

# AIRLINK Driver Guide



August 2025

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## 1. Customer Care

Airlink is one of the most high-profile and important services operated by Lothian. Our customers have high expectations of this premium service and accordingly, we must always deliver impeccable customer service.

As a member of the Airlink team, it is expected that you go above and beyond to deliver a superb experience to customers.

### **First Impressions and creating the ‘wow factor’**

Many of the customers who travel on our Airlink service may be new to Edinburgh, so a warm and friendly welcome is paramount. We really want people to have the ‘wow factor’ when they use this service so, please deliver each of the points below to every customer you talk to:

- Friendly welcome – greet them, make eye contact and smile.
- Be positive – this creates an instant good atmosphere between you and your customers.
- Be patient and helpful – this may be the customer’s first visit to Scotland so help them feel welcomed and support them. This may mean helping them with any onward travel or giving information about Edinburgh.
- Think Smart – our customers come from a variety of backgrounds, and many will have luggage or children if they are travelling as a family. Please be proactive in assisting them where possible.
- Show empathy – if you have a situation where a customer is unhappy, ensure you show empathy, listen and fully assess the situation. Use a positive, professional and calm approach to help achieve the right outcome for yourself and our customer.

## 2. Standards of Service

Let us work together to get it right and as a team, deliver an amazing service which gives people the wow factor for Lothian, Edinburgh and Scotland!

- You should be proud to be an ambassador for Lothian.
- Remember the 3 Ps: Positive, Punctual and Professional. Start each day thinking of the 3Ps and with a clean and tidy uniform.
- Before departing, ensure you have checked all Traffic Circular notices for any alterations to procedures or route and ensure your bus is fit for service through a first use check. Remember this includes checking your PA system.
- Let's keep our promises on punctuality and frequency by departing on time.
- Always be professional and remember the image you are portraying to our customers. When taking any layover or waiting to change drivers, ensure that you are not smoking or vaping within the vicinity of the bus and give your full undivided attention to any boarding customers by refraining from reading newspapers, magazines or using your mobile phone.

### 3. Waverley Bridge Crew Base Information

#### Entry and Exit

Access to and from Waverley is through the staff door in Market Street. It is important that the building is protected from intruders, especially outside office hours. For most of the day Waverley Bridge Office will be staffed by an Edinburgh Tours Supervisor who is responsible for ensuring the building's security. That said, we must all work together to ensure we are safe and secure. The key lock should be used when the last person exits the building to ensure the security of the building.

#### Fire Procedure

The westward route is through the entrance corridor to Market Street.

The eastward route is through the marked escape door into the Edinburgh Dungeons and then follow the green illuminated signs directly to Market Street.

**The Staff assemble point is located on the Crew Base side of Waverley Bridge, just north of the Crew Base building on the pavement by the telephone box.**

All doors open without the requirement to find keys but accessing some escape routes will set off intruder alarms. For further information, see the Fire Plan at the door to the office corridor and read the fire action notices.

#### Personal Accidents

Should you have an accident or be injured whilst in Waverley, report this to the Office Supervisor or to Control using the internal phone. A first aid kit is in the kitchen area.

#### Phone Link

A phone is available providing a direct link to Control and is situated in the kitchen area.

#### Kitchen Area

This is a self-clear area. Keep the rest area and kitchen tidy. Please clear the table and wash any dishes and cutlery before you leave.

#### Fridge

A fridge is available for staff use. The fridge will be emptied and cleaned every Friday. Items left in the fridge after 2200 on these days will be disposed of.

#### Water Boiler

A water boiler is available for making hot drinks. The water from the boiler is boiling hot and should NOT be used for hand washing.

**Defects**

Any defect with equipment or facilities in Waverley should be notified to the Duty Supervisor or a Manager.

**Security**

CCTV cameras are installed for your security.

**Late Running**

Any late running of the service, which will result in a late relief, should be notified to Control (and the Airlink Manager/Supervisor if on duty).

**Park And Ride**

Staff travelling to and from work can be uplifted and dropped off at the stops either side of Eastfield Road at all times.

**Lost Property**

Unless you are taking a bus back to the garage, during office hours, lost property should be booked into the Edinburgh Bus Tours office with the Duty Supervisor (Monday to Sunday 0630-1730 winter and 0630-1930 summer); otherwise, arrangements should be made with Control.

## 4. Uniform

### Company Image

Drivers are reminded that, whenever they are wearing the Company's uniform, or whenever they are recognisable as employees of the Company, their conduct will reflect not only on themselves, but also on the Company.

Conduct which would be unacceptable whilst on duty must be regarded as unacceptable when off duty, if it could affect the Company's reputation. Poor conduct, which damages the Company, is likely to be the subject of discipline.

### Dress Code

You must attend for work wearing Company issued Airlink uniform only. Your uniform must be kept clean and tidy.

### Uniform Issue for Airlink Drivers

The following items will be supplied and should be used appropriately when on duty.

- Branded Shirts
- ¼ Zip Jumper
- Branded Waterproof Rain Jacket
- Navy Trousers
- Waistcoat
- Red Tie

## 5. Equipment

Airlink equipment can be obtained from Central Garage Office or Waverley Bridge Office. The equipment issued is contains the following items:

- Hole Punch
- Lost Property Slips (additional supplies are available from Central or Waverley Desks)
- Over-Payment Slips
- Information Booklet & Operating Manual
- An Airport barrier access card, (should you lose the card or if it becomes defective, you must inform Control immediately).

## 6. First Use Checks

In the interest of customer and public safety, drivers are reminded of their legal responsibility to make safety checks on their vehicles before they leave the Garage. For more information about how to conduct a check, please visit My Lothian or scan the QR code below:



In addition to the standard exterior and interior First Use Checks, Airlink drivers **MUST** remember to carry out the following checks:

- **P.A. System**
- **Ramp**
- **NAVINEO Equipment** (this needs to be working properly to ensure that the automatic stop announcements work effectively, and that the bus can be tracked by customers and the Control Room).

Checks should also be made, whenever safe and possible, to vehicles at changeover and terminal points.

It is also important that a check for **lost property** is carried out at the end of each journey. Remember that many of the customers using Airlink may be carrying important items such as passports, paperwork, laptops and wallets containing substantial sums of money.

## 7. Destination Display

The number display should be set to **100**, and the destination should be set to either **Airport** or **City Centre**, depending on the direction of travel.

## 8. Announcements & PA System

### Automatic Next Stop Announcements

These will be made along the route to alert customers of the next stop. This system is linked to the NAVINEO GPS system. In the following circumstances, it may be necessary for the driver to undertake manual announcements using the onboard P.A. system:

- When the bus is diverted away from the regular route (due to an accident or special event – e.g. an event at Murrayfield)
- When a customer asks to be alerted to a specific place or hotel so they can alight
- When the automatic system on the bus is inoperative

Specific instructions on manual announcements will be issued by way of a Traffic Circular prior to large events such as rugby matches at Murrayfield. In general, for 3 days prior to a special event at Murrayfield, drivers should provide the following announcement when leaving the Airport:

*“I would like to take this opportunity to make you aware that there will be a [insert event] taking place at Murrayfield on [provide day]. At the end of the [insert event] part of Corstorphine Road will be closed to allow spectators to disperse. This will result in buses being diverted and journey times increased. Between [provide times] the bus stops at Haymarket Station or Shandwick Place will be closed - the nearest stop will be Queensferry Street. Wester Coates & Murrayfield will also be closed during this time - passengers for Murrayfield should alight at Western Corner. Please ask your driver if you are unsure.”*

## Manual Announcements

If the automatic stop announcements are inoperative, drivers should continue to make announcements manually, using the onboard P.A. System. All announcements should be made clearly and be brief and relevant to the operation of the service.

