



***Bus Éireann***

**CUSTOMER  
CHARTER**

2021



# Dear Customer,

We are committed to providing you with a comprehensive, quality public transport service through our integrated network, connecting communities throughout Ireland and helping you to connect with who and what matters to you.

Making sure you have a positive experience when you travel is important to us and we continue to work with our stakeholders, including the National Transport Authority, to make your journeys better. In recent years, we have introduced new routes, enhanced existing services and introduced state-of-the-art, higher-capacity vehicles on many routes for your comfort. We are committed to providing a service for everyone in our community and continue to take steps towards making our network fully accessible.

The publication of this Customer Charter is our public commitment to you, showing our promise to provide the quality service you expect. Our performance in meeting our commitments is independently audited and the results are published on our website.

Giving you the confidence to make your journeys with us and encouraging the shift to public transport is central to everything we do. Your ongoing support is appreciated as we continue to help to get Ireland moving again while continuing to improve our services.

Thank you for your valued custom.

**Stephen Kent,**  
**Chief Executive Officer, Bus Éireann**



# Our Customer Charter

This Customer Charter is our commitment to delivering high standards of service. It sets out the standards that you can expect when you use our services and details our approach to helping you if things go wrong.

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With a proud tradition of public service, the Customer Charter supports our commitment to providing our services in line with the Principles of Quality Customer Service for Customers and Clients of the Public Service.

## ACCESSIBLE FORMATS

This Customer Charter is available online in a range of different formats. Please visit [www.buseireann.ie](http://www.buseireann.ie) to view and download the Customer Charter.







## CAIRT CUSTAIMÉIRÍ

Tá ár gCairt Custaiméirí ar fáil i nGaeilge freisin. Tabhair cuairt ar ár suíomh Gréasáin ag [www.buseireann.ie](http://www.buseireann.ie).

# Who we are and what we do

Bus Éireann is Ireland's national bus company. We help people across the country to make over 80 million journeys a year with our fleet of over 1,100 buses and coaches. Our 2,800 employees are here to connect you with who and what matters to you, helping to make life better.

We operate the following services:

 <b>Bus Éireann</b> <b>REGIONAL</b>	Our national bus network, providing a reliable, great value service across the country
 <b>Bus Éireann</b> <b>COMMUTER</b>	Our commuter bus network providing regular connections to and from Dublin and the surrounding area
 <b>Bus Éireann</b> <b>URBAN</b>	Our local bus network, providing fast, frequent connections in and around major towns and cities
 <b>Bus Éireann</b> <b>SPECIAL SERVICES</b>	We operate a number of special services across the year, such as transport for special events
	Our Bus Éireann Regional, Commuter, Urban and Expressway services can be availed of using the TFI Leap Card for payment. Realtime information can also be found using the TFI app
<b>Expressway</b>	Our express, long-distance coach service for fast and comfortable connections across Ireland
	Our services to school for children who live away from their nearest school

We proudly operate our Regional, Commuter and Urban services under Public Service Contracts to the National Transport Authority. Our Expressway services are operated on a commercial basis. The School Transport Scheme is operated during the school term on behalf of the Department of Education and Skills.

## Our commitments to you



### ACCESSIBILITY

We will continue to make our network as accessible as possible for everyone in our community.



### INNOVATION

We will use the feedback we receive from you to look for new ways to enhance the travel experience.



### AVAILABILITY

We will make every effort to ensure that our facilities and services are available as advertised.



### PRESENTATION

We will maintain our facilities, information and signage to keep them clean, well-presented and in good condition.



### CARE

We will deliver our services with due care and attention to the needs of customers and treat you with respect and dignity.



### SAFETY & SECURITY

We will provide a safe and secure travelling environment, free from danger, risk or injury.



### COMFORT

We will provide facilities and services that help you to relax and enjoy a comfortable travel experience.



### SUSTAINABILITY

We will consider the impact on our business, our people, our environment and our customers in everything we do.



### INFORMATION

We will keep you well-informed at all stages of the journey, particularly if things go wrong.



### TIMELINESS

We will focus on getting you to where you want to be on time, every time.

# Planning your travel

If you are thinking of using our services, you can contact us in many ways to plan your journey.

