

easitSTOCKLEY PLUS+ Shuttle Service Usage Etiquette Guidelines

Boarding & Moving Through the Bus

Let Others Exit First

Allow passengers to leave the bus before you board to prevent congestion at the doors.

Use All Doors Where Possible

If the shuttle has front and rear doors, please use both when boarding and exiting—unless directed otherwise.

Move All the Way In

After boarding, move down the bus and use all available space. Don't stop at the front, this blocks others from getting on.

Step Into Gaps

Be aware of any open space further down the aisle and move into it. Every step back helps more people board.

Make Room for Wheelchair Users

If someone is using a wheelchair, please help create space as needed. Priority areas are reserved for mobility assistance.

A valid easitCARD is required for every journey

You will not be permitted to use the service if your card has expired

Bags & Personal Items

Take Off Rucksacks When Standing

Hold your backpack in front of you or place it between your feet to save space and avoid bumping others.

Keep Aisles Clear

Don't leave bags in the aisles. Whether seated or standing, your belongings should be on your lap, at your feet, or under your seat.

Don't Place Bags on Seats

Seats are for people. Keep bags off seats so more passengers can sit down especially during busy times.

Take Any Rubbish with You

Help keep the shuttle clean—dispose of any wrappers, cups, or napkins properly when you exit.

While Standing

Stand Close, but Courteous

Stand as close to others as is comfortable to maximize space. Avoid leaning or sprawling across multiple spots.

Face Forward When You Can

Facing forward and standing in line with others keeps the aisle clear and movement fluid.

Be Aware of Your Space

Tuck in elbows and bags to avoid blocking walkways or doorways. If you're near a pole or handle, share it when possible.

Seating & Courtesy

Offer Priority Seats

Give up your seat to someone who may need it more.

Don't Reserve Seats

During busy times, please avoid saving seats for others. We all appreciate the extra space!

General Behaviour

Keep the Volume Down

Use headphones, keep calls quiet, and be respectful of fellow passengers' space and peace.

Follow Staff Instructions

Shuttle drivers and staff are here for your safety and comfort. Please always follow their directions.

Be Patient and Kind

A little courtesy goes a long way. We're all sharing the ride, thank you for helping make it better for everyone!