The following announcements MUST be made on the journey from the Airport to the City Centre:

- **Airport Departure**

*“Welcome to Edinburgh, this is your driver speaking. The journey to the City Centre will take about 30 minutes and I’ll announce all the main stops to give you plenty of time to gather your luggage and leave the bus.”*

- **Gogar Underpass**

*“The next stop will be at Maybury for the Marriot Delta Hotel. Change here for buses to Falkirk.”*

- **Glasgow Road (prior to Drum Brae Roundabout)**

*“The next stop is Drum Brae for Corstorphine.” (specify hotels if requested)*

- **Corstorphine Road (prior to Zoo)**

*“The next stop is for Edinburgh Zoo and the Holiday Inn.”*

- **Western Corner (at speed camera)**

*“The next stop is for Western Corner.”*

- **Corstorphine Road (between Western Corner & Murrayfield Road)**

*“The next stop is for Murrayfield and Murrayfield Stadium.” (specify hotels if requested)*

- **Roseburn Traffic Lights**

*“The next stop is at Wester Coates for local hotels.” (specify hotels if requested)*

- **Magdala Crescent**

*“The next stop is at Haymarket Station. This is also suitable for Gorgie and the Edinburgh International Conference Centre.” (specify hotels if requested)*

- **West Maitland Street**

*“The next stop will be at Shandwick Place for the West End and Lothian Road.” (specify hotels if requested)*

- **Princes Street**

*“The next stop is Princes Street for connections with local bus services.” (specify hotels if requested)*

- **Waverley Bridge (where safe to do so)**

*“We are approaching Waverley Bridge, the City Centre Terminal. This is the final stop and is close to Waverley Railway Station. Please remember to take all your luggage and belongings with you. Thank you for travelling on Airlink.”*

## 9. Operational Procedures at Waverley Bridge

- Drivers must ensure they have all the necessary equipment for the beginning of their shift.
- Sign-on at Central or Waverley with the relevant desk staff.
- Drivers should ensure that the bus arrives as scheduled on Waverley Bridge at the start of the duty. If a bus arrives later than its scheduled arrival at Waverley Bridge from the garage, reasons for the late arrival will be investigated.
- Driver colleagues must check lower and upper saloons, ensuring all customers have alighted the vehicle. They must also check there are no lost property contents on board.
- **When loading at Waverley:**
  - Lower the suspension
  - Extend the ramp if required
  - Turn the engine off (unless otherwise instructed)
- Drivers must not leave their vehicles unattended on Waverley without good cause.
- Drivers must wait with their bus until the relief driver is present to take over responsibility for the bus (unless otherwise instructed by Control or the Airlink Manager/Supervisor)
- If a relief driver fails to attend to take over the service, then the driver to be relieved must contact the Airlink Manager/Supervisor or Control and wait with the vehicle for further instructions. Drivers should continue to issue tickets until a relief driver arrives.
- If the bus you are operating is running late or has a defect which results in either a change of vehicle at Waverley Bridge or the dropping back of buses, **you must ensure that the INEO Console is properly logged off from the block being worked.** If this is not done, the new bus will not accept the running board details and cannot be tracked by the Control Room or appear on the tracking systems.
- Staff facilities are available in the canteen at the Waverley Office.
- On arrival at Waverley Bridge you should turn on the hazard lights to warn other road users that you are stopped as there is currently no BUS STOP box painted on the roadway. Once the second bus arrives, hazard lights should be turned off in case other road users think you are trying to pull away from the stop.