## OUR WEBSITES

We recommend visiting our website at [www.buseireann.ie](http://www.buseireann.ie) for complete travel information at your fingertips, 24 hours a day. You can:

- View and download the latest timetables for your chosen routes
- Learn about our range of tickets and find the best fare for your journey
- Find information about planned changes to your journey for disruption affecting your travel plans
- Access real-time information about services running
- Buy a ticket
- Use our web-form to contact our Customer Service Centre

At our School Transport pages, you can:

- Find out more about the School Transport Scheme
- Apply for School Transport and buy a School Transport ticket

If you are travelling long distance using our Expressway service, you can use our website [www.expressway.ie](http://www.expressway.ie), which provides the fastest way to book an Expressway ticket.

## CUSTOMER SERVICE CENTRE

We are available on the phone at LoCall **1850 836 611** or on **+353 1 836 6111** from outside the Republic of Ireland.

Our staff are available:

- From 7am to 7pm, Monday to Friday (not including public holidays)
- From 8am to 6pm at weekends or on public holidays (not including Christmas Day)

If you call our Customer Service Centre, we make sure that you will be speaking to a member of our team within 60 seconds. Also, if you ask, we have staff who can talk with you in the Irish language.

If you would like to send us an e-mail, you can at [customercare@buseireann.ie](mailto:customercare@buseireann.ie) or you can contact us through our website at [www.buseireann.ie](http://www.buseireann.ie). We aim to respond to all messages within five working days and to give a full response within 15 working days. Also, we will respond in Irish to messages received in Irish.

## SOCIAL MEDIA

You can contact us for travel information on Twitter [@buseireann](https://twitter.com/buseireann). If you tweet us, we aim to respond to you within one hour during the times shown above.

We also post details about our Expressway services on Twitter and on Facebook at [facebook.com/ExpresswayIRE](https://facebook.com/ExpresswayIRE) and about Bus Éireann Regional, Commuter and Urban services at [facebook.com/buseireann](https://facebook.com/buseireann).





## OUR RANGE OF GREAT VALUE TICKETS AND FARES

For our Bus Éireann Regional, Commuter, Urban and Expressway services, we offer a range of tickets to suit your needs.

- **Single** – valid for one single journey on the day of issue or day given on the ticket
- **Day return** – valid for an outward and return journey on the day of issue or day given on the ticket
- **Standard return** – valid for an outward journey on the day of issue or day given on the ticket and a return journey within 30 days of initial travel
- **Family return** – a Standard return fare for family groups of one or two adults and up to three children under 16 years of age. Family returns are available for journeys within the Republic of Ireland only
- **Weekly (10-journey) tickets** – valid for 10 journeys over a 7 day period including the date of issue. An extra day is offered free where a 7 day period includes a bank holiday. This ticket is called a Travel Pass on Expressway.
- **Taxsaver monthly and annual season tickets** – we are proud to take part in the Taxsaver scheme, which allows you to save on the cost of your regular commute to work. For more information, visit [www.taxsaver.ie](http://www.taxsaver.ie)

A fee is charged for bicycles, subject to space being available on board.

We also offer a range of discounted fares for:

- **Children under the age of 16** – Children under the age of five can travel free of charge with a minder. This is limited to one child per paying customer
- **Schoolchildren** – on Urban services in Cork, Galway, Limerick and Waterford
- **Students** – who are in possession of a valid form of ID
- **TFI Leap Card holders** – Adults, children and students using TFI Leap Card travel credit. Visit [www.leapcard.ie](http://www.leapcard.ie) for more details

## ACCESSIBLE TRAVEL

Our Urban services are fully accessible to wheelchair users. You can also travel on some Bus Éireann Regional, Commuter and Expressway services that are operated with wheelchair-accessible vehicles.

Where these services are accessible, there are limited wheelchair spaces on these vehicles so you must contact our Customer Service Centre by phone at least 24 hours in advance to reserve a space. More details about the accessibility of our services are available at [www.buseireann.ie](http://www.buseireann.ie).

We are a JAM card-friendly business. If you have a learning difficulty, autism or a communication barrier, JAM cards tell us that you need 'Just A Minute' in a simple way. For more information or to request a JAM card, please visit [jamcard.org](http://jamcard.org).

## SCHOOL TRANSPORT

The School Transport Scheme supports transport to and from school for children who reside at a distance from their nearest school. School Transport services can only be used by children holding a valid School Transport ticket.

Your child is eligible for School Transport services if they reside more than:

- 3.2 kilometres from the nearest national school for primary school children
- 4.8 kilometres from the nearest education centre for post-primary school children

The nearest location will be determined by us and/or the Department of Education and Skills, with due regard given to language and religious ethos. If your child is not eligible, we may be able to accommodate you, provided there is spare capacity on the service.

