

Imtac Factsheet 9

Using Coaches

What you need to know

- Goldline is the name for coach services between main towns in Northern Ireland
- Many coaches have steep steps
- Most coaches do kneel to help you get on board
- A small number of coaches have ramped access, are low floor and have space for one wheelchair
- Most coaches have access for wheelchair users and others via a lift
- Drivers can only provide limited assistance to passengers but must deploy the ramp or lift if you need it
- Access to the coach at stops can be difficult in rural areas
- Guide and assistance dogs can be taken on coaches

Things to think about

- Check if the coach is accessible
- Can you use other coaches without difficulty
- Think if you might need help to get on and off the coach
- If you think it will help ask the driver to lower the coach
- Check if other aspects of your journey are accessible
- If you need a accessible coach Translink require at least 24 hours notice before you travel



Useful Information

- For more information on Goldline services you should

Contact your local Translink station

Call the Translink call centre

Telephone : 028 9066 6630

You can also use a the Text Relay service to contact Translink via textphone – 18001 028 9066 6630

or go online at www.translink.co.uk

- Translink will provide information on other formats such as Braille or large print if you ask
- You may also want to visit the NI Direct website at www.nidirect.gov.uk

You might want to look at these other factsheets :-

- Transport and Your Rights
- Planning Your Journey
- If Things Go Wrong
- Bus Services Outside Belfast
- Help With Fares
- Advice for Wheelchair Users