## 10. Operational Procedures at Edinburgh Airport

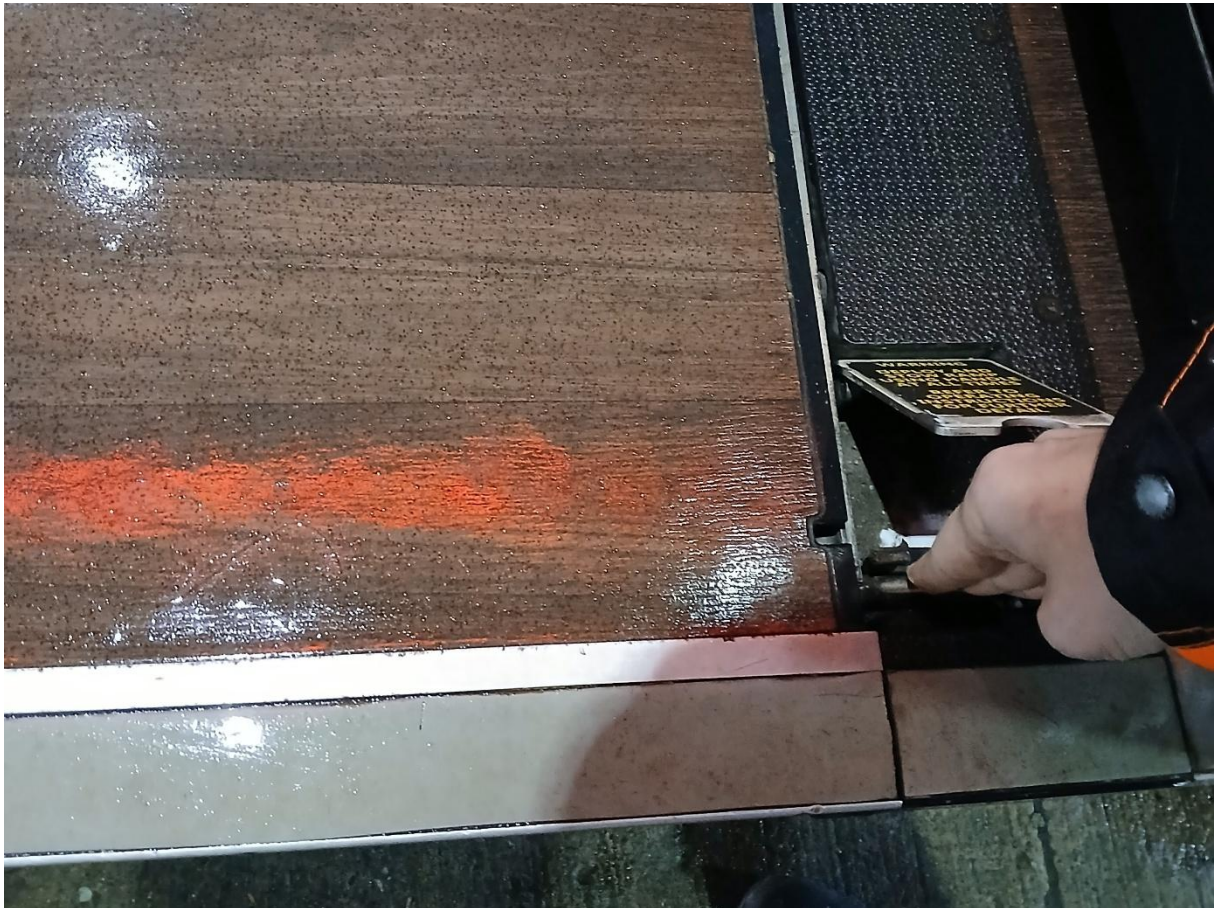
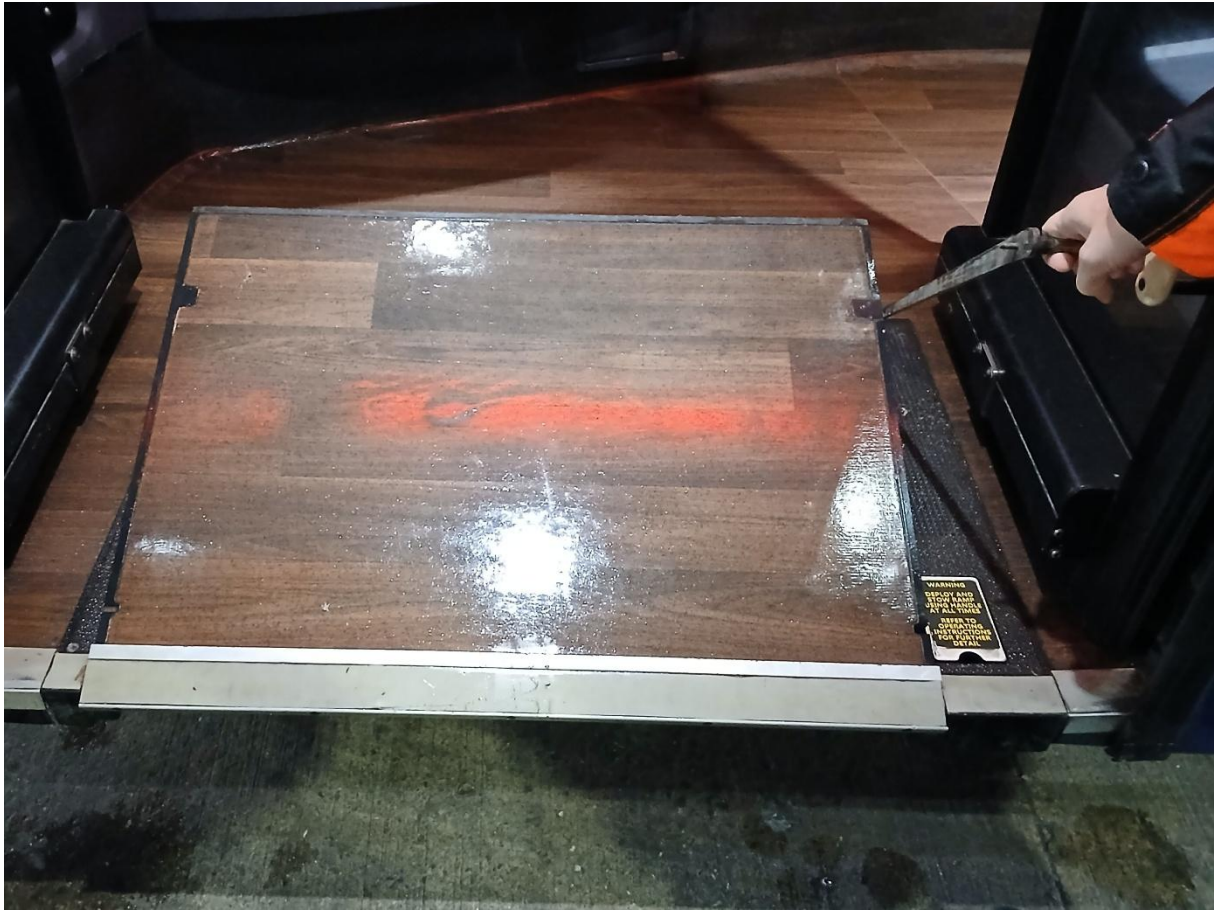
- Drivers must ensure that they observe the speed limits on the Airport Terminal perimeter road.
- Set down customers on arrival at Stance F, then move round to Stance A once cleared by the bus in front, ready for uplift of customers and then departure. The suspension should be lowered to allow customers to disembark and board with luggage easily.
- Driver colleagues must check lower and upper saloons, ensuring all customers have alighted the vehicle. They must also check there are no lost property contents on board.
- **When loading at the Airport Stance:**
  - Lower the suspension
  - Extend the ramp if required
  - Turn the engine off (unless otherwise instructed)
- Care should be taken to ensure that the nearside of the bus does not come into contact with barriers.
- Space has been made available for a maximum of two buses at the Airport stances at any one time. Other than at the bus shelters, no gaps are available to allow customers to gain access to the walkway.
- From the bus stop at the Airport Hilton Hotel to the Airport Bus Stance, customers must only be set down at designated bus stops at the front of the Terminal building - as required by Airport Security. Failure to follow this instruction may result in a Police response.
- Once at the stance check the bus for lost property.
- Assist the driver of the bus in front of you in the queue by:
  - Cutting the queue. Hold customers in queue if the first bus is due to depart or if a third bus has arrived and requires stance space. Ask customers to wait until you have moved your vehicle forward to the front stance.
- Fares must be issued on request – Customers who present a debit/credit card that doesn't work on the card reader should ask the airport staff member (if available) to assist and use the chip and pin function on their machine.
- Drivers should always demonstrate a professional image. Smoking or vaping is not permitted at or near the Bus Stance. Drivers should refrain from eating, drinking or reading newspapers while dealing with customers.

## 11. Manual Ramp

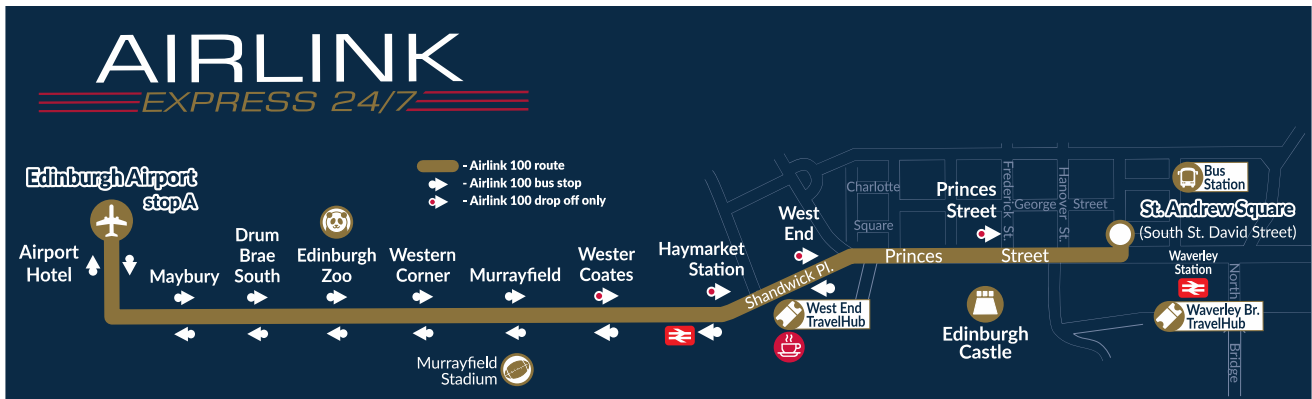
To ensure compliance with existing Lothian procedures and Health and Safety Regulations the following guidance should be adhered to in relation to the correct use of manually operated ramps.

1. **Ramp must be checked during First Use Inspection in line with existing requirements – Ensure handbrake is applied and neutral gear selected if the engine is running.** Move vehicle to a safe location if additional access space is required. Before exiting look to check it is safe to leave the vehicle. Be aware of changes in level and any uneven surfaces
2. **Position of ramp operator relative to vehicle.** Location of toggle/handle on the right side of ramp assists in ensuring the operator stands to right of doorway, eliminating risk of trapped fingers or collision with lower limbs/shins/legs
3. **Ramp deployment & stowage. Force required to raise ramp.** Lifting toggle/handle is positioned such that operator can retain the natural curve of the back, bending the legs during procedure if necessary. The lift weight is comfortably within the Manual Handling regulations advisory limits of 20-25 kg at lift point.
4. **Stowing ramp, trapped fingers.** Ensure handle is positively gripped to provide optimum control of ramp. Operator does not need to make contact with potentially dirty ramp surface of platform. Ensure toggle/handle is correctly seated in ramp once stowed (Fig 2)
5. **Possibility of vehicle moving with ramp deployed – before exiting the cab, ensure handbrake is applied and neutral gear selected.** Before exiting look to check it is safe to leave the vehicle. Be aware of changes in level and any uneven surfaces. A ramp interlock system is in use eliminating the risk of vehicle being driven with ramp deployed.