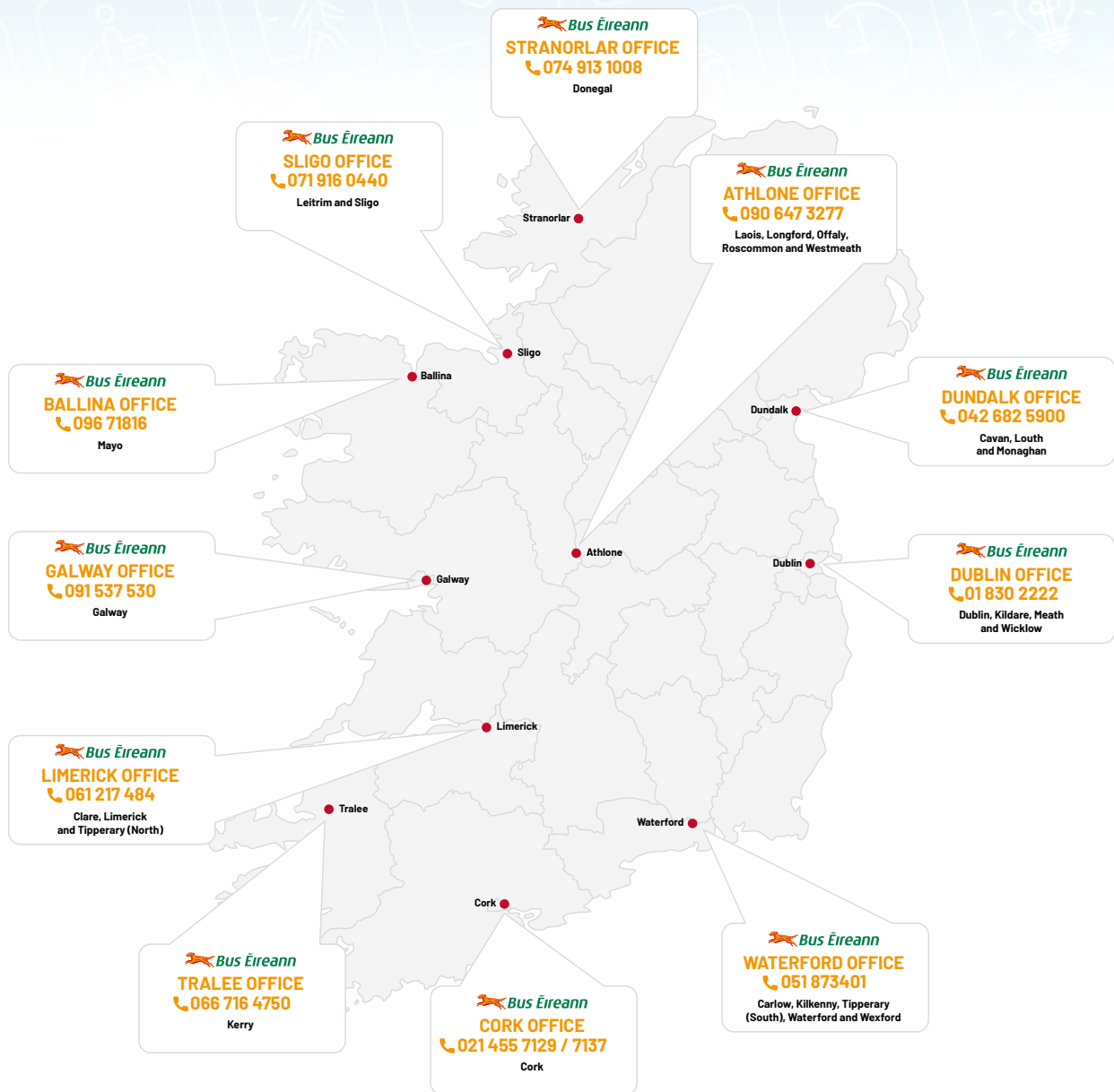
To apply for School Transport for the first time, you should visit the School Transport pages of our website at [www.buseireann.ie](http://www.buseireann.ie). Applications must be made on or before the last Friday in April. Applications made after this date will be subject to seats being available, regardless of eligibility.

