

Bus Éireann

Customer Charter



Our mission is to sustainably connect people and communities, helping to make life better.

Dear Customer

Our focus is on ensuring that everyone knows they are valued, and that every journey they take matters to us.





Making sure you have a positive experience when you travel is of paramount importance to us and we continue to work with all of our stakeholders, including the National Transport Authority, to deliver the best customer experience possible.

We have several proud achievements over recent years, which has resulted in the highest numbers of passengers we have ever seen now using Bus Éireann services. The high satisfaction levels reported by our customers are driven by our focus on reliability, punctuality, comfort, information, value and our commitment to improving our environment and the local communities we serve.

The publication of this Customer Charter re-affirms our commitment and promise to deliver the highest quality of service you should expect in the safest and most inclusive way possible. Our performance in meeting our commitment is independently audited and the results are published on our website.

Helping to keep our communities connected, helping local economies grow, and achieving a cleaner, greener environment are central to our plans for the future. Our mission is to sustainably connect people and communities, helping to make life better. Your continued support is appreciated as we continue to keep Ireland moving while improving our services for everyone across the country.

Thank you for your valued support and for choosing to travel with Bus Éireann.

Stephen Kent,
Chief Executive Officer, Bus Éireann



Our Customer Charter

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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 you require additional assistance.

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Who we are and what we do



Bus Éireann is Ireland's national bus company, operating 230 routes across Public Service Obligation (PSO) and Expressway services, as well as 9,765 dedicated school transport routes, delivering over 100 million passenger journeys per year. We employ **over 2,960 people** with our **fleet of 1,150 buses and coaches** covering greater than 235 million kilometres nationwide. Our Expressway service is Ireland's largest commercial coach operator with 14 interregional routes. For over 56 years, Bus Éireann has been proud to operate the School Transport Scheme on behalf of The Department of Education and Youth, the largest such scheme in the EU, delivering over 160,000 students, including 19,800 Special Educational Needs pupils, every school day.

We operate the most extensive and varied public transport network in the country, our Regional, Commuter and Urban services are all under Public Service Contracts to the National Transport Authority (NTA).

We operate the following services:

Bus Éireann | REGIONAL

Our Regional Services offer regular daily services, often providing the only public transport link in many rural areas.

Bus Éireann | COMMUTER

Bus Éireann's Commuter Services serve city centre destinations, as well as significant business facilities, around the country.

Bus Éireann | URBAN

Bus Éireann's Urban Services provide fast, frequent connections throughout major towns and cities with 18 main locations across the country.



Travel on all Bus Éireann Regional, Commuter, and Urban services with the TFI Leap Card which offers savings of up to 30% for adults and 50% for young adults and students. TFI Leap Card is accepted on all Bus Éireann Regional, Commuter, and Urban services.

Expressway

Our express, long-distance coach service for fast and comfortable connections across Ireland.



Bus Éireann transports children nationwide under the School Transport Scheme on behalf of The Department of Education and Youth. Services provided include transport to Primary and Post-primary schools. This Scheme also supports transport to and from school for children with special educational needs.

 **1,150**
BUSES AND COACHES

 **2,960**
EMPLOYEES

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 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 and security

We will endeavour to take all reasonable and practical steps to provide a safe 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.



