

Dorset Bus Passenger Charter

Your guide to what you can expect when travelling by bus in Dorset. Applies to services run by First Bus, Go South Coast (Damory, morebus and Salisbury Reds), South West Coaches and Dorset Community Transport.

Reliable services

- We work to operate services in line with published timetables
- Delays managed and disruption updates provided where available

Clean, comfortable & accessible

- Clean buses and stops
- Wheelchair access and priority seating
- Trained staff and support for passengers with visible and non-visible disabilities

Clear information

- Timetables, journey planning and connection information via Traveline, apps, websites and stops

Simple, fair fares

- Value ticket options
- Pay by cash, contactless or mobile app

Safe journeys

- Safe and welcoming buses for passengers
- Tackling anti-social behaviour

When things go wrong

- Complaints answered within 28 working days (2-day acknowledgement if more time is needed)
- Compensation, reimbursement or alternative travel arrangements will be considered in line with operator customer policies
- If not resolved, you can contact Bus Users UK for independent review

Please help us by

- Respecting drivers, staff and other passengers
- Reporting any damage to buses or stops
- Giving priority to wheelchair users and pushchairs
- Having your fare or pass ready
- Ringing the bell in good time for your stop
- Avoiding anti-social, threatening or abusive behaviour
- Please remain seated until the bus has come to a complete stop

Review & accessibility

This Charter forms part of Dorset's Enhanced Partnership and supports the Bus Service Improvement Plan (BSIP). It is reviewed annually and updated following consultation. Accessible formats available via busbackbetter@dorsetcouncil.gov.uk.

Contact details

Dorset Council
busbackbetter@dorsetcouncil.gov.uk

First Bus
firstbus.co.uk/help-support/contact-us

Go South Coast
morebus.co.uk/customer-support
salisburyreds.co.uk/contact

South West Coaches
southwestcoaches.co.uk/contact-us

Dorset Community Transport
ectcharity.co.uk/contact

Dorset Council

first bus

Damory Part of GoAhead

more Part of GoAhead

South West Coaches

DCT Dorset Community Transport
Making journeys possible