

How to contact Stagecoach Customer Services

Email: enquiries.merseyside@stagecoachbus.com

Stagecoach Merseyside and South Lancashire, Head Office, Gillmoss Bus Depot, East Lancashire Road, Liverpool, L11 0BB.

Tel: **0151 330 6200**

How to contact First in Greater Manchester Customer Services

Email: manchester.west@firstgroup.com

First, Wallshaw Street, Oldham OL1 3TR.

Tel: **08457 88 11 55** (0900 to 1700 Monday to Friday)

Public Transport route and information

Monday to Friday 7.00am - 8.00pm

Saturday and Sunday 8.00am - 8.00pm

Calls from landlines cost 10p per minute.

Calls from a mobile may vary.

Details correct at time of print. Stagecoach cannot be held responsible for changes made to other operators services.



KEEPING
YOU IN THE
LOOP

Welcome to Stagecoach in Chester and Wirral

Following the purchase of the Chester and Wirral based operations from First, Stagecoach has now formally taken responsibility of the services, buses, employees and premises.

Stagecoach would like to take this opportunity to welcome our new customers in Chester, Ellesmere Port, Birkenhead and surrounding areas.

You will soon see changes to the buses, passenger information and ticket range. Some of this will be a gradual transition as we work behind the scenes to transfer systems from First to Stagecoach.

What does this mean?

Buses – We will add Stagecoach logos to the fleet and a repaint programme will begin. We will also be introducing some brand new buses and Stagecoach branded buses transferred in from other locations, as we start to modernise the fleet. We will provide regular communication to customers through our 'Keeping you in the Loop' updates and our dedicated website page.

Fares and tickets – There are quite a few differences between First and Stagecoach ticket machines and systems. Stagecoach will be introducing new tickets machines in the next few months, but in the meantime we will be using the First machines. Initially, you will not notice any immediate changes, other than the First logos on the tickets changing to Stagecoach logos. Otherwise, ticket availability is as follows:

- Tickets currently available on the First buses will continue to be issued and accepted as before. This includes single, return, First Day and First Week tickets. First Month tickets will no longer be issued.
- Unfortunately, we will not be able to sell the Stagecoach range of tickets initially. We are working on plans to introduce a full range of excellent value Stagecoach ticket products and will publicise this information over the coming weeks.
- First Month / Annual tickets will be valid on the ex First / Stagecoach Chester and Wirral buses until expiry, but no new tickets will be issued.
- Liverpool city centre – some ex First services (1, 2, 471, 472) enter Liverpool city centre, which is an area already served

by Stagecoach buses. Initially, the ex First ticket range will not be inter-available with Stagecoach Merseyside buses, but as we mentioned earlier, we are working on our new ticket products and will announce further news in due course.

- Paypoint – tickets sales from Paypoint outlets will cease.
- Some services are part of the Merseytravel 'Quality Bus' partnership corridors, with joint-availability of certain ticketing with Arriva. The inter-availability of the daily and weekly tickets will remain unchanged. We have informed Merseytravel that we will no longer be able to accept the inter-availability of tickets beyond one week's duration and will provide further customer information on this.

Routes and timetables – There will be no change in the immediate future to the routes or timetables operated. New timetable leaflets will be issued for most services, but these are simply to reflect the new operator name.

Additional information

We recognise that the change in ownership may cause some uncertainty and we are looking to maintain communication with our customers over this transitional period. To keep up to date with any proposed changes to the information listed in this leaflet please:

- Keep an eye out for 'Keeping you in the loop' material on the buses.
- Visit our dedicated website page at www.stagecoachbus.com and choosing your local town in the drop down list of places.