**If you believe that you are unable to offer help to a disabled passenger for any reason, you must inform Control.**



## 12. Route & Stops



- 1 Waverley Bridge
- 2 Shandwick Place stop SD
- 3 Haymarket Station stop HH - **COMPULSORY STOP**
- 4 Wester Coates (first stop at Hampton Terrace)
- 5 Murrayfield (at Ormidale Terrace)
- 6 Western Corner
- 7 Edinburgh Zoo
- 8 Drum Brae (prior to roundabout)
- 9 Maybury (Marriot Hotel)
- 10 Hilton Hotel
- 11 Edinburgh Airport **stance F** - DROP OFF ONLY

### 111 Edinburgh Airport **stance A**

- 110 Hilton Hotel
- 109 Maybury (Marriot Hotel)
- 108 Drum Brae (after roundabout)
- 107 Edinburgh Zoo
- 106 Western Corner
- 105 Murrayfield (at Ormidale Terrace)
- 104 Wester Coates (first stop after Roseburn) - DROP OFF ONLY
- 103 Haymarket Station - DROP OFF ONLY
- 102 Shandwick Place stop SC – DROP OFF ONLY
  - Princes Street stop SC – DROP OFF ONLY
  - Hanover Street stop GJ – DROP OFF ONLY
- 101 Waverley Bridge



### 13. TapTapCap on Airlink

All TapTapCap journeys recorded on Airlink (including Airport Return journeys) are included in the following caps:

**DAILY CAPPING** (04:00 to 03:59 the following morning)

<b>NETWORK</b>	<b>£12.50</b>
Journeys on <b>Airlink in all zones</b> . Also journeys on <b>Lothian, Lothiancountry, EastCoastbuses</b> day & night services in all zones.	

**WEEKLY CAPPING** (Monday to Sunday)

<b>City WEEK</b>	<b>£24.50</b>
Journeys on <b>Airlink in all zones</b> . Also journeys on <b>Lothian, Lothiancountry</b> and <b>EastCoastbuses</b> in zones A & B. Day and night services.	

<b>City&amp;Country WEEK</b>	<b>£34.00</b>
Journeys on <b>Airlink in all zones</b> . Also journeys on <b>Lothian, EastCoastbuses</b> and <b>Lothiancountry</b> in all zones. Day and night services.	

Please note, retail mode transactions cannot be capped, so **please use the appropriate contactless mode**. See page 22 for more information.

To benefit from capping, customers must:

- **Use one card or device per adult**
- **Use the same card or device all day/week**. For example, if a customer uses both a contactless card and a phone to pay for their travel in the same day, their payments will not be capped (even if they're funded by the same bank account).

## 14. Ticket Validity

The following tickets are valid for travel on Airlink:

✓	<b>Airport SINGLE</b>	
	Adult <b>£6.00</b> Child <b>£3.00</b>	Airport SINGLE ticket issued off bus (by an Airlink Travel Advisor) should be punched once, when the customer boards. Airport SINGLE ticket issued on bus should not be punched.
✓	<b>Airport Open RETURN</b>	
	Adult <b>£8.50</b> Child <b>£4.25</b> Family <b>£22.00</b>	Airport RETURN tickets issued on the bus should not be punched for the first journey. Airport RETURN tickets issued off bus (by an Airlink Travel Advisor) should be punched for the first journey. When an Airport RETURN ticket is presented for the return journey, one hole should be punched on the ticket in the space provided, and the corresponding <b>Adult Airport RETURN COUNT</b> or <b>Child Airport RETURN COUNT</b> button pressed once per passenger.
✓	<b>SINGLE</b>	
	Adult <b>£3.50</b> Child <b>£1.75</b>	For journeys between the Airport and Maybury OR between Waverley and Maybury.
✓	<b>NETWORK</b>	
	Adult <b>£12.50</b> Child <b>£6.25</b>	Record each journey using <b>Adult Airport RETURN COUNT</b> or <b>Child Airport RETURN COUNT</b> .
✓	<b>Ridacards</b>	
	Valid on all Airlink journeys, any time.	
✓	<b>Concessions</b>	
	Valid on all Airlink journeys, any time. See page 26 for more information.	
✓	<b>m-tickets</b>	
	Airport Single tickets should be recorded using the <b>Single m-ticket COUNT</b> button; Airport RETURN and NETWORK tickets recorded using <b>Adult Airport RETURN COUNT</b> and/or <b>Child Airport RETURN COUNT</b> . See page 27 for more information.	
✓	<b>Rail Single &amp; Returns</b>	
	Check that the rail ticket is valid for travel to or from “ <b>Edinburgh Airport Bus/Tram</b> ” and <b>valid for that date</b> . Issue an <b>Adult/Child Rail Single/Return ticket</b> as appropriate. These should be treated as any other Airport Single or Return Ticket: a hole should be punched in it as appropriate. See page 28 for more information.	
✓	<b>Vouchers</b>	
	See page 30 for Lothian Vouchers and page 32 for Travel Agency Vouchers.	

## Tram Tickets

Tram tickets are **only** to be accepted on direct instruction from Control, such as when there is service disruption or when a planned Traffic Circular has been issued.



Under normal circumstances, Tram tickets should not be accepted on Airlink - this includes the overnight period when Tram does not operate. Any customers who present a tram Ticket, even if they have only just purchased it from a tram ticket machine, should be asked to purchase a bus ticket and advised to contact Tram Customer relations for a refund.

The following tickets are **not** valid for travel on Airlink:



**City DAY tickets; Country DAY tickets; City&Country DAY tickets; SINGLE tickets; School Vouchers; One-tickets; Child CITYSINGLE tickets, PLUSBUS tickets** (not to be confused with rail tickets which specifically allow travel to the Airport as described in the previous section)


## 15. Ticket Machine – Sign On/Off

Sign on to the ticket machine in the same way you do on service buses:

1. Press ENTER
2. Key in your Driver Number and PIN and press ENTER
3. Key in the Service, Block, Trip, and Stage Numbers and press ENTER

The procedure for the end of a journey/start of a new journey is the same as on services buses: start a new stage and key in the appropriate numbers.

When you sign off the ticket machine at the end of each part of the shift, or if changing the bus or ticket machine, a sign off **Driver Report** will be printed and should be retained and placed in the envelope that you put in the drop safe at the end of shift.

