

ALNWICK BUS STATION
LOCAL BUS OPERATORS CONDITIONS OF USE

Introduction

Arriva Northumbria aims to provide a safe and pleasant environment for all users of Alnwick Bus Station including, customers, staff, operators and tenants. In order to achieve this, Arriva Northumbria seeks the full cooperation of all Operators and their employees.

The Conditions of Use, set out below, constitutes the minimum standards required of Operators using Alnwick Bus Station and are designed to ensure the safety of all Alnwick Bus Station users, together with allowing Operators to run services to timetable without undue hindrance or delay.

It is the responsibility of the Operator to ensure that all of their employees and agents who use Alnwick Bus Station are aware of and adhere to these conditions of use.

These Conditions apply to Arriva Northumbria and all Operators that use or propose to use Alnwick Bus Station.

Any future Operators that wish to operate local bus services from Alnwick Bus Station should submit to Arriva Northumbria a request for access in writing to **The General Manager, Arriva Northumbria, Lintonville Parkway, Ashington, Northumberland NE63 9JZ**. Such request must include the following details:

- the full legal name of the applicant, and their PSV licence number;
- the stands, or number of stands requested;
- bus departure times and vehicle size.

Interpretation

In these Conditions these definitions apply throughout (including the Introduction above):

- a. "Arriva Northumbria" shall mean, Arriva Northumbria Limited, a company registered in England, company number 00237558 whose registered office address is at 1 Admiral Way, Doxford International Business Park, Sunderland SR3 3XP.
- b. Alnwick Bus Station" shall mean Alnwick Bus Station, managed by Arriva Northumbria and sited at Clayport Street, Alnwick NE66 1SU.
- c. The term "stand" includes "bay" and refers to a point in Alnwick Bus Station designated for the purposes of picking up or setting down customers;
- d. "Authorised persons" shall be those persons of responsibility designated by Arriva Northumbria, which includes the Directors, Managers, supervisors and Alnwick Bus Station attendants of Arriva Northumbria;
- e. "Operator" means a local bus operator who uses, or wishes to use Alnwick Bus Station for the provision of a local bus service, other than Arriva Northumbria. References to an Operator include both existing and future Operators, unless otherwise specified.

Alnwick Bus Station Opening Hours, Facilities and Layout

1. The normal and holiday operating hours of Alnwick Bus Station are as follows:
 - a. Hours of operation:
 - i. Alnwick Bus Station Passenger Concourse is open 24 hours, 7 days per week.

- b. The total capacity for public service vehicle buses at Alnwick Bus Station is 6 bus stands and up to 2 layover parking bays.
 - c. The general public have access at all times to the covered passenger concourse / waiting areas, situated at the head of each stand and the pathways leading to / from the passenger concourse. There are no public toilets situated within the bus station.
 - d. Operators have access to toilet facilities for their drivers and a rest room at Alnwick Bus Station.
2. Alnwick Bus Station layout is set out in Appendix A to these Conditions.

Arriva Northumbria's Responsibilities

3. Arriva Northumbria will,
- a. Use reasonable endeavours to provide clean and adequate facilities at Alnwick Bus Station.
 - b. Ensure that the interests of customers are given primary consideration when allocating stands.
 - c. Ensure the effective use of departure stands and to this end will not allocate services at departure intervals of less than five minutes.
 - d. Ensure that all Operators are treated in a consistent and fair manner and any dispute between Operators may be brought to the attention of Alan Wilkes General Manager Ashington who will adjudicate on the matter in the first instance.
 - e. Use reasonable endeavours to provide an information service to customers, highlighting all Operators' services either by timetable display frames, destination boards, free-standing display units and or by electronic information signs and displays.
 - f. Use reasonable endeavours to alert the travelling public of any delays or cancellations by means of a public address announcement, electronic display or verbal/written notification, if such information is received by Arriva Northumbria from Operators.
 - g. Ensure that any breach of these Conditions by an Operator and its employees is brought to the Operators attention, in writing where necessary.
 - h. Offer layover bays to all Operators on a "first come, first served" basis.
 - i. Maintain the surfaces of the roads within Alnwick Bus Station and use reasonable endeavours to ensure they are kept clean and in an appropriate state of repair.
 - j. Use reasonable endeavours to ensure appropriate lighting levels, road markings and signage.
 - k. Shall operate Alnwick Bus Station on fair and reasonable terms and without unduly discriminating, (whether directly or indirectly), between Operators or between the Operator(s) and Arriva Northumbria (in its capacity as a manager and user of Alnwick Bus Station).

