift Taxis ♿	1 wheelchair vehicle. Midlothian Council Ring & Go services 📧 : swiftprivatehire.co.uk/	☎ : 0131 660 5000 ☎ : 0131 654 1004 ☎ : 0131 660 1031

Penicuik

Call-A-Car		☎ : 01968 679999
FM Transport	📧 : www.edinburghairport-taxis.com/	☎ : 01968 677370
G.B. Taxis		☎ : 01968 676677
JC Taxis		☎ : 01968 676161
Penicuik Taxis ♿	www.penicuik.taxi/	☎ : 01968 675 484
Rabs Cabs	rabscabs.com/	☎ : 07541 256 473
Simons Taxis		☎ : 01968 672229

Edinburgh

All Edinburgh cabs charge a surcharge when they leave the Edinburgh District boundary.

Central Taxis ♿	All Taxis wheelchair accessible. 📧 : www.taxis-edinburgh.co.uk/	☎ : 0131 229 2468
City Cabs ♿	All Taxis wheelchair accessible. 📧 : www.citycabs.co.uk/	☎ : 0131 228 1211

Key: ♿ Can carry one wheelchair please specify when booking. Important

The Borders Railway

The railway operates a half hourly service between Tweedbank and Edinburgh Waverley. Edinburgh Waverley connects to the rest of the rail network.

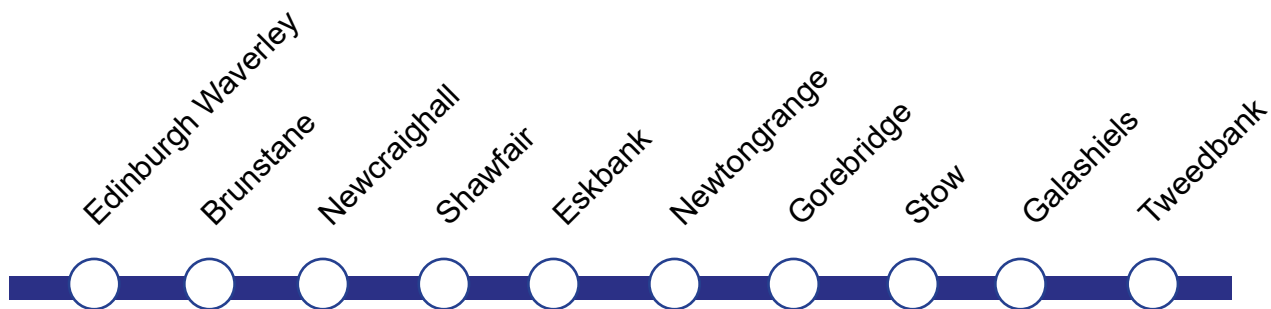
Tickets can be bought in advance from  : www.scotrail.co.uk, by calling the ScotRail Telesales team on ☎ : 0344 811 0141 between 0700 and 2200 hrs, seven days a week.



Disabled Assistance: If you would benefit from a little extra help when using the trains, you can arrange disabled assistance by advising ScotRail at least 2 hours if travelling solely on a ScotRail service or 24 hours if travelling wider on other train services:

- Calling ☎ : 0800 046 1634,
- Calling Textphone: 📞 18001 0800 046 1634 if you are hard of hearing,
- Completing an online assistance request form on  : booking.passengerassistance.com/
- Making arrangements with a member of staff at Edinburgh Waverley railway station.

On the trains



Passenger Assist Midlothian Stations

All are unstaffed, but on-board staff should have been notified if you have booked. If you get to a station but haven't booked assistance, you can use the Help-Point phone on the platform so the on-board staff can be alerted to your presence. There are ticket-machines on the platform at all the stations – if you are at Shawfair and the machine is on the opposite platform, don't worry – the conductor can issue a ticket on the train.

Most services in Scotland are operated by ScotRail. If you require assistance getting on to the train, or from the station door to the platform, or with luggage you can use Passenger Assist. Other train companies similarly participate, if using other services you merely have to make one Assist booking. 24 hours notice is required to fulfil your request. However, if your journey is exclusively by ScotRail, you can now book up to 2 hours before travelling. Assistance maybe available without booking but cannot be guaranteed.

Passenger Assistance App is available from the Google Play store or the App Store. After booking your train tickets in the usual way, simply search for your journey in our app or on our website, select your access needs and submit your request. We will send your assistance request straight to the train company, who confirm the request and provide the assistance. You will receive a journey confirmation email. Passenger Assistance puts you in control of your journeys. Create a secure profile of your access needs and save it for future journeys - so you can request assistance in just a few taps.

ScotRail Train Types (as they affect wheelchair users)

Note: Chairs larger than the reference chair may be refused or be larger than can get into the spaces. You can never be sure what model will be used for any one journey.

LNER

A handful of our trains have a slightly different seating layout with the wheelchair space and accessible toilet being located in First Class rather than Standard. If you have reserved a wheelchair space on one of these trains, or require a wheelchair space and one is available, we'll upgrade you to the First Class on the train for free. Our teams at the station can advise what type of train you are due to travel on.