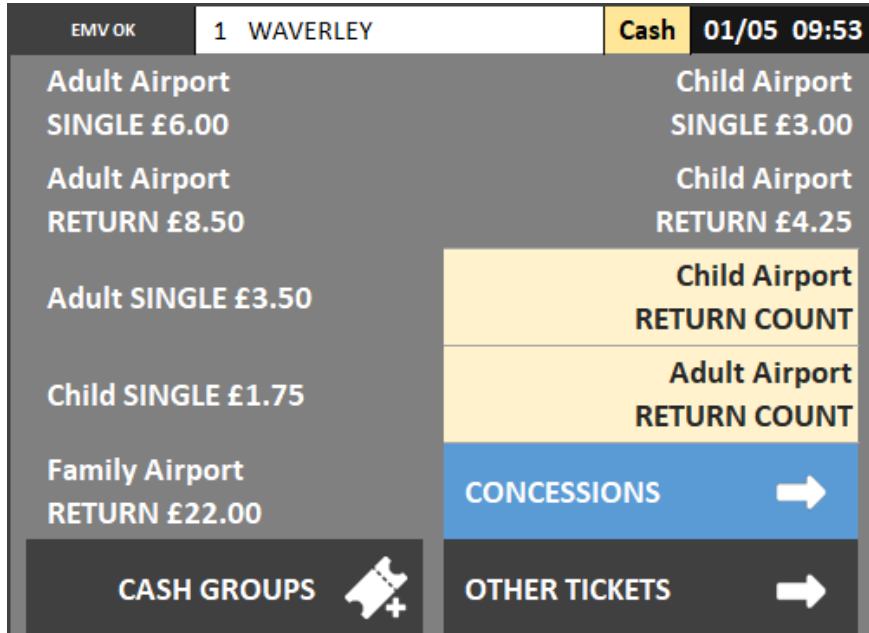


DRIVER REPORT	
Driver:	33172
Block No:	1234
Bus:	500
On:	29 Oct 24 10:06
Off:	29 Oct 24 12:31
Block Totals:	
Total Cash:	£74.50
Total Tickets:	11
Passes	4
Annual Cash	£0.00
Annual Card	£0.00
*****	
Net Cash	£74.50
*****	
Net Card	£0.00
*****	
E: 0001234	T: 0001234

## 16. Ticket Machine – Ticket Issue Menus

### Main Ticket Menu

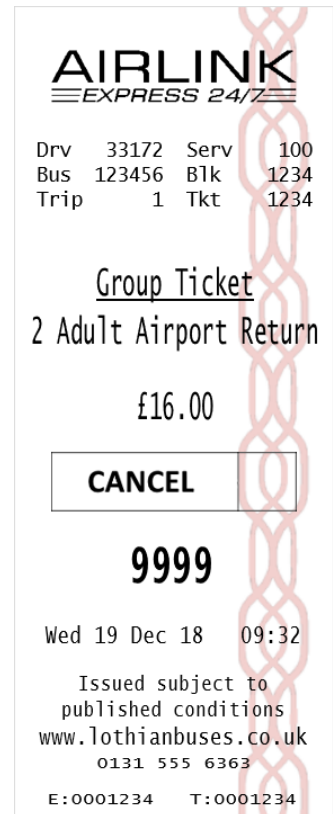
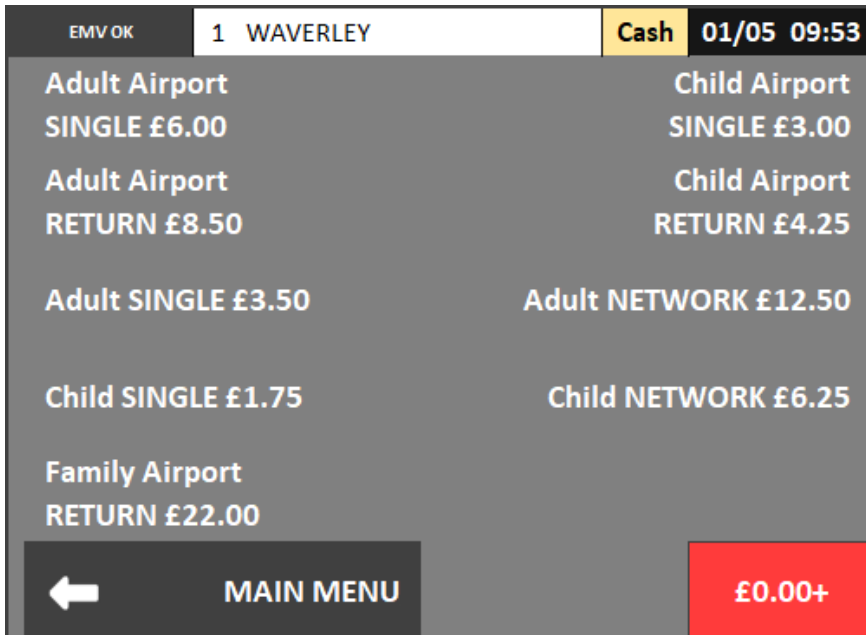
The Main Menu for Airlink follows the same format as those for regular services, but with different Airlink specific tickets available.



There is an Adult and Child Airport RETURN COUNT button, which must be pressed whenever a customer undertakes the return part of a journey using an Airport RETURN ticket. For Family or Group RETURN tickets, press the Adult Airport RETURN Count or Child Airport RETURN Count buttons for each passenger travelling with the ticket.

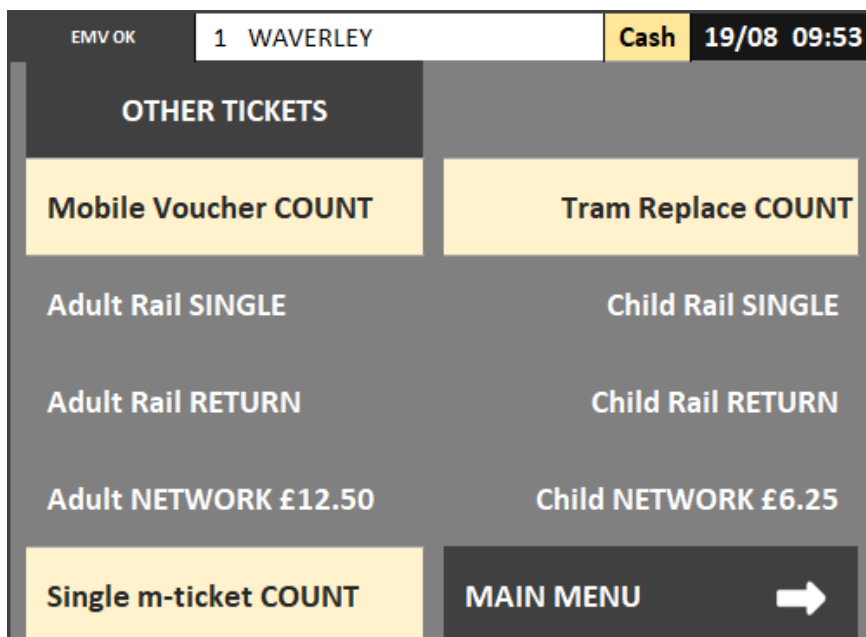
## Cash Groups Menu

Use the Cash Groups menu to issue a group ticket paid for with cash - this prints one ticket, so please check that the customers are travelling together for RETURN tickets.



## Other Tickets Menu

The Other Tickets menu contains some of the other, less frequently used tickets available on the Airlink service:



## 17. Ticket Machine – Contactless

On Airlink, TapTapCap journeys cannot be automatically recorded, so **please ensure that you use the correct contactless mode, otherwise it may result in the customer being overcharged.**

### UP arrow for TapTapCap

For **adults** – one card or device per passenger.

Payments are capped (at the NETWORK day cap, or all weekly caps).

Record the customer's destination on the right-hand side for single journeys or issue an Airport Open RETURN ticket on the left-hand side.

EMV OK	1 WAVERLEY	EMV	01/05 09:53
TapTapCap	9 MAYBURY		£3.50
	11 AIRPORT		£6.00
Airport RETURN			£8.50
← MAIN MENU	Contactless Tap - Variable		



### DOWN arrow for Retail Mode

For **child/family tickets or group tickets**. This prints one ticket, so please check that the customers are travelling together for Airport RETURN tickets.

Payments are **not capped**.