Allocation and Use of Stands

4. Operators must use only the relevant stands designated by Arriva Northumbria pursuant to these terms for the boarding and alighting of passengers.
5. On receipt of an application from an Operator for an available stand, it will be reviewed by Arriva Northumbria. If there is an available space to use this stand (i.e. no less than a 5 minute window before the next departure) the space will be deemed available for allocation. Where a request cannot be accommodated due to a clash of departure times, Arriva Northumbria will (where possible) seek to offer any available alternatives to the Operator being either an alternative stand, or departures spread over multiple stands (as Arriva Northumbria determines).

6. All vehicles must use the departure stand allocated. Where the allocated stand is occupied, the driver should set down customers at the nearest unoccupied stand at which it is safe to do so. If the vehicle is not immediately taking up customers it should proceed to the layover area until an allocated stand is free. In no circumstances should a vehicle obstruct a stand, or remain on a stand not allocated for its next departure or double-park. No passenger should be allowed to alight or be picked up in any area other than a designated alighting area or stand.
7. Services to a common destination, or following a common route, will be allocated, wherever possible, to the same stand, or, if this is not practicable, to a stand nearby. Preferences to stand allocations shall be first to unaltered, registered services already using the stand and then shall be to the Operator whose registration was first accepted by the Traffic Commissioner and copied to Arriva Northumbria, in accordance with registration regulations.
8. Permission for an Operator to run services at Alnwick Bus Station, allows the Operator to occupy the departure stand for a maximum of five minutes prior to the advertised departure time (the allocated departure period), e.g. an allocated service, destined to depart at 1105 hrs, can use the stand from 1100 to 1105 hrs maximum. Occupation of a stand prior to, or after, the allocated departure period shall not be permitted without prior written permission from Arriva Northumbria.
9. Where there is no other departure scheduled more than five minutes before the advertised departure time, Arriva Northumbria will consider allowing an Operator to occupy the stand for a longer allocated departure period at its discretion. Arriva Northumbria's General Manager must approve this in writing. However, at no time will an Operator be permitted to occupy a stand for longer than five minutes when this may be to the detriment of another service Operator. This includes driver relief time.
10. All scheduled departure times must be observed. Occupation of a departure stand or bay prior to or after the allocated departure period shall not be permitted without prior approval of Arriva Northumbria.
11. Permission to use an allocated stand in Alnwick Bus Station shall be Operator specific and shall be strictly limited to one vehicle per scheduled departure. If non-registered duplicates are required, in order to meet genuine unforeseen demand only, these will be charged as separate departures. Notice of such departures should be given as far as in advance as may be possible, but in any event in writing, to the relevant Arriva Northumbria authorised person within 24 hours thereafter.
12. Departure slots on stands will only be allocated to timetabled services. Arriva Yorkshire will not allocate all departure slots on a particular stand to an Operator, unless that Operator is actually operating with a frequency of every nine minutes or less.
13. Prior to registering a new or amended service with the Traffic Commissioner, the Operator must contact Alnwick Bus Station's General Manager to determine whether the intended service can be accommodated into Alnwick Bus Station's existing schedules and agree a stand allocation. All such information will be treated in the strictest confidence.
14. As a guide additional departures will normally only be permitted from a stand or bay where there is a timetabled interval of at least ten minutes between departures previously allocated to the stand or bay. Successive departures at a lesser interval than five minutes will only be permitted with the written consent of Alnwick Bus Station's General Manager, which will not normally be withheld where the departures concerned are provided by the same Operator or all Operators confirm their agreement to the arrangement. In other circumstances Alnwick Bus Station's General Manager may permit intervals of less than five minutes in order to offer passenger convenience.
15. Services registered as "frequent" will be assumed to be every five minutes for the purposes of charge payments if Operators want sole use of a stand.

Layover Space

16. No vehicle shall be left unattended at any time on a stand or bay, without the express permission of the relevant manager. Vehicles to be left unattended in any other

circumstances must be safely parked at a layover area and may be subject to the payment of the appropriate layover fee. Vehicles should never be left unattended elsewhere in Alnwick Bus Station.

