



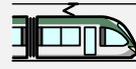
A Symbolised Guide to travelling on Nottingham's Trams

thetram.net

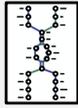
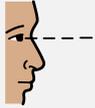


This resource was created by Widgit in partnership with NET, a symbol-friendly organisation.

Learn more about Widgit Symbol resources by visiting:
www.widgit.com



Our support website has helpful information about trams.

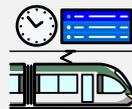


You can check maps, ticket prices, guides and contact details.

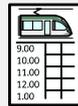
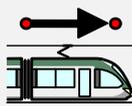
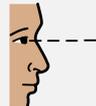


Support website:

support.thetram.net



Our website has helpful information about tram service.

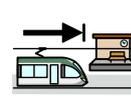
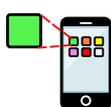
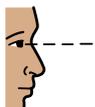


You can check if the trams are running on time before you leave.



Website:

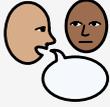
thetram.net



You can check the NET GO app for information about tram service.



You can



talk to



customer relations.



Call:

0115 824 6060



Email:

info@thetram.net



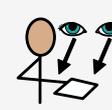
WhatsApp:

0115 824 6060

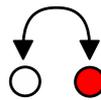


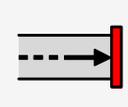
 → 
Arrive at the tram stop.

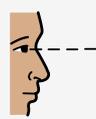
   
You can buy your ticket from the ticket machine.

   
Keep it safe so you can show customer experience agents.