An annual charge applies for the use of School Transport. Children who join a service from January onwards pay a pro-rata charge for the remainder of the school year. School Transport Tickets must be paid for by the last Friday in July or you can pay 50% of the charge by this date and make regular payments to clear the balance by the last Friday in November.

School Transport is subject to a suitable service being available in the area. If there is no service available, you may be entitled to receive a remote area grant. More information can be found on the Department of Education and Skills website at [www.education.ie](http://www.education.ie). If you wish to make contact regarding our School Transport Scheme, we recommend that you contact your local School Transport Office. Our teams are available from 09:00 to 17:15, Monday to Friday (not including public holidays).



# SCHOOL TRANSPORT OFFICES





# Getting ready to board

You can join our services in locations across Ireland, either at our bus stations or at one of over 4,000 bus stops.

## OUR STOPS

The majority of our bus stops are clearly identified by a bus stop sign, mounted on a pole or shelter. In some rural areas, buses may stop in a designated lay-by or other on-street location.

## OUR STATIONS

Some of our services operate from stations that we directly manage in the following locations. At some locations, stations and facilities are shared with Iarnród Éireann – Irish Rail.

- Athlone
- Ballina
- Ballyshannon
- Cavan
- Cork
- Drogheda
- Dublin
- Dundalk
- Ennis
- Galway
- Killarney
- Letterkenny
- Limerick
- Monaghan
- Sligo
- Tralee
- Waterford

Bus Éireann staff are available at many of our stations to help you. When you come into contact with a member of our team, you can be assured of a warm welcome.



## OUR TICKET SALES OUTLETS

At some stations, we provide a counter service where you can buy tickets or get help from our staff to plan your journey. These are available in the following locations:

OPENING TIMES	MONDAYS TO THURSDAYS	FRIDAYS	SATURDAYS	SUNDAYS
<b>Ballina</b>	0900-1300 1400-1715	0900-1300 1400-1700	CLOSED	CLOSED
<b>Cavan</b>	0700-1800	0700-1800	0700-1800	0700-1800
<b>Cork</b>	0900-1730	0900-1730	CLOSED	CLOSED
<b>Dundalk</b>	0700-1630	0700-1630	0700-1630	0800-1730
<b>Galway</b>	0900-1300 1400-1700	0900-1300 1400-1700	1030-1630	CLOSED
<b>Letterkenny</b>	0900-1345 1445-1800	0900-1345 1445-1800	CLOSED	CLOSED
<b>Limerick</b>	0900-1300 1400-1730	0900-1300 1400-1730	CLOSED	CLOSED
<b>Monaghan</b>	0700-2000	0700-2000	0700-2000	0700-2000
<b>Sligo</b>	0830-1700	0830-1700	CLOSED	CLOSED
<b>Tralee</b>	0830-1300 1345-1630	0830-1300 1345-1630	CLOSED	CLOSED
<b>Waterford</b>	0930-1645	0930-1645	CLOSED	CLOSED

Ticket sales outlets will remain closed while COVID-19 restrictions are in place.

## BUYING A TICKET

You can buy a ticket at our stations from a ticket vending machine or ticket sales outlet. You can pay for your ticket in euros by cash or card and we provide change. We are unable to sell tickets for School Transport at our stations.

Expressway now offers contactless payment and seat reservation, including seat reservation for DSP Free Travel Card holders and other multi-journey ticket customers. Go to [expressway.ie](https://www.expressway.ie) to purchase tickets and book seats.

## OUR FACILITIES AT STATIONS

Our stations are regularly cleaned and maintained to make sure that you find them perfect condition and free from litter.

We provide the right level of facilities at our stations so you can relax before you travel. Our stations are available at all times when services are due to arrive and depart. However, our buildings and facilities may not be available at less busy times.

We currently offer the following facilities at our stations. In certain locations where stations are shared with Iarnród Éireann – Irish Rail, some facilities may be located within the railway station.

	ATHLONE	BALLYSHANNON	BALLINA	CAVAN	CORK	DROGHEDA	DUBLIN	DUNDALK	ENNIS	GALWAY	KILLARNEY	LETTERKENNY	LIMERICK	MONAGHAN	SLIGO	TRALEE	WATERFORD
Car parking	●			●		●				●	●			●	●		
Cash machine								●						●			
Food & drink outlet	●			●	●		●			●				●	●		
Indoor waiting area	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●
Mobile charging points							●										
Newsagent/Kiosk	●				●		●			●				●			●
Staff available	●	●		●	●	●	●	●		●			●	●	●	●	●
Ticket machines	●	●			●	●	●	●	●	●	●	●		●	●	●	●
Ticket office/ Travel centre		●		●	●					●			●	●	●	●	●
Toilets	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Wifi		●		●	●	●	●	●		●	●	●	●	●	●	●	●

● Facility available at the station at time of publication. Facilities shown may be subject to change.