17. There are two layover spaces provided at Alnwick Bus Station.
18. Layover spaces are for the sole use of Operators authorised by Arriva Northumbria to use Alnwick Bus station. Non chargeable use of layover spaces is strictly limited to a maximum period of forty-five minutes.
19. Vehicles may not use layover spaces for longer than forty-five minutes without the written permission of Alnwick Bus Station's General Manager. This will be subject to availability of suitable layover space and the long term use not interfering with the safe operation of Alnwick Bus Station. A charge shall be payable for use of a layover space in excess of forty-five minutes.
20. Arriva Northumbria will not be liable for loss or damage sustained to or from any vehicle left unattended.

Charges

21. The Alnwick Bus Station charges applicable to Operators is a follows:
 - a. **Departure Charge: £0.65 (sixty five pence)**
 - b. **Layover Charge: N/A**
22. The above charges (and any amendments to such charges undertaken in accordance with these Conditions) are calculated in accordance with Part 5, Regulation 5 of The Local Bus Services Market Investigation (Access to Bus Stations) Order 2012 (the "**Order**") and the supporting Charging Methodology published by the Competition and Markets Authority.
23. Arriva Northumbria's scale of charges is issued annually and available on request and use of Alnwick Bus Station shall be chargeable in accordance with this scale. Annual reviews on the level of charges will be effective normally from 1st January of each year. Arriva Northumbria reserves the right to review the level of charges at lesser intervals. Arriva Northumbria will give at least twenty-eight days' notice of variation of charges to Operators.
24. Operators must inform Arriva Northumbria's General Manager of any occasional use of Alnwick Bus Station not previously notified. Any occasional use will incur additional charges.
25. All timetabled departures on services of Operators will be automatically charged by invoice and be liable for the applicable Departure Charge and/or Layover Charges. All invoices for Departure Charges and/or Layover Charges shall be due for payment within 30 days of receipt by the Operator. Operators who undertake to make payments on the basis of periodic statements must do so promptly and not more than 30 days after the end of the period covered. Failure to do so will result in the withdrawal of the credit facility and payments will required in advance in order for Alnwick Bus Station facilities to continue to be provided.

Access to and Egress from Alnwick Bus Station

26. All vehicles should enter and leave by the appropriate designated entrances and exits, following the traffic management system within the site. Alnwick Bus Station is Drive-In-Reverse-Out (**DIRO**), Operators must instruct their employees to follow the assessment and guidance set out in **Appendix B**.
27. No Operator's vehicle shall be brought into Alnwick Bus Station unless that vehicle is operating a scheduled departure or is an Operator's maintenance vehicle attending a disabled vehicle. Un-authorized parking of private vehicles belonging to Operators' employees is strictly prohibited. Any car parking spaces at Alnwick Bus Station are strictly for use by personnel authorised by Arriva Northumbria.
28. Arriva Northumbria reserves the right to refuse entry to the Alnwick Bus Station for services where changes have been made to these services outside of agreed service change dates.
29. No repairs to vehicles will be allowed on Alnwick Bus Station except minor repairs to damaged vehicles to maintain a safe departure from Alnwick Bus Station. Such repairs will

not be allowed on the departure stands. The said affected vehicle should be moved safely to the layover area. In all other cases the vehicle should be towed away. Operators should in all cases inform the General Manager if they require to undertake any repair to their vehicle and gain permission to proceed. Recovery vehicle must have flashing beacons and traffic cones as a minimum requirement and must be parked at the rear of the disabled vehicle to warn other Alnwick Bus Station users of the hazard. The removal of road wheels is strictly forbidden.

30. All vehicles should be driven with the utmost caution, strictly observing speed limits, directional signs, roadway markings, designated pedestrian crossings and other traffic commands. Right of way must be given to pedestrians and reversing vehicles. Drivers must exercise due caution and have regard for prevailing weather conditions.