Disabled Persons Railcard

If you are a disabled person and find travelling by train difficult you might qualify for the Disabled Persons Railcard. The Disabled Persons Railcard allows you to get 1/3 off most rail fares throughout Great Britain. If you're travelling with an adult companion they also can get 1/3 off their rail fare. It costs £20 for a one-year Railcard. £54 for a three-year Railcard.

Apply online at www.disabledpersons-railcard.co.uk/

Email: railcardhelp@nationalrail.co.uk

Tel: 0345 605 0525

Minicom/Textphone: 0345 601 0132

Letter: National Railcards

PO Box 10776

Ashby-de-la-Zouch

LE65 9FA



National (Scotland) Concessionary Travel for Blind Persons

This card is available for travel by blind persons. It should be in the style shown below, with an 'eye' symbol next to the C.

Card Holders may travel Free of Charge in Standard Class accommodation (no ticket to be issued) on the following services at any time:-
All train services within Scotland and as far as Carlisle and Berwick upon Tweed, by all operators.
To apply see National Entitlement Card section page 4



Veterans Rail Card

Sample of a Veterans rail card. Scottish veterans can now benefit from a new rail card which not only allows a 34% discount on travel but also sees an introductory discount

scheme.

The veterans rail card being introduced for purchase from today, initially priced at £21 per year, allows holders to travel across the country at reduced fares.

To apply for a veterans rail card go to  : www.veterans-railcard.co.uk/where-to-buy/ to buy online or to download the application form from  : www.veterans-railcard.co.uk/where-to-buy/ and click the application form in the by post section.



The Blue Badge Scheme

The Blue Badge Scheme provides parking concessions nationally and across Europe for people with a permanent and substantial disability, whether that person is the driver or a passenger. The holder of a Blue Badge is permitted to park in areas normally subject to restrictions and benefits those who are unable to walk great distances.

Online application is done via  www.mygov.scot/apply-blue-badge. You will be able to enter personal details and scan in required documentation. You will need **electronic copies** of your award, passport/driving licence, proof of address and a passport size photograph and answer an array of questions including your National Insurance number and arrange payment by credit/debit card.

Brand new applicants for a Blue Badge can apply either online or by paper application form. If you use the printed form, you can return the completed form [with one colour passport-style photo with your name printed on the back] along with the supporting documents into any Midlothian library or post to Blue Badges

Fairfield House
8 Lothian Street
Dalkeith EH22 3AA

After we receive your application, we will call you for payment by credit/debit card



If the Blue Badge has been lost or stolen, this fact must be reported to Police Scotland. Contact a local police station or Phone ☎ 101. You will be required to make a statement. The Police will give you a reference number to be quoted on the form. The Blue Badge is a legal document. Should it reappear you must inform the police, do not use the rediscovered Blue Badge as it is no longer valid. If your Blue Badge has been damaged, it **must** be handed in with the form.

Use a Change of Circumstances form to advise of any changes in your personal details, from a change of address, to a change of name [getting married or divorced.] Please use this form as soon as the circumstances change – do not wait until you need a Blue Badge renewal. Complete and return the form to the Travel Permits and Passes Team to update records for your Blue Badge, Bus Pass and Ring & Go.

TO CHECK IF YOU ARE ELEGIBLE

 : www.midlothian.gov.uk/xfp/form/307

You may be invited to an “Independent Mobility Assessment” with a medical professional appointed by the Council. Assessments do not involve any physical examination. The applicant can take a spouse or companion with them for support.

You will receive a letter from the Travel Permits and Passes Team giving you a date and time to attend the assessment. If you cannot make the appointment, please let the Travel Permits and Passes Team know as soon as possible as they may be able to offer your time slot to someone else. A couple of assessment sessions are held each month and most applicants are seen within four to six weeks.

The Medical Professional will decide to accept or reject the application. You will be notified of the result by the Travel Permits and Passes Team by email, phone or letter. If your application is accepted, you will need to make arrangements to pay the £20 Blue Badge fee. If the application is rejected, you will be advised of the appeal procedure if you are unhappy with the outcome.

Blue Badge scheme to include those with a Mental Disorder or Cognitive Impairment by the Scottish Government in 2019 is constantly being reviewed. Use the separate form for this Blue Badge which is available at all Midlothian libraries, main Council offices. Assistance in filling out the Blue Badge scheme forms can be obtained from Citizens Advice Bureau

Midlothian Council Travel Permits and Passes Team
Fairfield House
8 Lothian Street
Dalkeith EH22 3AA

maybe able to send out this application form,

☎ :0131 561 5455 or ✉ :ptu@midlothian.gov.uk

A Word from Edinburgh Trams

We want as many people as possible to be able to use our trams in safety and comfort. All our trams have dedicated wheelchair spaces. If there is no wheelchair user occupying or requiring to occupy a wheelchair space, other passengers including those travelling with a buggy or with bulky luggage may occupy a wheelchair space. Any passenger using a wheelchair space must vacate that seat if requested to do so by a Company official.



Our trams have certain seats which are designated as 'priority seats' and are intended for use by those passengers who are less able to stand throughout their journey. Any passenger using a 'priority seat' must vacate that seat if requested to do so by a company official.