## SERVICE INFORMATION

Where facilities exist, timetable information for our Bus Éireann Regional, Commuter, Urban and Expressway services are available before you board. Whenever our timetables change, we take steps to make sure that this information is updated and that you are informed about such changes in advance.

At our stations, all permanent signs and pre-recorded announcements are given in Irish and English. If your journey is delayed or disrupted, we will give you as much information as we can about the delay and keep you updated at regular intervals.

Most of our bus stops display a stop number which can be used to find real-time information on [www.buseireann.ie](http://www.buseireann.ie) or [www.transportforireland.ie](http://www.transportforireland.ie) or by using TFI apps. Some bus stops have displays showing live departures and service updates. We are unable to provide live information for School Transport or special services.

## SIGNIFICANT DISRUPTION TO SERVICES

If your journey is cancelled, delayed by more than two hours or there is no space available on departure, you may choose to travel on the next available service at no extra charge. If a service is cancelled during the journey due to a technical problem, we will help you to reach your ticket destination at no extra charge.

If a major disruption occurs to a long distance journey of 250km or more on Expressway services, you can apply for a refund if you bought a ticket in advance and decide not to travel. The following routes are long distance journeys:

### *Expressway*

**22 Dublin–Ballina**  
**30 Dublin–Donegal**  
**64 Galway–Derry**

If you apply for a refund due to disruption to a long distance journey, you are entitled to:

- A full refund of a single or return journey ticket that was not used
- A full refund of a single or return through journey ticket where the outward journey was abandoned in mid-journey due to disruption to a connection
- A proportional refund of a return through journey ticket where either the outward or return journey was abandoned in mid-journey due to disruption to a connection
- A proportional refund of a return journey ticket where the return journey portion was unused.
- A proportional refund of a Weekly (10-journey) ticket where one or more journeys was not made
- A proportional refund of an Open Road Tourist Travel Pass where one or more days was not used

A proportional refund is worked out on the basis of a fare for each disrupted single journey or unused day of travel. The notional fare is worked out as follows:

- **Return ticket** – 50% of the ticket price
- **Weekly (10-journey) ticket (called Travel Pass on Expressway)** – 10% off ticket price

Where a cancellation is due to a major disruption to a long distance journey, no administration fees are charged for refunds of Weekly (10-journey) tickets, Open Road Tourist Travel Passes, Tax saver season ticket or any other ticket valid for a set departure. All other refunds will be subject to the conditions of your ticket and our Conditions of Carriage.

If travelling on a long distance journey from one of our staffed bus stations and your journey time is more than three hours, we provide more support if you are disrupted and are travelling with an Open Road Tourist Travel Pass, Tax saver season ticket or any other ticket valid for a set departure:

- **Snacks and refreshments** – If you have to wait for more than 90 minutes, we will offer you snacks and refreshments suitable to the length of the delay, if we are reasonably able to supply them
- **Overnight accommodation** – If an overnight stay is required, we will offer you accommodation and transport to the accommodation for up to two nights at a maximum rate of €80 per night. This does not apply if services are disrupted for reasons beyond our control, such as severe weather conditions or natural disasters endangering the safe operation of services

# Enjoying your journey

Our fleet of over 1,100 buses and coaches are maintained to the highest standards to make sure that you can travel to your destination in comfort and safety.



## PREPARING TO BOARD

To help you board the correct bus, our drivers will make sure that the route number and destination are clearly shown on the outside of the vehicle.

If you are boarding at the first stop on the route, your bus will normally be available for boarding at least 10 minutes prior to the scheduled departure time.

Our drivers will call at all scheduled stops allowing you to board the bus at your chosen stop. However, we reserve the right not to stop at a location if the driver feels it is not safe to do so, or in the unlikely event that the passenger capacity of the vehicle would be exceeded.

You can be assured of a warm welcome when you board. Our drivers are not only here to get you from A to B, but to provide you with help and information as well as tickets for your journey.