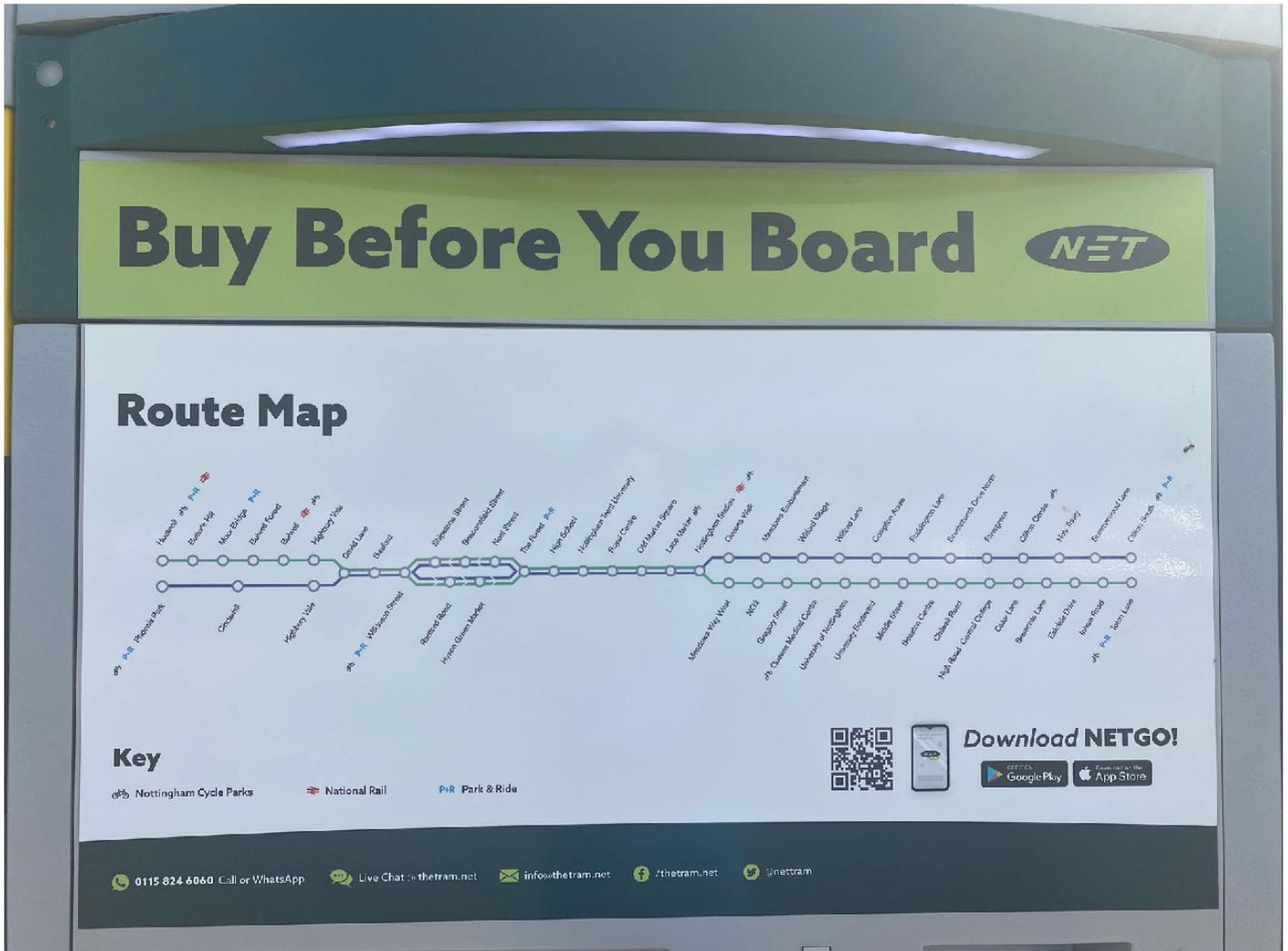


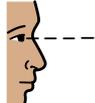
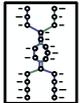

or

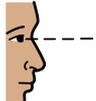
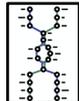
  
Scan your travel card at the end of the platform.

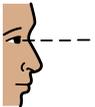
  
Make sure you see a green tick.





    
Make sure you know where to go by checking the map.

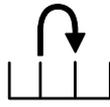
     
You can see a map on the ticket machine or in the shelter.



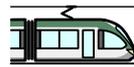
Look at



the public information display



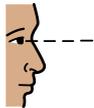
for the next



tram.



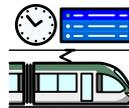
You can



see



information about

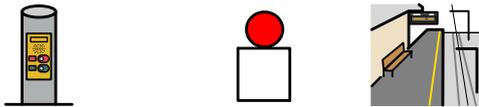


tram services

and



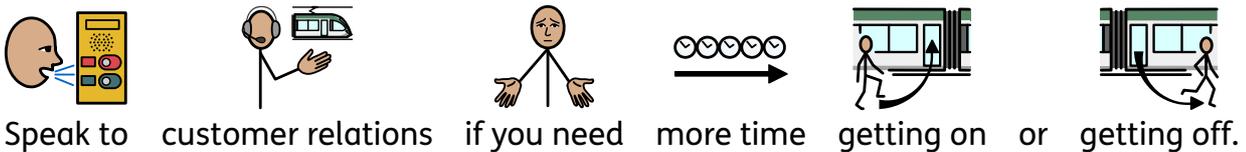
delays.



A customer help point is on the platform.



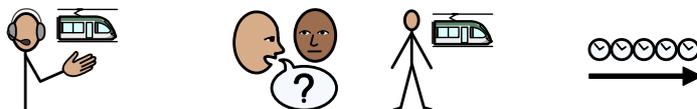
You can talk to customer relations if you need assistance.