Environmental Requirements

31. Arriva Northumbria places considerable emphasis on preserving acceptable air quality around its passenger facilities. The running of engines should therefore be kept to an absolute minimum whilst in Alnwick Bus Station, particularly at the departure stands. This will avoid the unnecessary emission of fumes to the detriment of persons and the environment in and around Alnwick Bus Station. Engines must never be left running on unattended vehicles.
32. Smoking is not permitted within the full perimeter of Alnwick Bus Station.
33. Operator's employees must not sweep out vehicles in Alnwick Bus Station except by prior authorisation of Arriva Northumbria, nor are they allowed to use Alnwick Bus Station skips for depositing quantities of rubbish or litter, including free newspapers. Arriva Northumbria cleaners are not permitted to clean buses without permission of the General Manager of Alnwick Bus Station.
34. Any oil or diesel spillage should be reported immediately to the General Manager of Alnwick Bus Station or other authorised persons in order that the spillage may be cleared to prevent accidents. Operators will be required to pay for the cost of clearing up oil or diesel spillages.
35. A water point is provided for the purposes of replenishing radiators only and not for washing vehicles. Operators are responsible for the health and safety of their own employees whilst engaged in checking and/or replenishing cooling systems. The water points do not exempt Operators' employees from their responsibilities of carrying out daily maintenance tasks at their own depots.
36. It is forbidden for Operators' employees using chemical toilets to discard such contents into the drains or gutters in the Alnwick Bus Station. All drivers must use only designated toilet facilities.
37. Fuelling of vehicles must not take place in Alnwick Bus Station.

Repairs and Improvement Work to Alnwick Bus Station

38. Arriva Northumbria reserves the right to carry out urgent repairs, general and planned maintenance to Alnwick Bus Station at any time. Arriva Northumbria will use reasonable endeavours to minimise disruption to Operators, tenants, staff and the travelling public but will not be liable for any compensation, damages, costs or any other claims howsoever arising as a result of such work unless:
 - a. Arriva Northumbria has been negligent.
 - b. Arriva Northumbria has a legal liability for personal injury or death.
39. If maintenance or improvement works are required by Arriva Northumbria at Alnwick Bus Station, Arriva Northumbria will use reasonable endeavours to minimise disruption to Operators' businesses, consulting with Operators where possible. Arriva Northumbria will not be liable for any compensation, damages, costs or any other claims howsoever arising as a result of such work unless:

- a. Arriva Northumbria has been negligent.
- b. Arriva Northumbria has a legal liability for personal injury or death.

Non Standard Vehicles

40. Arriva Northumbria reserves the right to deny access to Alnwick Bus Station in respect of vehicles which do not fall into the category of standard double and single deck or mini buses with front entrances. This paragraph specifically refers to articulated vehicles, centre and rear entrance or open platform buses and coaches with luggage holds. It also refers to left hand drive buses and coaches. Arriva Northumbria will however, endeavour to cater for such vehicles as far as possible but safety will be the principal consideration in any decision.
41. Arriva Northumbria reserves the right to deny entry to any vehicle deemed to be in an un-roadworthy condition.

Accidents, Injury or Damage

42. All accidents (including vehicle with vehicle, vehicle with structure, and vehicle with persons) occurring within Alnwick Bus Station must be reported immediately to the General Manager or other Arriva Northumbria authorised persons. Full details must be confirmed in writing within 24 hours to Alnwick Bus Station's General Manager.
43. Any injury caused by an Operator's vehicle in Alnwick Bus Station shall be reported immediately to the Police and the General Manager or other authorised persons. Full details are to be confirmed within 24 hours in writing addressed to the General Manager, Arriva Bus Depo, Lintonville Parkway, Ashington Northumberland NE63 9JZ
44. Any damage to Alnwick Bus Station, whether of the structure or the carriageway, howsoever caused by an Operator must be reported immediately to the General Manager or other authorised persons and confirmed in writing to the General Manager.

Schools Buses

45. Loading and unloading of school buses is the responsibility of the Operator to whom the contract or licence has been granted. The checking of school boarding passes and other passes/permits is the responsibility of the Operator.
46. School children must only be picked up and dropped off at designated stands. Operator's employees driving school buses should be especially cautious when approaching designated school stands.

Fire Emergency

47. On occasions it may be deemed necessary to evacuate Alnwick Bus Station in the event of a fire. In such circumstances all vehicles should be moved from Alnwick Bus Station and services should commence from the first, en-route passenger pick up point. Spare vehicles should be taken direct to the Operator's depot or to a designated holding area.
48. No one will be allowed to re-enter Alnwick Bus Station until such time that the site has been declared "safe" by the attending emergency services or the General Manager on duty.