## ACCESSIBLE TRAVEL

If you require extra help when you travel, please ask us when you board. We will help you where we can. We welcome JAM card holders and our drivers will be patient and give you a little more time as you board.

You can travel in your wheelchair on some of our services that are operated with wheelchair-accessible vehicles. For safety reasons, all wheelchairs must fit into the wheelchair space and be safely secured in the wheelchair spaces according to the instructions provided on board. We are able to accommodate wheelchairs up to a width of 0.7m and up to a length of 1.2m which are within the weight limit of our lifts and ramps. Please call Customer Care if you require assistance at LoCall 1850 836 611.

Bus Éireann Urban services are generally operated with vehicles that feature level access and can be lowered to bring the entrance closer to the kerb to allow you to board more easily. Please ask the driver if you would like the vehicle to be lowered.

Some Bus Éireann Regional and Commuter services and Expressway services are operated with vehicles that have lifts. Where the use of a lift is required, the maximum weight is 300kg, including you, your wheelchair and any personal belongings. As there are limited wheelchair spaces on these vehicles, you must contact us in advance to reserve a space. Not all bus stops on these services are accessible so please check before you travel. More details are available on our website at [www.buseireann.ie](http://www.buseireann.ie).

On all other services which are not wheelchair-accessible, we can carry lightweight wheelchairs in the luggage spaces on board, as long as you are able to move from your wheelchair to a seat on the bus. You must make sure that wheelchairs are folded or dismantled before they can be stowed on board.

You can travel with a mobility scooter on our city and town services if you hold a Scooter Travel Pass. To obtain a Scooter Travel Pass, please contact us to arrange an assessment of your scooter to make sure that it is safe to travel.

We can accept Class 1 and Class 2 mobility scooters up to a width of 0.6m and up to a length of 1.0m and with a maximum turning radius of 1.2m which are within the weight limit of our lifts and ramps. We ask that you park your scooter in the designated wheelchair space on board. Also, please place it in gear with the brake on to prevent it from moving during the journey. For safety reasons, the scooter must not obstruct the gangway. Once you have parked your scooter, please take a seat on board. Please do not sit on the scooter while the vehicle is in motion.

We can only accept powered wheelchairs and mobility scooters that are powered by dry cell or gel batteries.





## BUYING A TICKET

For our Expressway and Bus Éireann Regional, Commuter and Urban services, you can buy a ticket from the driver, subject to space being available on board. You can pay for your ticket in cash in euros and we provide change.

If you are travelling with a Free Travel Card or Senior Smartpass issued in Northern Ireland, please show your pass and state your destination. We will issue you with a ticket to travel. The Free Travel Scheme allows you to travel free of charge on all Bus Éireann Regional, Commuter, Urban and Expressway services. You are entitled to apply for a Free Travel Card if you are aged 66 or over or if you get certain benefits or workplace payments. For more information, please visit [www.gov.ie/en/service/9bba61-free-travel-scheme](http://www.gov.ie/en/service/9bba61-free-travel-scheme).

If you travel on Bus Éireann Regional, Commuter and Urban services, you can also use TFI Leap Card tickets or travel credit. Leap Card can also be used on Expressway to purchase single journey tickets. For more details, visit [www.leapcard.ie](http://www.leapcard.ie).

Travel on School Transport services is only available to children already holding a School Transport ticket.

## ONLINE TICKETS

For online bookings for Expressway services, you must present a printed copy of your Online Order or display it on your mobile device to the driver.

For online bookings for Bus Éireann services, you must present a printed copy of our Online Order or display it on your mobile device to the driver. The driver will print a paper ticket for you which must be kept for further travel or inspection.

## FARE EVASION

Fare evasion is a criminal offence that could lead to a fine of up to €1000 and a Court appearance. Random spot checks are carried out without warning on all services to make sure that your ticket is valid for the journey you are making.

A standard fare (penalty fine) of €100 may be charged if you are found not to be in possession of a valid ticket. If you receive and pay a standard fare within 21 days of issue, a reduced charge of €50 will be accepted.

Standard fares can be paid on the spot to the inspector, in person at any ticket sales outlet. They can also be paid by post to our Standard Fares Department or on our website at [standardfares.buseireann.ie](http://standardfares.buseireann.ie), using a debit or credit card.

## OUR FACILITIES ON BOARD

We provide the right level of facilities on board so that you can relax during your journey.

Free wi-fi is available on the majority of our services. Most of our Expressway services also feature reclining seats and charging points for mobile devices.