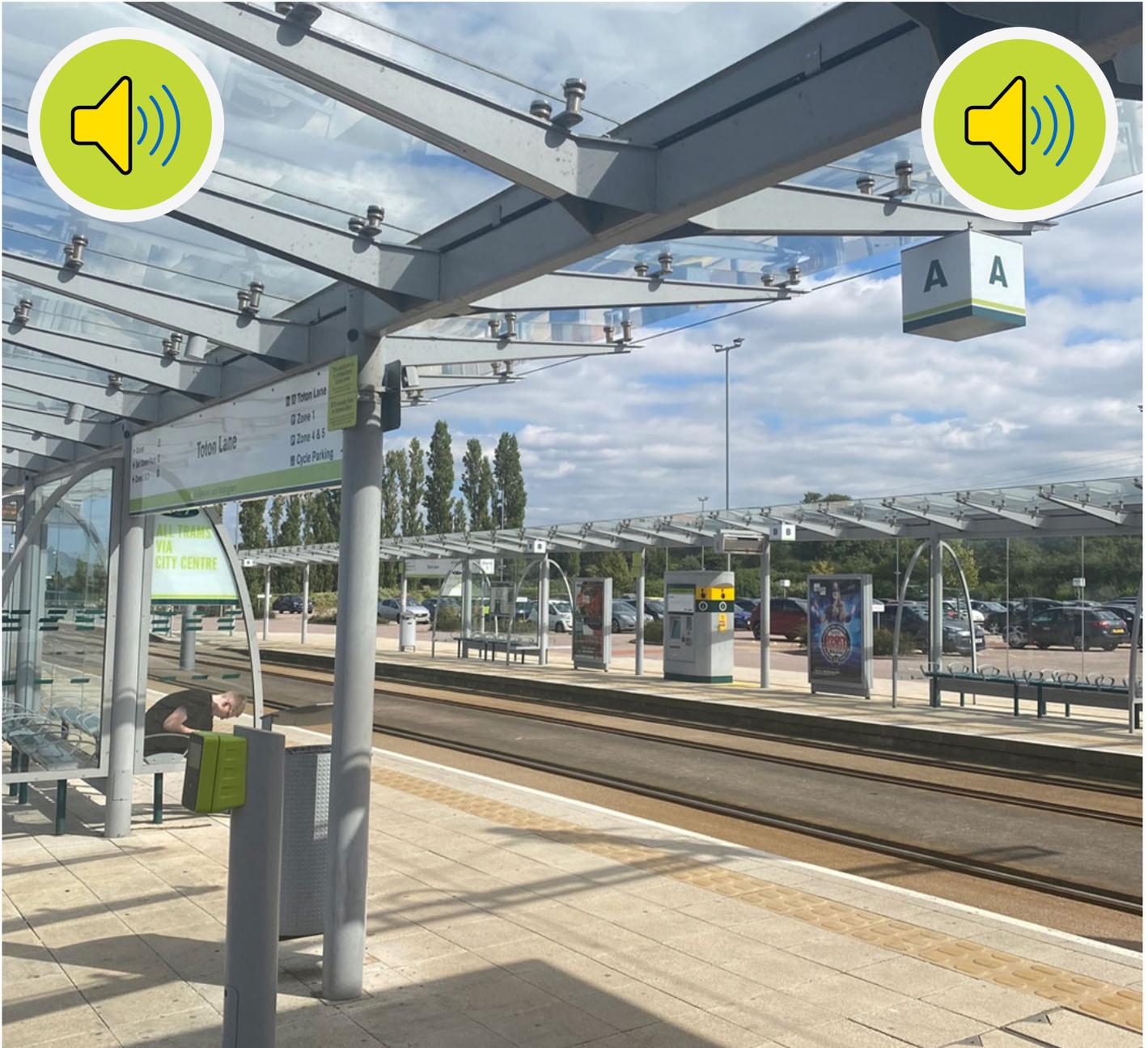
Speak to customer relations if you need more time getting on or getting off.



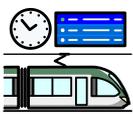
You should speak to customer relations before the tram arrives.



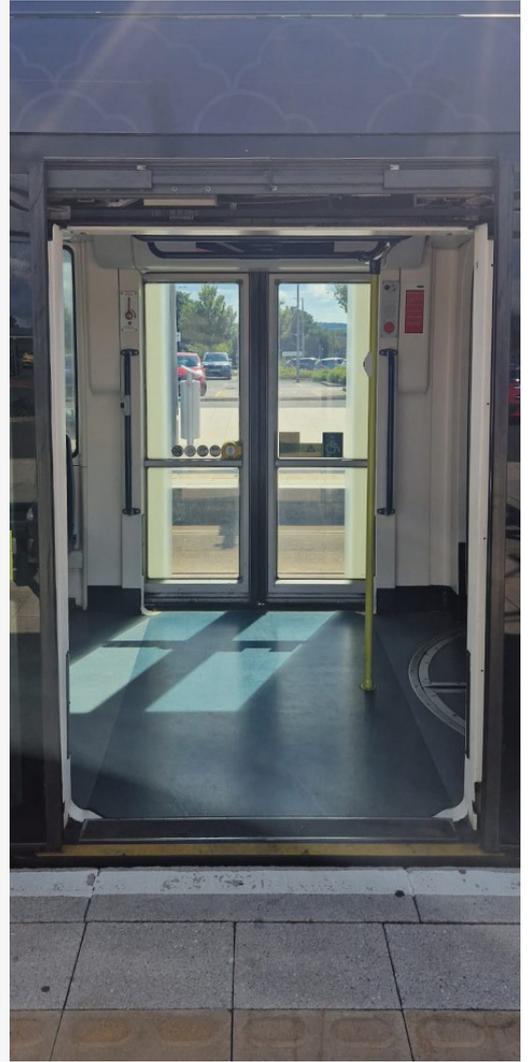
Customer relations can ask the driver for more time.

