

**Out and about**

# Transport – Buses and coaches

Information not accessible



**RIGHT TO  
PARTICIPATE**

## Useful knowledge

Under the Equality Act 2010, transport must be accessible for all people, regardless of disability. There are special regulations under the Equality Act 2010 that deal with physical accessibility of transport modes; and the discrimination provisions of the Act deal with what happens getting on and off transport and when on it.

If you're discriminated against in transport because of your disability, your complaint would go to the local government in the case of taxis and minicabs, and the provider in the case of buses and trains. For taxis where you know which taxi company you used, you can also complain directly to the taxi company.

## Buses and coaches

If information such as route maps or timetables are not accessible to you, contact the bus company or check their website for alternative formats. This could include bus timetables in large print or braille format, or alternative route maps.

You have the right to ask for a format this is not currently available, and the bus company needs to supply that format for you.

## Useful skills

- Effective communication
- Negotiation skills
- Writing clearly

## Ways to assert your legal rights

1. If you can't access information in the formats currently provided, contact the bus company and, politely but firmly, inform them what format you need the information in.

## You can get more help from

The [Equality Advisory & Support Service \(EASS\)](#) runs a free helpline assisting individuals with equality and human rights issues across England, Scotland and Wales.

- Telephone** • 0808 800 0082
- Text phone** • 0808 800 0084
- Email** • [through websites form](#)