Safety

49. Safety is of primary importance within the Alnwick Bus Station. Arriva Northumbria will pursue a policy to achieve this through Operator co-operation. Action will be taken against Operators who fail to operate safely. Initially operators will be contacted and reminded to adhere to Alnwick Bus Station Conditions; further breaches may result in a temporary ban from Alnwick Bus Station and continued breaches may result in a permanent ban from the Alnwick Bus Station as set out in the Breaches section of these Conditions.

50. Operators will not do, or permit their employees or agents to do, anything which may be or may become a nuisance or annoyance or cause danger to Arriva Northumbria, Arriva Northumbria's employees, members of the public, other persons authorised by Arriva Northumbria or any other persons lawfully present in Alnwick Bus Station and shall not interfere with the authorised activities of other Operators using Alnwick Bus Station.
51. All Operator staff and agents must wear high visibility jackets at all times when they are in bus movement areas.
52. All Operator staff and agents must use the designated walkways at all times to get to and from their vehicles and approach buses in layover areas using designated walkways and crossing points only.
53. All Operator staff must adhere to the Alnwick Bus Station Reversing Instructions posted on departure stands instructing all drivers to:-
 - Close the vehicle doors and ensure that all passengers are secure before reversing from the bay.
 - Before engaging reverse gear to ensure that hazard lights and reversing horn are switched on.
 - To de-press the footbrake, engage reverse gear, check mirrors, and around the area before moving off slowly, keeping a sharp look out for moving vehicles and hazards.
 - That if 2 buses are ready to leave at the same time, to allow the bus on the right (facing Alnwick Bus Station) to reverse first.
 - To proceed with caution.
 - Following the guidance in Appendix B below.
54. All lawful instructions to Operators, their employees and agents from authorised persons must be complied with. Operators and their employees are expected to be conversant with any fire, emergency or evacuation procedure specified by Arriva Northumbria's Alnwick Bus Station General Manager and to comply fully with it in the event of an emergency. In emergencies involving damage to life or property all instructions issued by authorised persons must be strictly observed.

Breach and Dispute Resolution

55. If an Operator materially or persistently breaches these Conditions (for example, failure to pay any charges due, repeated failure to obey instructions relating to health and safety), and fails to remedy the breach within 14 calendar days of receipt of written notice from Alnwick Bus Station's General Manager (if the breach is capable of remedy) Arriva Northumbria may suspend the Operator's access to Alnwick Bus Station pending remedy of the breach.
56. Any concerns or issues relating to these Conditions should be addressed in writing in the first instance to Alnwick Bus Station's General Manager who will endeavour to respond within 14 calendar days of receipt. Arriva Northumbria and the Operator shall attempt in good faith to negotiate the settlement to any claim or dispute arising between them out of or in connection with these Conditions, or any written agreement between them which incorporates these Conditions.
57. If the Operator wishes to raise a formal dispute relating to Alnwick Bus Station, these Conditions, or their compliance with the Local Bus Services Market Investigation (Access to Bus Stations) Order 2012 (the "**Order**"), the Operator shall send a written notice to Alnwick Bus Station's General Manager stating that it wishes to initiate the dispute resolution procedure set out in these Conditions. The dispute will be deemed to arise on the date that such notice is sent.
58. Where the dispute relates to any provision of the Conditions, the procedure for initiating a dispute as specified in paragraph 30 above must be complied with by no later than 8 weeks of the date, whichever is later, on which either:
 - a. the Conditions of Use or the disputed amendment comes into effect; or