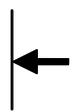
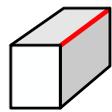
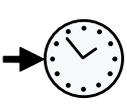
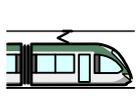


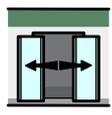
Listen for announcements.

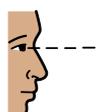


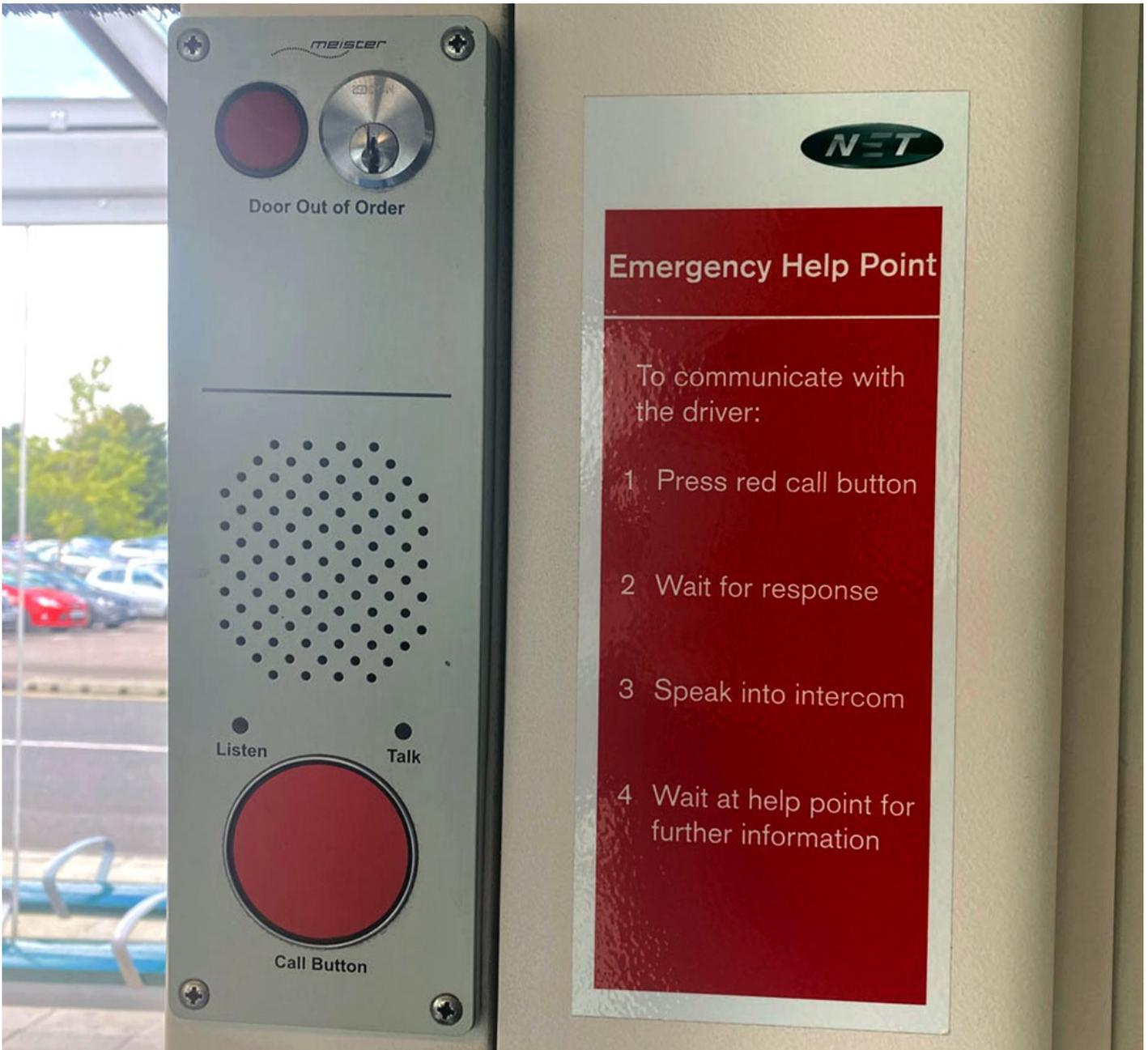
Service problems are announced on the platform.