Just select the ticket(s) required and press the Enter key twice.

EMV OK	1 WAVERLEY	RETAIL	01/05 09:53
Adult Airport SINGLE	£6.00	Child Airport SINGLE	£3.00
Adult Airport RETURN	£8.50	Child Airport RETURN	£4.25
Adult SINGLE	£3.50	Adult NETWORK	£12.50
Child SINGLE	£1.75	Child NETWORK	£6.25
Family Airport RETURN	£22.00		
← MAIN MENU			£0.00+

A combination of modes can be used if required – for example, if an adult and a child are travelling together, TapTapCap (UP arrow) can be used first for the adult and then a child ticket can be issued using Retail Mode (DOWN arrow).

Visa or Mastercard (including Maestro) Contactless Payment cards which carry the contactless symbol can be used, as well as Apple Pay and Android Pay. We cannot currently accept payments by American Express, Discover or Diners cards.



TapTapCap is the preferred payment method. When customers use TapTapCap, they benefit from journeys being included in any best value daily or weekly caps when they use the same card or device for onward travel on any of our other services. Lothian also benefits from enhanced revenue protection with payments made in this way.

Please note, Return journeys are included in TapTapCap: press the UP arrow and select Airport RETURN from the left-hand side - this prints an Adult Open RETURN.

EMV OK	1 WAVERLEY	EMV	01/05 09:53
TapTapCap	9 MAYBURY		£3.50
	11 AIRPORT		£6.00
Airport RETURN	RETURN		£8.50

MAIN MENU ← Contactless Tap - Variable

The £8.50 contributes to that day/week's cap – the return journey is not included in capping, as the customer just presents the printed ticket on their return.

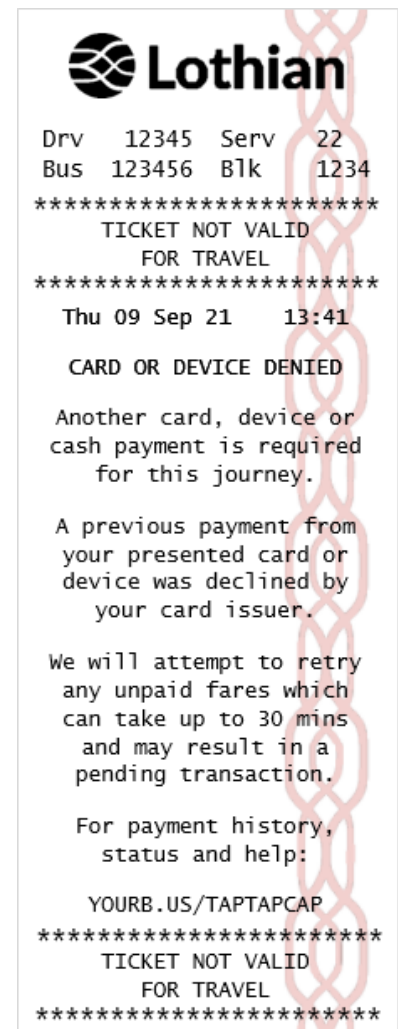
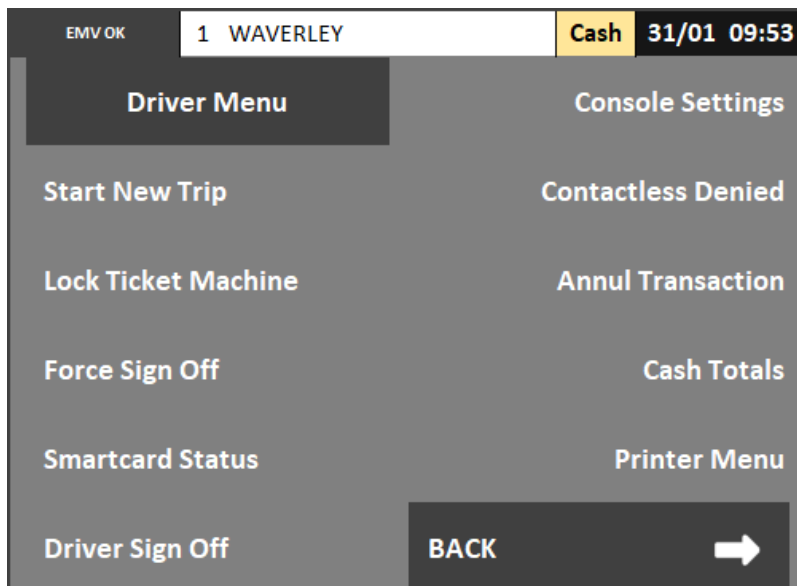
## Denied Journeys

If a contactless tap is unsuccessful, the ticket machine will show either:

**Contactless Card Declined** – this means that the card has not been accepted. Another card, device or cash payment is required.

**Contactless Card Denied** – this means that payment for a previous journey on our services was declined. Another card, device or cash payment is required for this journey. In the background, we will attempt to unblock the card by retrying any unpaid fares – if successful, this can take up to 30 minutes and may result in a pending transaction.

A ticket receipt is available to provide to customers with this information – it can be accessed from the driver menu and selecting “**Contactless Denied**”. Please print this ticket receipt when a customer is unsure why their card has been denied.

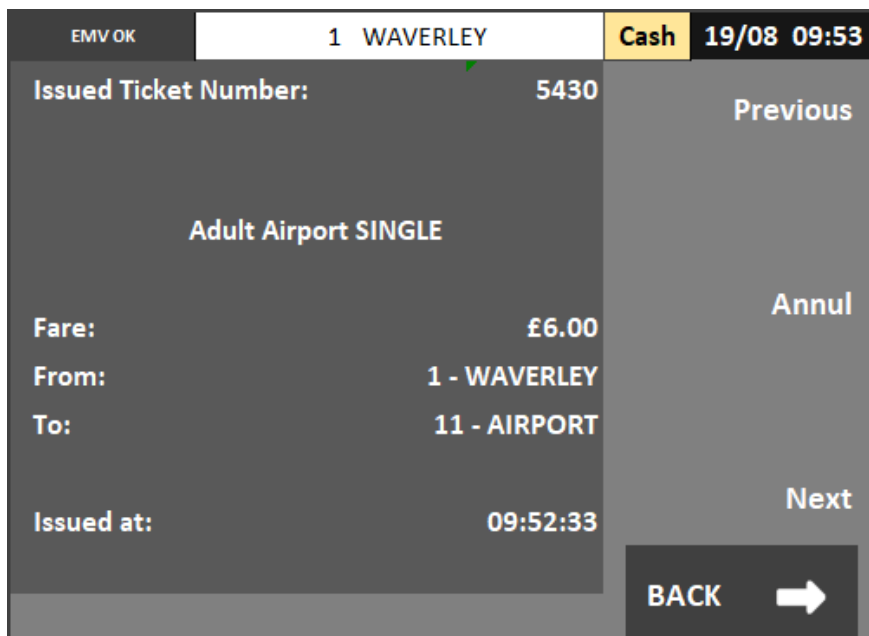


## 18. Annulments

To annul a ticket, press the Wayfarer key to access the driver menu and then press the key next to “Annul Transaction”. The “Annul Transaction” screen will display **all cash transactions within the last 2 minutes, and the most recent contactless tap**. Once you have found the ticket or tap you want to annul, press the left-hand key that is beside the ticket.



The screen will then display the ticket you have selected:



Once you have found the ticket you want, press the key next to “Annul”. The ETM will beep and a message will appear on the screen telling you the annulment was successful. An annulment slip will be printed from the ETM.