Travelling as a wheelchair user or with a wheelchair user

All of our trams have dedicated wheelchair spaces. These spaces are designed for wheelchairs which are no bigger than 700mm wide, 1200mm long and 1350mm high.

Mobility scooters on tram

Customers are able to travel with certain mobility scooters on our tram services. To ensure the safe operation of mobility scooters, a permit scheme is in place. There are two disabled priority bays per tram and carriage of mobility scooters is at the discretion of on board staff. If you hold a valid Scottish National Entitlement Card (SNEC) or a Disabled Person's Blue Badge parking permit you are eligible to apply for a permit. If you are unsure and would like to check if you qualify, please contact Customer Relations on ☎ 0131 338 5780.

To ensure the safe operation of mobility scooters, a permit scheme will be introduced - applications can be downloaded ✉ : edinburghtrams.com/sites/default/files/2019-11/Scooter_Application_Form_2018_ONEPAGE_ONLINE_OB120117v3_ELECTRONIC_FORM4.pdf

The form should be completed and returned to ✉ : customer@edinburghtrams.com

- Class 2 mobility scooter only,
- Maximum 1,000mm long and 600mm wide,
- Maximum 1,200mm turning radius.

Upon successful assessment of your mobility scooter your permit will be processed and posted directly to your home address free of charge within 10 working days. The permit will take the form of a pass that should be presented to the Ticketing Services Assistant on board your tram.

Guidance on Using the Tram

There is guidance on how to use your mobility scooter when boarding, on-board, and alighting trams in a safe and easy manner. The guide will show you the best way to manoeuvre your mobility scooter on the tram and the ideal positioning at tram stops and where to park once on board.

Please note that there are only two disabled priority bays per tram, if these are occupied, you may need to wait for the next available tram.

Platform Positioning

When you arrive at the tram stop, look for the wheelchair symbol located in the middle of the platform. Position your scooter near the tile, with your scooter facing onto the track. This will make access onto the tram much easier. For your safety, make sure you are behind the white line.

Due to platform layout it may be difficult to reach the 'open doors' button when the tram arrives. In order to prepare for this, if you are travelling alone, please press the green help point button to contact tram control. Advise them of your location and your destination, and that you wish to board the next tram.

Boarding the Tram

When boarding the tram, please ensure that you are entering through the doors at the centre of the tram displaying the wheelchair symbol – this is the only section of the tram which contains the designated disability priority bays.

Please board safely by driving forward onto the tram. Be aware of other passengers and tram furniture (i.e. seats, grab rails and panels).

Upon entering the tram, please park in one of the priority disabled access bays, ensuring that you are not blocking the gangway. Apply the brake on your scooter. Take extra care when doing this as the tram may now be in motion. Once parked, please have your permit ready for inspection by the tram crew.



Alighting the Tram

When you wish to disembark, please press the stop button prior to the tram stop – this will let the driver know to allow extra time for you to disembark.

Please disembark the tram in a forward motion. For safety reasons, it is strictly prohibited to reverse out of the tram.

Once you are out of the tram, please ensure you keep away from the platform edge. If you need to cross the tracks, remember to look both ways for oncoming trams and listen out for the bell.

Scottish National Entitlement Cards that do not have City of Edinburgh Council as the issuing Local Authority are **NOT valid on tram services**. Scottish Blind Scheme card holders can travel

on the Edinburgh Trams free of charge.

As part of the Scottish Blind Scheme [SBS]. This scheme was created in the year 2000 and applies to blind persons resident anywhere in Scotland including Midlothian. Cardholders enjoy free travel on Edinburgh Trams for themselves. There is free travel for a companion on buses [denoted by the two symbols of an eye and a "+1" on the card], but this companion entitlement does not extend to the other modes.



Tram Network

A 12-week public consultation has been launched on the future development of Edinburgh's tram network.

The proposed new route can be broken down into three main sections:

- Granton to the city centre, If this is the next phase it will complete a loop. This could be Via Roseburn Path or Via Orchard Brae either is expected to be taking passengers by 2042.
- City centre to BioQuarter and Royal Infirmary, If this is to be the next phase it has been proposed it will extend to the North Bridge then onto the BioQuarter and Royal Infirmary. This phase has not been costed or a time line been considered.
- Potential extensions to Midlothian and East Lothian. Is still a long way off

 : www.edinburgh.gov.uk/news/article/14273/council-seeks-views-on-tram-expansion-plans

Is for everyone wanting to engage with this consultation and help to shape the next chapter in the history of Edinburgh's transport.

From Iain, having recently travelled to Edinburgh City Centre, I found the concrete around the tracks breaking up, I was forced to travel in my wheelchair to a place I could cross the tram tracks, I finished my shopping and found repairs had already begun and all the buses being rerouted.

 : **Scotsman Newspaper**, "Cracks in the concrete have been found in 75 places along the route of Edinburgh's tram extension from the city centre to Newhaven."

Alternative Publications

Please like us on Facebook www.facebook.com/forwardmid/ 

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