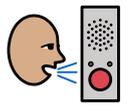


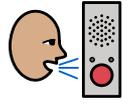
 Stand
  back from
  the platform
  edge
  until
  the tram
  stops.

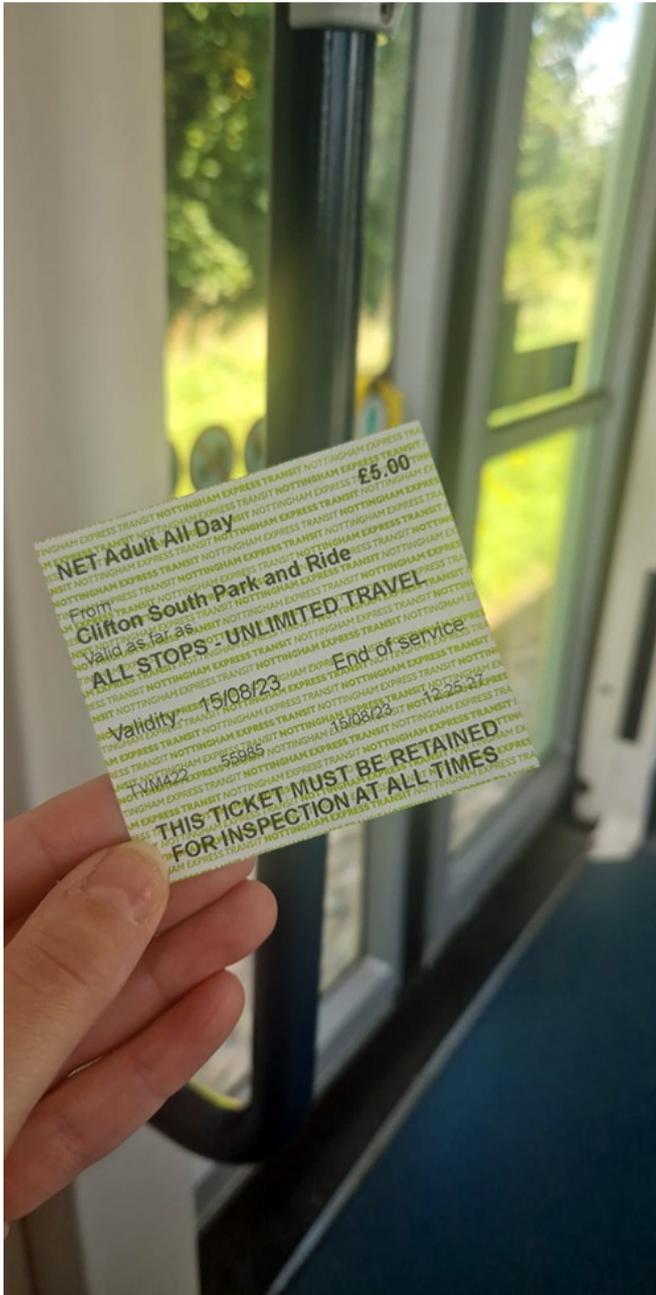
 Push the button
  to
  open the doors.

 Hold handrails
  and
  look for
  a seat.



 You can  speak to  the driver in  an emergency or  if you need  help.

 Push the call button  to speak to  the driver.



A customer experience agent

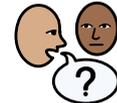


might



board the tram

and



ask for



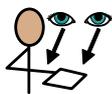
your



ticket.



You should



show them



your



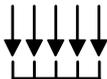
ticket

or



travel card.

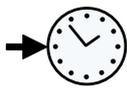


 Each tram stop will be announced.

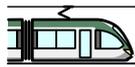
 You can push the stop button when your stop is next.



Hold handrails



until



the tram



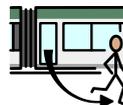
stops.



Push the button



to open the doors



and get off the tram.