

## CUSTOMER INFORMATION – STRIKE ACTION

**Q: Why are drivers and conductors going on strike?**

A: Strike action is being taken by Unite the union over pay.

**Q: Will any trams run during this time?**

A: Due to the strike action we won't have enough tram drivers to offer a reliable service to customers. For this reason there will be no trams running. However, a limited bus service will be running to help customers reach their destinations. .

**Q: Will the SL1 and SL1a operate?**

A: SL1 and SL1a services will operate as normal.

**Q: Are you running a bus service as an alternative?**

A: We are planning to run a limited bus service on the yellow and blue routes as follows;

| Route         | Times      | Between                   | Frequency               |
|---------------|------------|---------------------------|-------------------------|
| <b>YELLOW</b> | 7am to 7pm | Meadowhall and Middlewood | Every <b>10</b> minutes |
| <b>BLUE</b>   | 7am to 7pm | Halfway and City Centre   | Every <b>10</b> minutes |

**Please note:**

- Customers travelling between **Hillsborough** and **University** should use the Stagecoach 52 bus service.
- Customers travelling between **City** and **University** should use the Stagecoach 52 or 120 bus services.
- Customers travelling between **Malin Bridge** and **City Centre** should use Stagecoach 52 or 57 bus services to/from Hillsborough.
- Netherthorpe Road, University, West Street and City Hall tram stops will not be served by tram replacement bus services. This is to help prevent the service from being delayed in congested traffic.
- Yellow route replacement bus services will serve all bus stops on Attercliffe Common but will be unable to serve Tinsley Meadowhall South. This is to help prevent the service from being delayed in congested traffic.

Full details of replacement services will be available online at [supertram.com](http://supertram.com) on Wednesday 4 July 2018.

**Q: What about the purple route?**

Due to limited resources, there will be no bus service operating on this route. Customers who usually travel on the Purple route are advised to travel to Gleadless Townend bus stop and take Blue route bus replacement.

**Q: Can I use tram only tickets on other buses or trains?**

A: Tram only weekly and 28 day tickets will be accepted for travel on Stagecoach buses only. They will not be accepted on other operator's services.

**Q: Will I get days back on my ticket if there is a strike?**

A: If you have a weekly paper ticket, or use the Stagecoach bus app to buy weekly tickets, you will receive compensation of one day for each strike day when you buy your next ticket. If you have a paper ticket please keep hold of it to show how many extra days you're entitled to.

Customers with a 7-day Smart Megarider will automatically receive the appropriate number of additional days on their Smart ticket renewal.

Customers with a 28-day Megarider or Megarider Xtra should contact the Supertram ticket helpline on 0345-810-1000.

**Q: I have a Citywide/TravelMaster ticket, will this be refunded?**

Unfortunately we are unable to offer refunds or additional days to customers who hold Citywide or other TravelMaster or multi-operator products. In addition, refunds and extra days will not be available to customers who purchase Dayrider tickets on a strike day.

**Q: I have a Dayrider ticket through the Stagecoach bus app, can I use this?**

If you have pre-purchased Dayrider tickets with the Stagecoach bus app, please do not activate these on strike days as we aren't able to refund or extend these tickets.

These conditions also apply to Tram & Bus Dayrider and Megarider products, with the exception of Megarider Gold. Please contact us at [supertram.com](https://www.supertram.com) if you have this ticket.

**Q: How long will strikes go on for?**

A: Strike action is being taken by Unite the union therefore we're unable to advise of further dates or the frequency of any strike action, but should more dates be announced we will publish service information on our website as soon as possible. The dates we are currently aware of are Monday 9 and Thursday 12 July.