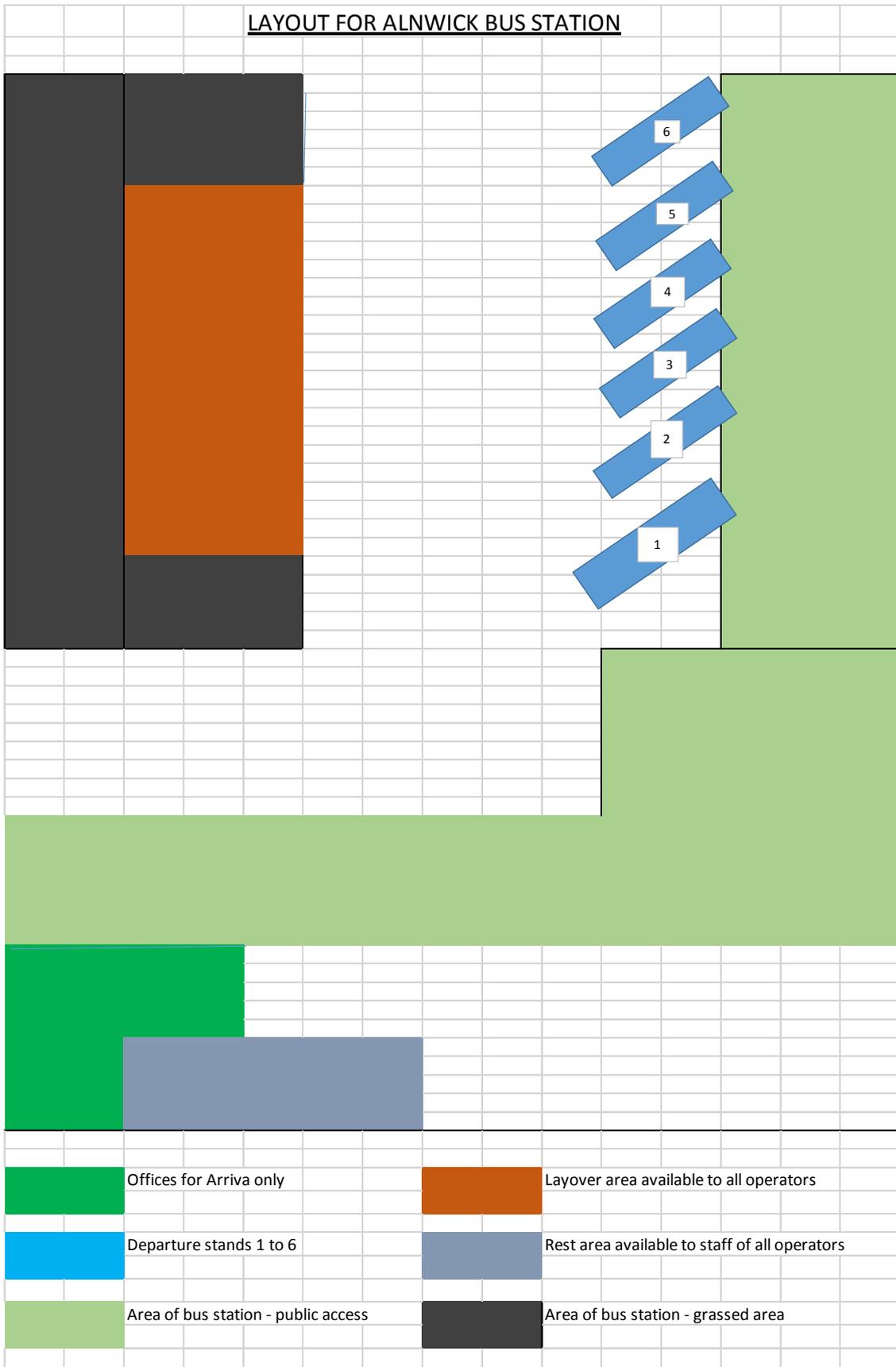
- b. the Conditions of Use or the disputed amendment first applies to the Operator, provided that the 8-week limit shall not apply where the Operator reasonably believes there is a material change in circumstances necessitating a review of any provision of the Conditions.
59. Once a dispute has arisen, senior executives of the parties must meet to seek to resolve the dispute by negotiation in good faith. If the dispute is not resolved within ten calendar days following the date on which it arises, either party may refer the dispute to an independent expert at any time thereafter.
60. The parties shall agree on the appointment of an independent expert and shall agree with the expert the terms of his appointment. The independent expert must have the appropriate skill, knowledge and expertise to determine the relevant dispute. If the parties are unable to agree on an expert or the terms of his appointment within seven calendar days of either party serving details of a suggested expert on the other, either party shall then be entitled to request that the North East Combined Authority (“NECA”) appoint an appropriate expert of repute with suitable experience in passenger transport issues and for NECA to agree with the expert the terms of his appointment.
61. The cost of such independent expert will be shared equally amongst the Operator (or group of Operators, as appropriate) and Arriva Northumbria.
62. The parties will provide the expert with such assistance and documents as the expert reasonably requires for the purpose of reaching a decision. The expert is required to prepare a written decision and give notice (including a copy) of the decision to the parties within a maximum of 50 calendar days of the dispute arising. The expert's written decision on the matters referred to him shall be final and binding on the parties (and, to the extent appropriate, all other Operators using Alnwick Bus Station) in the absence of manifest error or fraud.
63. Until a dispute is determined the Operator shall continue to pay all applicable charges to Arriva Northumbria and shall continue to have access to Alnwick Bus Station.
64. Where a dispute relates to any charge payable to Arriva Northumbria by the Operator, the independent expert may substitute his own assessment of a fair charge where Arriva Northumbria cannot demonstrate to the independent expert's satisfaction that a disputed charge has been calculated on a fair and reasonable basis, without undue discrimination between the Operator and other operators including Arriva Northumbria. If the independent expert substitutes a charge, Arriva Northumbria shall repay any overpayment or the Operator shall make good any underpayment, in both cases including any interest determined by the independent expert, since the date on which the charge was last reviewed and the date of determination of the dispute.
65. If a future Operator is refused access to Alnwick Bus Station, Arriva Northumbria and the future Operator may enter into an interim agreement for access which incorporates these Conditions.
66. A future Operator who has been refused access to Alnwick Bus Station may give notice of a dispute. Upon final determination of the dispute by an independent expert the interim agreement shall be varied (if appropriate) and finalised, or a new written agreement shall be entered into, or the future Operator may terminate the interim agreement. If, and to the extent, appropriate Arriva Northumbria shall amend the Conditions in accordance with the final determination of the independent expert.
67. Arriva Northumbria shall keep and maintain a written record of:
- a. all disputes with Operators, including disputes not pursued under the formal dispute process set out above;
 - b. any action taken to resolve the dispute; and
 - c. the outcome.
68. The written record shall cover the preceding two calendar years, save that in the first year, the written record shall cover the period starting with the date on which the Conditions are first implemented to the end of that calendar year.