Our buses are regularly cleaned and maintained for your comfort and safety. You should find your bus clean, in good condition and free from litter. The on-board environment should be comfortable, with the heating, ventilation and lighting working and set to a comfortable level.

As we operate over 20 different types of vehicle, you may notice small differences in design and layout. In some circumstances, we may have to use another vehicle on a route which may offer a reduced level of facilities on board.



## LUGGAGE

You can take one small item of hand luggage with you on board. It must fit into the overhead luggage rack or beneath your seat.

You can also store an extra item of luggage in the luggage compartment. It must not exceed 80 x 70 x 20 cm in size and 15kg in weight.

Extra luggage is carried at our discretion and subject to available space. An extra charge may be made.

## BICYCLES

A fee per single journey is charged for bicycles, prams and non-folding prams, subject to space being available on board. A fee is per single journey is charged for bicycles on Expressway. You can bring a folding bicycle on board Expressway and Bus Éireann Regional, Commuter and Urban services free of charge. We may be able to accommodate bicycles on other services, if it safe to do so and subject to space. A fee per single journey will be charged.

## ANIMALS

You are welcome to bring a guide dog, assistance dog or therapy dog with you free of charge. Dogs must be identifiable as a working dog and not a pet. We are unable to accept any other animals on board.

## SERVICE INFORMATION

We strive to operate our services on time at every scheduled stop. However, journey times can be affected by circumstances beyond our control, such as heavy traffic or poor weather conditions. We know it can be frustrating when our services are delayed and your patience is appreciated.

Many of our vehicles carry real-time information systems that display and announce next-stop information or show predicted arrival times in the event of a delay. If your journey is diverted or we have to limit it, we will give you as much information as we can about the nature for the delay. We will keep you updated at regular intervals.

On board our vehicles, all permanent signs and notices and any pre-recorded announcements are provided in Irish and English.

## SAFETY

Your safety is of the utmost importance. We are committed to making sure that we carry out our work with due regard to the safety of customers, drivers and other road users.

Our drivers are carefully selected and undergo extensive training before they are allowed to drive. Also, they are required to maintain a Certificate of Professional Competence. Our buses are equipped with many safety systems and undergo regular maintenance.

Keep safe during your journey by reading our safety advice on our website at [www.buseireann.ie](http://www.buseireann.ie).

## CONNECTIONS

If you are making a connection from one service to another, you should leave enough time to allow for any delays during your journey. If you are using our services to connect to a flight, you should plan to arrive at the airport at least three hours before the scheduled departure time. If you are travelling with a through ticket and you miss a connecting Bus Éireann or Expressway service because of a delay, you may travel free on the next available service on the same route.



# Keeping in contact

If you'd like to make a complaint, a comment or a suggestion about your journey, we would like to hear from you. Our Customer Service Centre is available by phone at LoCall 1850 836 611 or on +353 1 836 6111 from outside the Republic of Ireland. Our staff are available:

- From 7am to 7pm, Monday to Friday (not including public holidays)
- From 8am to 6pm at weekends or on public holidays (not including Christmas Day)

If you call our Customer Service Centre, we make sure that you will be speaking to a member of our team within 60 seconds. Also, we have staff who can talk with you in the Irish language.

If you would like to send us an e-mail, you can e-mail our Customer care team at [customercare@buseireann.ie](mailto:customercare@buseireann.ie) or contact us through our website at [www.buseireann.ie](http://www.buseireann.ie). If you make a complaint to our Customer Care team, we aim to respond to all messages within five working days and to provide a full response within 15 working days. We will respond in Irish to messages received in Irish and in English to all other messages.

If you wish to make contact about our School Transport Scheme, we recommend that you contact your local School Transport Office. The contact details can be found on page 8.

## COMPLAINTS

We value every complaint we receive. Some complaints may take longer to investigate but we will keep you regularly informed while an investigation is taking place.

If you are not happy with the response to a complaint, you can take a complaint to the National Transport Authority. The National Transport Authority only investigate complaints received by e-mail at [info@nationaltransport.ie](mailto:info@nationaltransport.ie).



## LOST PROPERTY

If you have left an item on a bus or at a station, please contact our lost property offices. Property found on our buses will be handed in to the nearest lost property office.

