

Helpful hints

- First ScotRail Telesales and booking offices should always issue you with a cycle reservation ticket as well as your travel ticket which you should keep safe and easily accessible.
- Should you experience difficulties with your cycle during your trip, a valid rail ticket qualifies you for our free breakdown recovery service details of which are available in this leaflet.
- If you are taking your cycle on train from a staffed station, inform platform staff. They can ensure that you have adequate time to board and direct you to the portion of the train at which you should board.
- If you are taking your cycle on train from an unstaffed station, look for the cycle symbol on your train as it arrives. This will indicate where you should board.
- When on the train, make full use of our staff for any assistance you require. On train staff can ensure that you have adequate time for disembarking.
- Some stations have secure cycle lockers for hire as well as cycle racks.
- Cycles completely folded down and enclosed in a container or case throughout the journey are carried on all services and do not need a reservation.
- Remove anything not permanently fixed to the cycle, particularly valuables.
- Do not lock your cycle to any part of the train other than at designated points.
- Do not lean your cycle against doors or other passengers' luggage. Do not obstruct vestibules.
- Never ride your cycle on station platforms or concourses.
- Please read instructions on how to use the on-train cycle racks.

Useful contacts

- On cycling in Scotland and cycling events.
Scottish Cycling Tel 0131 652 0187
www.scottishcycling.com
- For route and accommodation information.
Cyclists' Touring Club (CTC) Tel 0870 873 0060
www.ctc.org.uk
- For information on the cycle tracks in Scotland.
Sustrans Tel 0845 113 0065
www.sustrans.org.uk
- The Scottish Executive site for cycling and cyclists.
www.cyclingscotland.org
- Caledonian MacBrayne Ferries. Tel 08705 650 000
www.calmac.co.uk

www.firstscotrail.com

further INFORMATION

timetable enquiries

National Rail Enquiries

08457 48 49 50

For rail timetable and fares information

Traveline **0870 608 2 608**

www.traveline.org.uk

For general travel information nationwide

www.firstgroup.com

For the latest information from First Group

Telesales

08457 55 00 33

For rail bookings by credit / debit card

Customer Relations

0845 601 5929

For enquiries about First ScotRail

Disabled Assistance

0845 605 7021

Lost Property

0141 335 3276

your comments

If you have any suggestions or comments about our train services please write to:

First ScotRail Customer Relations

First ScotRail
 PO BOX 7030
 FORT WILLIAM
 PH33 6WX



Take your
wheels
 on the train

First ScotRail for Cyclists

As part of our commitment to protecting the environment, we are working to ensure that all First ScotRail stations in Scotland have secure cycle parking facilities. We will also provide free reservations and guaranteed cycle spaces on trains when pre-booked through First ScotRail Telesales on **08457 55 00 33** where we can ensure that available cycle space is reserved for those who book in advance. There will also be increased capacity for cycles on many services.

Consultation programme

First ScotRail is committed to developing a wide ranging consultation programme with cycling groups involving regional roadshows that allow everyone to make their views known. The programme also involves a specific integration group that will address issues around connecting all modes of transport. Our efforts were rewarded when we received the ATOC National Cycle-Rail Award for Customer Service 2005.

Cycles go free

First ScotRail welcomes cyclists on all services (subject to availability) and taking your cycle is free. Increased cycle capacity is now available on many routes.

Reservations

Reservations are generally available 8 weeks in advance of travel (12 weeks for Sleepers) and up to 2 hours before the train commences its journey. Reservations for early morning services should be made the previous evening.

Cycle reservations can be made at principal staffed stations or through First ScotRail Telesales when buying your travel ticket on **08457 55 00 33**.

When you cannot take your cycle

During periods of engineering work, cycles cannot be carried on bus services replacing trains.

Tandems, tricycles, cycle trailers, motorcycles, mopeds and motorised cycles are **not** carried on any of our services.

Further afield

For a day out or a longer break, take your cycle with you and make the most of First ScotRail's facilities for cyclists.

Many stations are located near great cycle routes, helping you to avoid traffic and reach the best cycling in Scotland easily. Look out for the National Cycle Route Interchange signs.

Or explore all of Scotland by rail, sea and cycle with a Freedom of Scotland Travelpass using First ScotRail and Caledonian MacBrayne ferry. For information see separate leaflet or call National Rail Enquiries on **08457 48 49 50**.

First ScotRail also provides extra seating accommodation attached to the Sleeper service between Edinburgh and Fort William. Special day out fares are available, with connections from Glasgow Queen Street and Westerton - an ideal way to maximise your time in the West Highlands.

First ScotRail Cycle Rescue - 08000 717 212

You can have complete peace of mind when you travel First ScotRail with your cycle. If you are unable to complete the cycle portion of your journey as a result of an accident, vandalism or an irreparable breakdown to your cycle, First ScotRail Cycle Rescue will ensure you and your cycle (if appropriate) are transported at our discretion to:

- the nearest suitable cycle repair shop *or*
- the nearest appropriate railway station *or*
- the nearest car rental agency *or*
- the nearest overnight accommodation *or*
- your home, if nearer

Simply call freephone helpline **08000 717 212** and we will assist you according to our terms and conditions. You will need your valid rail ticket to hand.

First ScotRail Cycle Rescue is operated by ETA Services Ltd.



Terms and Conditions

First ScotRail Cycle Rescue applies only to holders of valid rail tickets for journeys on the First ScotRail network. First ScotRail Cycle Rescue only applies in conjunction with the cycle carriage arrangements detailed in this leaflet.

Full terms, conditions and exclusions are available on www.firstscotrail.com or by phoning Customer Relations on **0845 601 5929**.



When to reserve space for your cycle

On the following services advance reservations are mandatory as space is limited.

- Glasgow and Edinburgh to Aberdeen
- Glasgow and Edinburgh to Inverness
- Aberdeen to Inverness
- Glasgow to Oban, Fort William and Mallaig
- Inverness to Kyle of Lochalsh, Wick and Thurso
- Newcastle and Glasgow to Stranraer

On the following services reservations are not necessary, but space is limited.

- Edinburgh to Glasgow via Falkirk
- Edinburgh to Glasgow via Shotts
- Edinburgh and Glasgow to Falkirk, Dunblane and Perth
- Edinburgh to Bathgate
- Edinburgh to North Berwick
- Edinburgh to Dunfermline and Kirkcaldy
- Glasgow and Ayr to Carlisle and Newcastle via Dumfries

You can take your cycle on any Strathclyde Passenger Transport rail service without reservation subject to space being available.

- Glasgow to Paisley Canal
- Glasgow to Gourock and Wemyss Bay
- Glasgow to Whifflet
- Glasgow to Paisley, Ardrossan, Largs and Ayr
- Glasgow to East Kilbride, Barrhead and Kilmarnock
- Glasgow to Neilston and Newton
- Glasgow to Cumbernauld
- Glasgow to Motherwell, Coatbridge Central and Lanark
- Glasgow to Maryhill
- Helensburgh, Balloch, Dalmuir and Milngavie to Glasgow, Springburn, Airdrie and Drumgelloch.

Subject to availability of space, cycles can be conveyed, free of charge, on the Caledonian Sleeper service in the guards van. Space must be reserved in advance.

Cycle reservations can be made at principal staffed stations or through First ScotRail Telesales when buying your travel ticket on **08457 55 00 33**.