**Both the annulment slip AND the annulled ticket(s) should be retained and placed in the envelope that you put in the drop safe at the end of shift.**



## 19. Concessions

Concession Cards are valid on all Airlink journeys regardless of time of day.

To record the trip correctly you should ask the card holder where they are travelling to and recorded appropriately:

EMV OK	1 WAVERLEY	Cash	01/05 09:53
Please select destination stage	9 MAYBURY		Zero Fare
	11 AIRPORT		Zero Fare
CASH	SC Concession		
	CO		

The Concessions menu can be used to record Concession cards and Under 22 cards that don't register, issue 7-day tickets, and to record Concession cards manually using the same procedure as regular buses:

EMV OK	1 WAVERLEY	Cash	31/01 09:53
< BACK			
 OVER 60 & DISABLED SCHEME ↓	 UNDER 22 SCHEME ↓		
< 7 Day Pass Issue		Faulty Bus Pass (Y) >	
< 7 Day Pass COUNT		Faulty Bus Pass (Y16+) >	
< Manual Concession		Manual Bus Pass (Y) >	
< Manual Companion		Manual Bus Pass (Y16+) >	

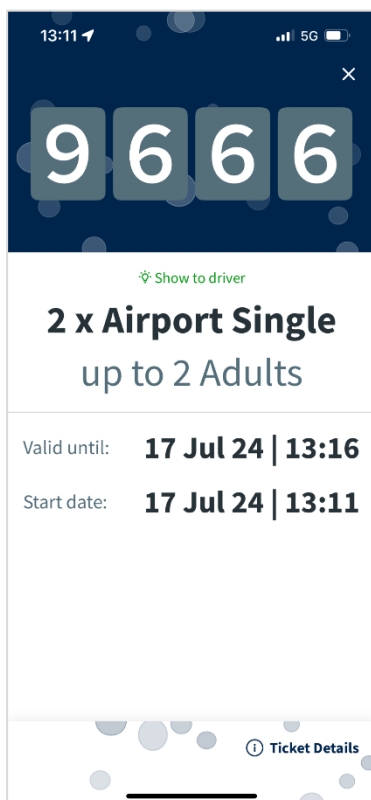
## 20. m-tickets

The validity of m-tickets should be checked in same way as on service buses: check the number of the day and that the animated bubbles are moving.

Customers can purchase an Airport SINGLE or Airport RETURN ticket for up to 5 Adults, a Family Airport RETURN ticket for up to 2 Adults and 3 Children, or a NETWORK ticket. The number of passengers will be noted in the grey text under the ticket title.

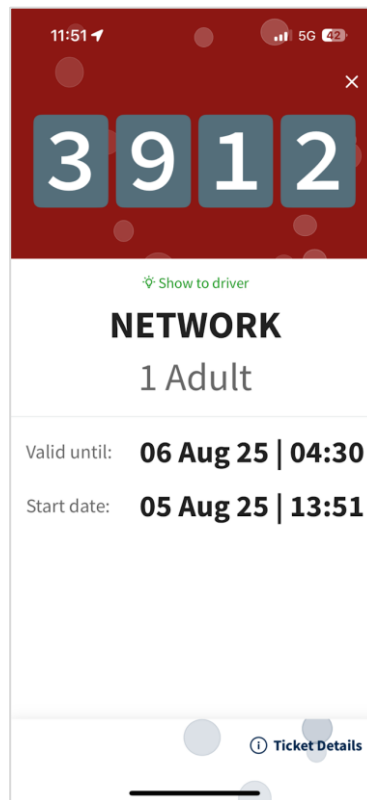
- **Airport SINGLE** tickets should be recorded by pressing **Single m-ticket COUNT** once per passenger.
- **Airport RETURN** tickets and **NETWORK** tickets should be recorded by pressing **Adult Airport RETURN COUNT** or **Child Airport RETURN COUNT** once per passenger.

For example:

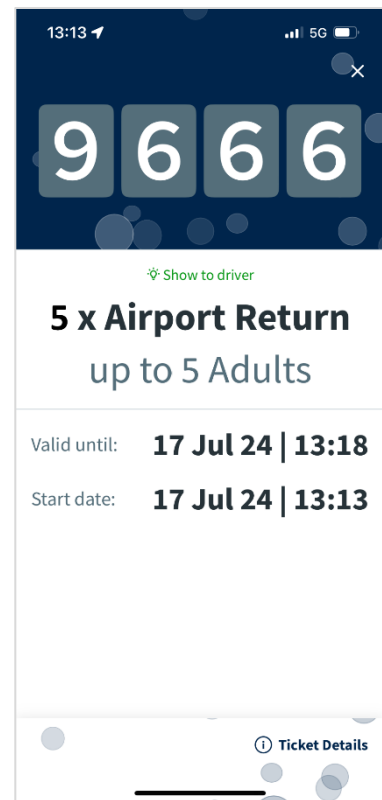


Single m-ticket COUNT

Single m-ticket COUNT



Adult Airport  
RETURN COUNT



Adult Airport  
RETURN COUNT

Adult Airport  
RETURN COUNT

Adult Airport  
RETURN COUNT

Adult Airport  
RETURN COUNT

Adult Airport  
RETURN COUNT

## 21. Rail Single and Returns

Train companies sell a range of integrated tickets which include both a rail journey to and from Edinburgh and onward travel to and from Edinburgh Airport on Airlink. These tickets are issued in a variety of formats, including mobile variants.

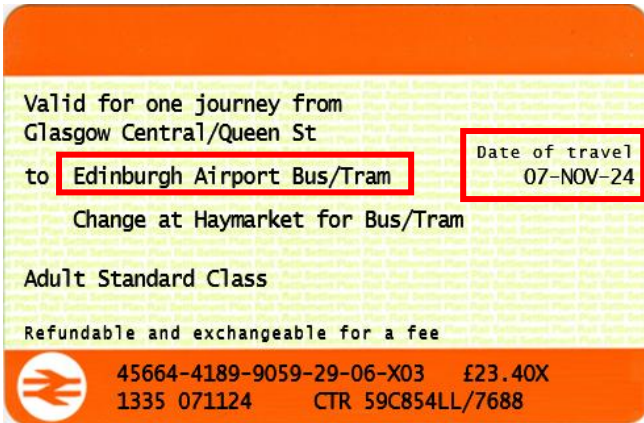
If presented with this ticket you should do the following:

1. Check that the rail ticket is valid for travel to or from “**Edinburgh Airport Bus/Tram**” and **valid for that date**.
2. Issue an **Adult or Child Rail Single or Return Ticket** as appropriate. The ticket you issue should be treated as any other Airport Single or Return Ticket and a hole should be punched in it as appropriate. Please do not retain the rail ticket under any circumstances.