Lost property is generally held for a period of two months. We may charge a handling fee when you claim your lost property. Our lost property offices can be found in the following locations:

OFFICE	TELEPHONE	OPENING TIMES
Ballina	096 71800	Monday-Friday 0900-1300; 1400-1700
Cavan	041 983 1647	Monday-Friday 0900-1300; 1400-1700
Cork	021 455 7116	Monday-Friday 1400-1530
Donegal	074 919 0816	Monday-Friday 0900-1300; 1400-1700
Drogheda	041 984 3183	Monday-Friday 0900-1300; 1400-1700
Dublin	lostproperty@buseireann.ie	
Dundalk	042 682 5900 / 5999	Monday-Friday 0900-1300; 1400-1700
Galway	091 513720	Monday-Friday 0900-1300; 1400-1700
Killarney	066 712 2073	Monday-Friday 0900-1300; 1400-1700
Limerick	061 217418	Monday-Friday 0900-1300; 1400-1700
Sligo	071 916 0066	Monday-Friday 0900-1300; 1400-1700
Stranorlar	074 919 0816	Monday-Friday 0900-1300; 1400-1700
Tralee	066 712 2073	Monday-Friday 0945-1300; 1400-1715
Waterford	051 317815	Monday-Friday 0900-1300; 1400-1700

# Rights and responsibilities

The following notices and publications provide more details about your rights and responsibilities as a customer of Bus Éireann.

## CONDITIONS OF CARRIAGE

When you travel with us, you are subject to our Conditions of Carriage. Our Conditions of Carriage can be found on our websites at [www.buseireann.ie](http://www.buseireann.ie).

## BYE-LAWS

If you are using our stations or travelling with us, you are subject to the Bus Éireann-Irish Bus bye-laws 2014. The bye-laws can be found on our website at [www.buseireann.ie](http://www.buseireann.ie).

## PASSENGER RIGHTS

Regulation (EU) 181/2011 provides you with certain rights when you travel on our Expressway and Bus Éireann Regional, Commuter and Urban services. A copy of the regulation can be found on our website at [www.buseireann.ie](http://www.buseireann.ie) or on the EU's EUR-Lex website at [eur-lex.europa.eu](http://eur-lex.europa.eu).

## REFUNDS

If you hold a ticket and decide not to travel, you may apply for a refund if the conditions of your ticket allow it. An administration fee may be charged. Where you are booked to travel on a specific departure, you must normally apply for a refund in advance of the scheduled departure time. Please refer to our Conditions of Carriage.



# Our performance

We are committed to improving our service and regularly measure and monitor our performance to make sure we're offering you the best service.

## OUR TARGETS



## CUSTOMER SATISFACTION SURVEY

We employ an independent research company to interview customers all year round about their experiences with Expressway and Bus Éireann. The data is used to work out our customer satisfaction score. This is the percentage of our customers who are satisfied with our service.

We use the research from the Customer Satisfaction Survey to tell us about how we can continue to deliver high levels of customer satisfaction.

## PUNCTUALITY

We measure the punctuality of all our Bus Éireann Regional, Commuter, Urban and Expressway services at every stop. The data is used to work out our service punctuality score. This is the percentage of our services departing within six minutes of the scheduled time.

We use this data to keep monitoring our performance and to identify areas where we can improve our timetables.

## SERVICE QUALITY PERFORMANCE

The National Transport Authority undertakes regular inspections of our stations and vehicles to monitor performance of our Regional, Commuter and Urban services against a set of high service standards. These inspections are used to work out Performance Points, which are awarded each time we are unable to deliver the standards in full.

We use the data from these inspections to identify areas for improvement in the service we offer. Details of the criteria and our latest performance can be found on our website at [www.buseireann.ie](http://www.buseireann.ie).



## SUSTAINABILITY

We recognise that our operations impact the environment. As a company, we support the UN Sustainable Development Goals to achieve a better and more sustainable future for all. We are committed to managing and minimising the environmental impact of our services and aim to:

- Identify, prioritise and address any major environmental concerns to minimise pollution risks
- Keep to all applicable environmental legislation, company policies and standards
- Minimise waste, pollution and other risks to health and safety
- Use energy efficiently and responsibly through energy conservation and the use of renewables
- Reduce greenhouse gases and our impact on climate change through improved fuel efficiency
- Reduce our carbon footprint by encouraging the shift from private cars to public transport
- Play a leading role in the introduction of reduced and zero emission buses and coaches





**Bus Éireann**

**CUSTOMER  
CHARTER**

2021