Sustainable practice

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



Information

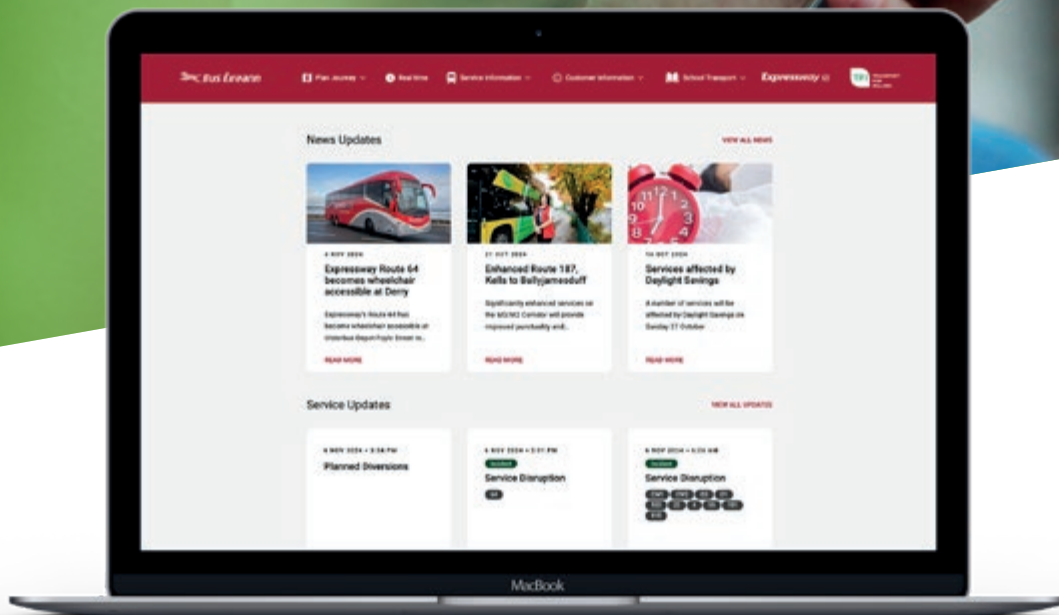
We will keep you well-informed at all stages of the journey, particularly if things go wrong.



Timeliness

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

Planning your journey



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

We recommend visiting our website at **buseireann.ie** or **expressway.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 and for disruption information affecting your journey
- Access real-time information about services

- Buy a ticket
- Learn about our range of tickets and find the best fare for your journey
- Use the web form to contact the TFI customer contact centre for all TFI services
- On **expressway.ie**, use the web form to contact the Expressway customer services team

At our **School Transport** pages, you can:

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

TFI Leap tickets

Single – purchased on-board bus with Leap Card e-purse and valid for one single journey between the points specified at time of purchase.

Zonal 24-Hour, 7-Day – valid for unlimited travel within specified zones for a rolling 24-hour or 7-day period on services in the Greater Dublin Area and regional city services in Cork, Galway, Limerick and Waterford.

Zonal Monthly – valid for unlimited travel within specified zones for a selected calendar month on services in the regional city services in Cork, Galway, Limerick and Waterford.

Visit leapcard.ie for more details.

TFI Go app – Mobile Ticketing

One Journey, Two Journey and Ten Journey tickets available for travel on all Bus Éireann services. Selected zonal tickets are also available for travel on services in the Greater Dublin Area and on city and town services. For more information visit transportforireland.ie/tfi-go-app

Taxsaver

Monthly and annual season tickets – We are proud to take part in the Tax saver scheme, which allows you to save on the cost of your regular commute to work. Tickets may be purchased through the scheme for travel on Bus Éireann and Expressway services. For more information, visit taxsaver.ie.

Discounted fares

For the best value in fares on Bus Éireann public services, customers are advised to use a TFI Leap Card or the TFI Go app.

We also offer a range of discounted fares for:

- **Children under the age of 5 years** – may travel free of charge on all Bus Éireann public services, when accompanied by a responsible minder over the age of 16 in possession of a valid ticket or pass. One child under the age of 5 years may travel for free on Expressway services, when accompanied by a responsible minder over the age of 16 in possession of a valid ticket or pass. The child's responsible minder may book a "Seat Only" reservation online for a charge of €2.00 to guarantee the child a seat on Expressway services.
- **Children under the age of 16 years** – are charged fares at special child rates on Bus Éireann and Expressway services.
- **Children aged 16–18 years** – are entitled to apply for a Child 16–18 Leap Card to avail of discounted Leap fares where applicable on Bus Éireann services. On Expressway services, children aged 16–18 Leap Card holders may purchase Child Single tickets on-board bus using their Leap Card travel credit.
- **Young adults aged 19–25 years and students aged 16–18 years and 26+ years** – are entitled to apply for a Young Adult or Student Leap Card as appropriate to their age and circumstance, to avail of half-price Leap fares where applicable on Bus Éireann and Expressway services.
- **TFI Leap Card holders** – adults, young adults, students and children using a TFI Leap Card on all Bus Éireann public services. Visit leapcard.ie for more details.
- **TFI Go app** – adults, young adults, children and students using the TFI Go app on all Bus Éireann public services. Visit transportforireland.ie/tfi-go-app.

