

Ref: MJ

27th October 2009

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Dear

Folding Bicycle

Further to our recent conversation regarding your folding bicycle and subsequent discussions with our health and safety department I can confirm that you are permitted to take the bicycle on our services.

Please ensure that the bicycle is folded and stowed in the luggage where possible. If there is no space in the luggage rack the bike can be stored in between seats or must be supervised in the wheelchair area. However, please ensure that this area is cleared should a wheelchair user wish to board the vehicle.

I hope that this now clarifies the situation and will resolve some of the problems that you have been experiencing with some of our drivers.

I would like to take this opportunity to apologise for any inconvenience that may have been caused and should you have any further problems, please do not hesitate to contact me.

Yours sincerely



Mark Jacobs
Staff Manager
Hagley Depot