
Accessibility

We're here to make bus travel simple, easy to use and easy to understand for everybody.

There's plenty of space on our buses for everybody, and all of our drivers are trained to recognise and to help our customers, whatever your individual needs.

Scroll down to find out more about what we're doing to help you with your journey. If you can't find what you're looking for, please contact our customer services team – we'll be happy to help.

Concessionary passes

You can use your ENCTS pass on our buses after 9.30am on weekdays, and at any time on weekends or bank holidays. Metro (soon to be Weaver Network) are responsible for issuing concessionary passes in West Yorkshire – [find out if you're eligible and apply for a pass](#) on the website.

Wheelchairs and scooters

All of our buses are wheelchair and scooter friendly and are equipped with ramps to help you get on and off the bus. Our drivers will always try to ensure that the wheelchair space is kept free for you and will ask other customer to vacate this space if it is required.

Scooters must be up to 1000mm length x 600mm wide and wheelchairs 700mm wide, both with a turning circle no greater than 1200mm.

Many bus stops in West Yorkshire have raised kerbs, which makes boarding our buses easier for everybody.

Buggies on buses

We welcome customers with buggies on our buses, and all of our buses have low floors and ramps to help you get on board. Occasionally, your driver may ask you to fold your buggy or to move to another space if a wheelchair or scooter user needs to use the dedicated space on board. We'd really appreciate your patience and understanding if this happens.

Dogs on board

We welcome dogs on board our buses, including Guide Dogs.