Expressway tickets and fares

Single – valid for one single journey on the specified journey for which it is purchased. Young Adult/Student on board sales must be paid via credit/debit card or Leap travel credit.

Return – valid for a specific chosen outward and return journey and available for purchase online or at a ticket vending machine only.

6 Journey Travel passes – valid for 6 journeys over a consecutive 7-day period, including the date of activation. Available for adult customer only and can be purchase on-board or online.

10 Journey Travel pass – valid for 10 journeys over a consecutive 7-day period, including the date of activation.

Monthly Open Return Travel Passes – are available for purchase for adults and children on board bus only. Monthly Return Travel passes are valid for an outward and return journey within one month where the return time is not specified. This ticket is only available on Routes 2 (Dublin Airport–Wexford), 64 (Galway–Derry) and 100X (Dublin–Dundalk).

Seat reservations – valid ticket holders without a seat reservation (e.g. DSP free travel pass or Travelpass holders) may reserve a seat for a specific journey either online or through a ticket vending machine.

Fare evasion

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. They can also be paid by post to our Standard Fares Department or on our website at [standardfares.buseireann.ie](https://www.buseireann.ie/standardfares), using a debit or credit card.

Family Groups – discounts of between 10% and 30% may be issued to family groups consisting of one or two adults and up to a maximum of 3 children under 16 years of age on tickets purchased online.

TfL Leap Cards – can be used on Expressway services as a method of payment, but no additional discount is applied.

For the best value in fares on Expressway commercial services, customers are advised to book their tickets online at [expressway.ie](https://www.expressway.ie) in advance of travel.

We also offer a range of discounted fares for:

Children under the age of 5 years – may travel free of charge on all Bus Éireann public services, when accompanied by a responsible minder over the age of 16 in possession of a valid ticket or pass. One child under the age of 5 years may travel for free on Expressway services, when accompanied by a responsible minder over the age of 16 in possession of a valid ticket or pass. The child's responsible minder may book a "Seat Only" reservation online to guarantee the child a seat on Expressway services.



Getting ready to board

You can join our service 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. Most of our bus stops display a stop number which can be used to find real-time information on [transportforireland.ie](https://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 special services and school transport services.

Our stations

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

Our facilities at stations

Our stations are regularly cleaned and maintained to make sure that you find them in 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.

Service information

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

BUS ÉIREANN STATIONS

Athlone

Ballina

Ballyshannon

Cavan

Cork

Drogheda

Dublin (Busáras)

Dundalk

Ennis

Galway

Killarney

Letterkenny

Limerick

Monaghan

Sligo

Tralee

Waterford

Enjoying your journey

Our fleet of over 1,100 buses and coaches is 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.

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.

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.

The TFI Independent Travel Support

Bus Éireann is committed to providing accessible services for all our customers. Our TFI Independent Travel Support will train customers with additional needs, so that they can travel with confidence, independently.

The TFI Independent Travel Support helps customers over 18 years of age who need additional help in navigating TFI routes to gain confidence to travel independently on public transport. The Bus Éireann scheme is free of charge, Monday to Friday 9am-5pm, and is currently live in Cork, Limerick and Waterford with plans to extend to other areas. This Scheme is not available on Expressway routes, but does extend to Iarnród Éireann commuter trains and Local Link services in the area.



Our facilities on board

We provide the right level of facilities on board so that you can relax during your journey. Free WiFi is available on the majority of 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 vehicles, 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 × 70 × 20 cm in size and 15kg in weight. Extra luggage is carried at our discretion and subject to available space.

Bicycles and E-Scooters

Folding and non-folding bicycles, prams and non-folding prams can be carried free of charge on Bus Éireann Regional, Commuter and Urban services, however the carriage of bicycles may not always be guaranteed. Non-folding bicycles are not permitted on low-floor vehicles on urban and some rural services.

On coach vehicles with underfloor storage, both folding and non-folding bicycles may be carried, subject to luggage space. You may bring a folding bicycle, packed and wrapped in

a suitable carrier bag/protective covering, on board Expressway and Bus Éireann Regional, Commuter and Urban services if it is safe to do so, and subject to space on-board. A fee per single journey is charged for bicycles, non-folding prams and non-folding children's pushchairs on our Expressway services, subject to space being available on board.

