

Edinburgh Trams to the rescue



If you are a ScotRail passenger and your journey is disrupted then you can complete your journey by tram for no extra cost.

The idea is that if your rail journey is affected by severe weather disruption, emergency repairs or signalling then you can transfer to a tram and still use your rail ticket.

When the ticket acceptance is implemented, passengers will be advised by ScotRail staff and via social media.

Ian Craig, Chief Executive of Transport for Edinburgh, said: “We are pleased to announce this new partnership with ScotRail as we believe it will be a helpful support to affected passengers.

“Ours and ScotRail’s commitment is to ensure customers receive the best possible service at all times but on occasion there are external influences that can cause disruption. It’s our hope that by enabling passengers to use their tickets on the trams as well as trains, we will be able to somewhat ease the level of inconvenience caused when trains can’t run as planned.”

The service will be available to all eligible ScotRail ticket holders.

Phil Verster, Managing Director of the ScotRail Alliance, said: “We always want to provide the best possible service for our customers but sometimes, due to severe weather or other external factors, that doesn’t always go to plan.

“When our services are disrupted, we do our best to keep our customers moving and this new ticket acceptance scheme with Edinburgh Trams will help us do just that.

“This scheme is just one of the ways we are continuing to improve our customer’s journeys, and will be a great benefit to passengers in the Edinburgh area.”

Tram stops which may be useful for rail passengers include St Andrew Square (for Waverley), Haymarket, Edinburgh Park Station and Edinburgh Gateway (coming in December 2016).