



# How to use the tram

Full guide at [travelsouthyorkshire.com/TramHowTo](http://travelsouthyorkshire.com/TramHowTo)

## Getting ready to board



Buy your ticket in advance, or from an on-board conductor. Check the tickets section on this poster for more information.



Tactile paving indicates where the doors will be when the tram stops. Stand clear of the doors and let others off first.



To open the doors, press the round button on the outside when lit and the tone sounds. Doors won't open automatically.



Bicycles, e-bikes and e-unicycles are not allowed. You are allowed to carry a folded bicycle (in its folded position). Look for free cycle parking at [travelsouthyorkshire.com/ParkAndRide](http://travelsouthyorkshire.com/ParkAndRide)



1 well-behaved dog is allowed (on a fixed lead) per passenger. Further guidelines and restrictions apply, please check [travelsouthyorkshire.com/DogsOnTrams](http://travelsouthyorkshire.com/DogsOnTrams)



Please don't bring very large and bulky items on-board, particularly at busy times.



Got a question about your journey? Speak to an on-board conductor, or call Traveline for free on **0800 952 0002**.

Open 7am-7pm Monday to Friday, 8am-7pm Saturday, Sunday & Bank Holidays  
Closed Christmas Day, Boxing Day, New Year's Day

## Safety and Security



Please do not leave luggage unattended at the tram stop or on-board the tram. **If you notice anything suspicious, please report it to a member of staff or the police.**

Audio and video recording may be in use and can be used in a court of law. System operated by Supertram (South Yorkshire Future Trams Ltd).

[travelsouthyorkshire.com/TramSecurity](http://travelsouthyorkshire.com/TramSecurity)

## While on-board



The conductor will check your pre-purchased ticket or travel pass, or you can buy a ticket from them. They can also help provide travel advice.



Please help everyone enjoy a pleasant journey by not smoking or vaping, using headphones for music or videos, and avoiding eating or drinking.



Audio and visual announcements will state the next stop. Press one of the stop request buttons located throughout the tram to request your stop. **All stops are by request.**



Press the door open button when lit and the tone sounds to exit the tram. Buttons are located either on the panels at the side of the doors, or in the middle of the doors.

## Accessibility



All trams are easy access with level boarding, and feature audio and visual announcements.

Wheelchair spaces are available near the doors, along with accessible priority seating. To travel using a mobility scooter, you need to have a permit.

[travelsouthyorkshire.com/TramAccessibility](http://travelsouthyorkshire.com/TramAccessibility)