We can only accept powered wheelchairs and mobility scooters that are powered by dry cell or gel batteries. In line with NTA policy, we do not accept any E-Scooters on board any of our services.

Lost property

If you have left an item on a bus or at a station, please contact our customer service centre. 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.



Accessible travel

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

Where services are accessible, there are limited wheelchair spaces on these vehicles so you must contact the TFI customer contact centre by phone at least 24 hours in advance to reserve a space. More details about the accessibility of our services are available at buseireann.ie and expressway.ie.

You can travel on some Expressway services that are operated with wheelchair-accessible vehicles. Wheelchair accessibility is available on all coaches operating on Expressway services. However, not all bus stops on these services are accessible so please check before you travel. Accessible coaches in the Expressway fleet are fitted with a hydraulic wheelchair lift that has a safe working load of 300kg, to include the wheelchair, its occupant, and any other baggage to be lifted. Please visit www.expressway.ie/accessibility for more details on accessible travel with Expressway.

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.

Please Offer Me a Seat

TFI has partnered with Invisible Disability Ireland to launch the “Please Offer Me a Seat” badge and card for people with invisible disabilities to use when accessing public transport.

About 80% of all disabilities are invisible and can hinder a person’s efforts to go to school, work, to socialise and more. These make up a large percentage of the disability population but have little representation, awareness, understanding or support. The “Please Offer Me a Seat” badge and card ensure that people with hidden disabilities have a seat in priority areas on public transport.

For passengers with hidden disabilities, the badge does the talking.

Animals

You are welcome to bring a guide dog or assistance dog with you free of charge. The service dog in question needs to be accredited from a recognised organisation. We are unable to accept any other animals on board.

Accessible formats

This Customer Charter is available online in a range of different formats. Please visit 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 buseireann.ie

Accessibility

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. Please call Customer Care if you require assistance at [LoCall 0818 294 015](tel:0818294015) or [\(01\) 575 6110](tel:015756110).

For Expressway please contact the Customer call centre on [0818151515](tel:0818151515).

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.

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.



Rights and responsibilities



The following notices and publication 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. Further details can be found on our website.

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.

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 buseireann.ie or on the EU's EUR-Lex website at 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.

If you apply for a refund due to disruption to a long-distance Expressway 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 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 were not made
- A proportional refund is worked out on the basis of a fare for each disrupted single journey or unused day of travel

School Transport

Bus Éireann administers the School Transport Scheme on behalf of The Department of Education and Youth. The Scheme provides transport for children who reside remote from their nearest school. This includes transport to and from primary and post-primary schools and transport for children with special educational needs.



School Transport

Bus Éireann supports transport to and from school, of children who reside remote from their nearest education centre. School transport services can only be used by children holding a valid school transport ticket.

Children are 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

Distance eligibility will be determined by Bus Éireann by measuring the shortest traversable route from the child's home to the relevant education centre or national school, having regard to ethos and language.

Children who are not eligible for school transport, but who complete the application and payment process on time, will be considered for spare seats that may exist after eligible children have been facilitated; such seats are referred to as concessionary seats.

To apply for School Transport for the first time, you should visit the School Transport pages of our website at www.buseireann.ie.

There is an annual charge for school transport services. However, eligible children holding valid medical cards and eligible children with special educational needs remain exempt from paying the annual charge. Further details are available on www.buseireann.ie.

School Transport is subject to a suitable service being available in the area. If there is no service available, eligible children may be entitled to receive a Remote Area Grant. More information can be found on The Department of Education and Youth website at www.gov.ie/education.



Only new pupils need to apply, or those who change address/school. Your child continues in the scheme if there is no change in their circumstances.

Tickets for eligible children who have been allocated a place are generally posted shortly before schools resume. Please refer to our website for more information.

Should you require the assistance of our School Transport team, please call **LoCall 0818 919 910**. Our operating hours are **09.00-17.00 hours, Monday to Friday**. You can submit a query via: **www.buseireann.ie/schooltransport**.

Special Educational Needs (SEN)

Bus Éireann provides school transport to and from school for children with special educational needs that come from a diagnosed disability.

Eligibility is determined following consultation with the National Council for Special Educational (NCSE) through its network of Special Educational Needs Organisers (SENO).