69. Arriva Northumbria shall submit such written records to NECA no later than 1 April for each preceding calendar year. Upon written request by the Competition and Markets Authority (the "CMA"), Arriva Northumbria shall submit such written records to the CMA as soon as is practicable. In each case, and notwithstanding any provisions of the Conditions or any other agreement between them and Arriva Northumbria, all Operators agree to such disclosure by Arriva Northumbria without any further notification or consent being required.

Miscellaneous

70. All Operators using Alnwick Bus Station shall have equal access to any facilities provided by Arriva Northumbria for the public. Unless stated otherwise in these Conditions, Arriva Northumbria private areas are strictly out of bounds to all except employees of Arriva Northumbria and the Police or other emergency services.
71. Operators are solely responsible for arranging alternative departure points for the travelling public should there ever be a need to evacuate Alnwick Bus Station.
72. Vehicles must be readily identifiable as belonging to an Operator. In cases where one Operator is using a vehicle belonging to or on behalf of another Operator then the Operator who is using the vehicle must inform the Alnwick Bus Station General Manager.
73. Operators or agents acting on their behalf shall not issue promotional leaflets or material to customers or solicit custom in other ways including, but not limited to, the fixing, display and distribution of posters, timetables, notices or advertisements on Alnwick Bus Station without written permission of the Alnwick Bus Station General Manager.
74. Operators shall indemnify Arriva Northumbria and its officers, servants and agents against any claims for compensation, damages, costs or any other claims howsoever arising out of the Operator's use of Alnwick Bus Station unless:
- (a) Arriva Northumbria has been negligent.
 - (b) Arriva Northumbria has a legal liability for personal injury or death.
75. Operators, their employees and agents must comply with any statutory and legal requirement applicable to them.
76. Arriva Northumbria reserves the right to amend these Conditions as permitted by the Order.

Appendix A – Bus Station Layout



Appendix B

1. Be aware of any pedestrians when entering or leaving the bus station.
2. Park as close to the stand as possible and use kneeling suspension or ramps as required.
3. Use the correct departure stand
4. Look out for pedestrians walking across bus station.
5. Give way to any buses reversing
6. When reversing use hazard lights
7. If two buses are to move off at same time, give way to the bus reversing to the right.