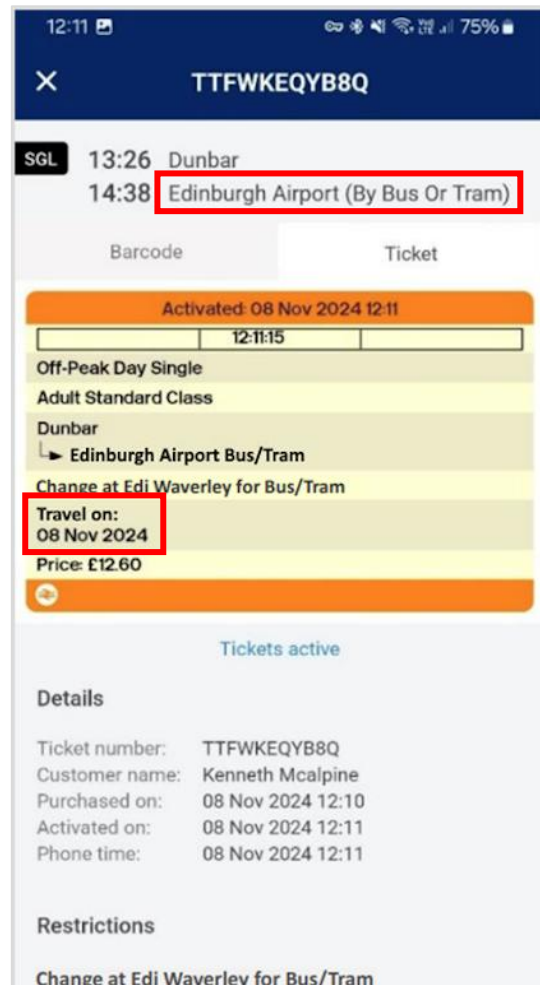
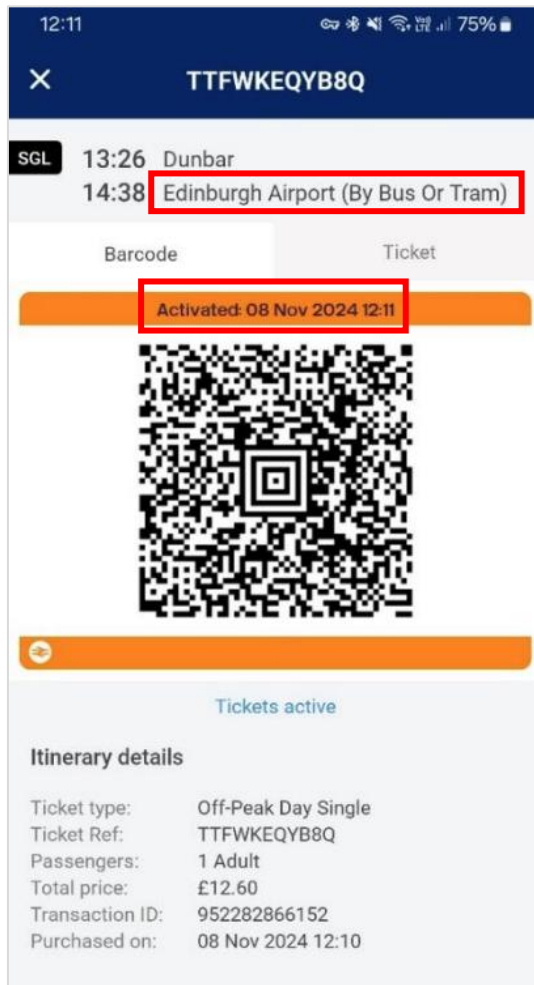
Please see over the page for examples.

Below are some examples of rail tickets valid on Airlink, with the date of travel and “Edinburgh Airport Bus/Tram” highlighted.

### Paper Tickets



m-tickets (from the Scotrail app – other train operator apps may vary)



## 22. Lothian Vouchers

We sell Adult, Child and Family Airlink Return tickets through part of the Lothian Buses website. These tickets may be PRINTED as vouchers or displayed on a MOBILE device.

In most cases these tickets should be scanned and redeemed via the Airlink Assistance team prior to boarding. The following procedures are to be followed if an Airlink Assistant is not available to scan and redeem the voucher only.

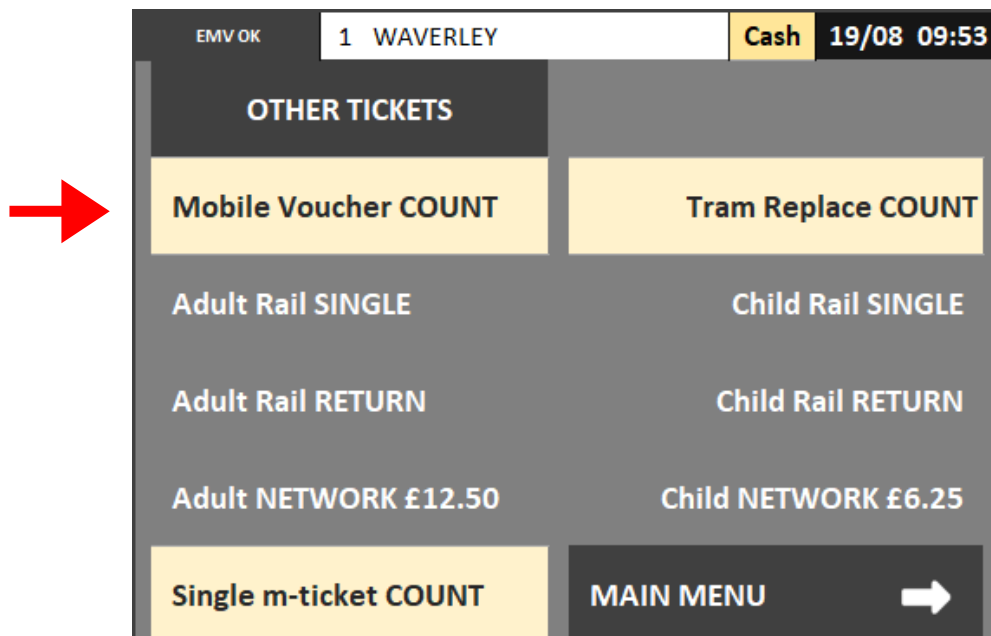
### Printed Vouchers

Printed vouchers should be treated like any other: **check that the arrival date matches, take the voucher and issue the corresponding number of return tickets from the ticket machine.** The voucher should be included in the End of Day envelope alongside any others.



## Mobile Vouchers

Mobile vouchers may be in the form of an email voucher but can also be added to the Apple Wallet on iPhones. **If multiple customers are boarding, check that each voucher has a different Booking ID, and that either the arrival or departure date matches. Press the “Mobile Voucher COUNT” in the “Other Tickets” menu once for each boarding customer.**




## 23. Travel Agency Vouchers

To view examples of valid vouchers, please visit My Lothian or scan the QR code below:



Vouchers issued by travel agents for the Airlink Service should be **exchanged for the appropriate return ticket**. The voucher must be placed in the Lothian Cheques, Tokens & Vouchers envelope as part of your sales reconciliation. If you are in doubt of the validity/authenticity of a voucher, contact the Waverley Bridge Office or Control for advice.

The **Plus Airportline** round trip voucher should be dealt with differently to other vouchers. The round-trip options come in 2 parts and when presented by a customer both parts should be exchanged for a return ticket. If not printed off the [LBvoucher@lothianbuses.co.uk](mailto:LBvoucher@lothianbuses.co.uk) email address should be used and corresponding tickets issued.

	<b>E-ticket</b> round trip
This E-ticket is valid for a journey between Edinburgh Airport and Edinburgh at the date(s) stated below.	
Please print your E-ticket because without it you cannot use your PlusAirportline transfer.	
<b>Your booking details</b>	
Booking code: <b>WKIMGM</b>	
Customer name: RUBIO ALVAREZ ANNE	
Flight number: FR5632	
Flight time: 2024-01-02 19:40:00	
Transfer direction: airport->city	
Num. of Passengers: 8	
Trip Type: round trip	

## 24. Voucher / Cashing In Procedure

- Ensure all vouchers are recorded and then placed in a **Lothian Cheques, Tokens & Vouchers envelope**
- Ensure the Lothian Cheques, Tokens & Vouchers envelope is stored in drivers cab area and passed to relevant colleague when vehicle handover is conducted.
- The driver colleague that returns to depot with the vehicle must ensure the **Lothian Cheques, Tokens & Vouchers envelope** is deposited in designated secure storage.