An application form should be completed and signed by the parents/guardians, school principal, and the SENO prior to or at the time of first enrolment. Completed forms are forwarded by the SENO to the School Transport Section of The Department of Education and Youth.

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.

Sustainability is at the core of our business strategy; our ambition is to become the most customer centred and sustainable transport company in Ireland. In 2021, Bus Éireann launched its Sustainability Strategy “Driving Change 2021-2030” which sets out a range of key objectives which are directly linked to UN Sustainability goals and the National Climate Action Plan. Our strategy outlines a road map and a set of specific objectives that address key aspects of sustainability such as climate action, cities and communities, education and equality, responsible consumption, safe work and sustainable growth of our network.

Over the coming decade we will endeavour to deliver an overarching business plan and sustainability strategy to upgrade our depots and deliver emission-free and low emission fleet across our network while increasing the scope and scale of our services. We are committed to leading by example in the provision of sustainable public transport services and ensuring we keep our customers up to date and informed of our progress.

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, and promote waste recycling initiatives
- Use energy efficiently and responsibly through energy conservation and the use of renewables and safety, and promote waste recycling initiatives. 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, and promoting the Cycle to Work scheme
- Play a leading role in the introduction of reduced and zero-emission buses and coaches

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.

Customer Satisfaction Survey

We employ an independent research company to interview customers year round about their experiences with Expressway and Bus Éireann. The data collected is used to calculate our customer satisfaction score. This is the percentage of customers satisfied with our service. This research helps us monitor performance, identify areas for improvement, and refine our timetables to ensure we continue delivering high levels of customer satisfaction.

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 calculate our 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.

Punctuality

We measure the punctuality of all our Bus Éireann Regional, Commuter, Urban and Expressway services at every stop.

The data is used to calculate our services punctuality score. This is the percentage of our services departing within six minutes of the scheduled time for our Bus Éireann services, and within ten minutes of the scheduled time for our Expressway services.

 **90%**
CUSTOMER SATISFACTION

 **80%**
SERVICE PUNCTUALITY

 **0** EXCESS SERVICE QUALITY PERFORMANCE POINTS

Bus Éireann Customer Service Centres

The NTA Customer Contact Centre is available by phone at LoCall 0818 294 015 or (01) 575 6110 or on +353 1 575 6110 from outside the Republic of Ireland.

Customers can also reach the NTA Customer Contact Centre by using our online web form at www.buseireann.ie/contact-us for any queries, complaints, or feedback.

The NTA Customer Contact Centre phone lines are available:

- From 7am to 7pm, Monday to Friday (not including public holidays)
- From 8am to 6pm, Saturdays
- From 10am to 6pm, Sundays and Public Holidays (not including Christmas Day)

When you call the NTA Customer Contact Centre, you'll speak to a team member within 60 seconds. Upon request, we also have staff available to assist you in the Irish language.

You can contact the NTA Customer Contact Centre for travel information on X (formerly known as Twitter) [@TFlupdates](https://twitter.com/TFlupdates).

Expressway services and Corporate Queries:

The Expressway and Corporate Customer Service Centre is available by phone at **0818 151515** or on **+353 1 703 4111** from outside the Republic of Ireland.

Our phone lines are available:

- From 8am to 6pm, Monday to Friday (not including public holidays)
- From 9am to 2pm, Saturdays

Contact our social media team:

Contact via our social media team [@ExpresswayIRE](https://twitter.com/ExpresswayIRE) and on Facebook at facebook.com/ExpresswayIRE is available:

- From 6am to 9pm, Monday to Friday (not including public holidays)
- From 8am to 6pm, Saturdays
- From 10am to 6pm, Sundays and Public Holidays (not including Christmas Day)

Complaints:

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

If you experience a problem with our service, it will greatly assist our investigation if you are able to supply as many details as possible about your journey, including:

- The time and date of travel
- The registration number of the bus
- An outline of your complaint
- The bus stop number where you boarded the bus
- If you purchased a paper ticket, a copy of the ticket
- Your contact details

If you are not happy with the response to a complaint, you can ask for the complaint to be reviewed.

School Transport Contact Centre:

Should you require the assistance of our School Transport team, please call **LoCall 0818 919 910**. Our operating hours are between 9am to 5pm, Monday to Friday. You can submit a query via: www.buseireann.ie/schooltransport.