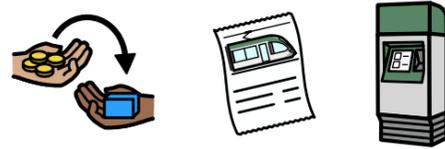
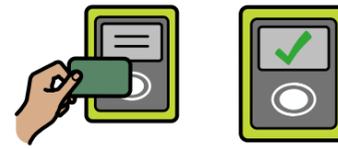


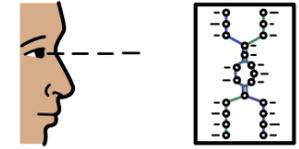
1. Arrive at the tram stop.



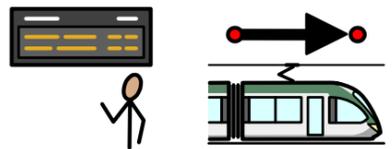
2. Purchase your ticket from the ticket machine. Keep hold of this so you can show the customer experience agents.



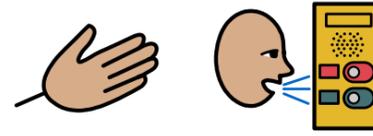
3. Or, scan your travel card on the card reader at the end of the platform. Make sure you see the green tick on screen.



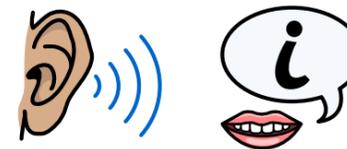
4. Check the map to see where you need to go. Maps are on the ticket machine or on the poster in the shelter.



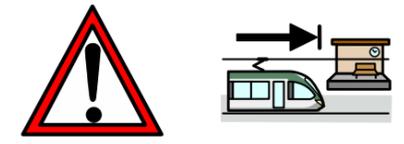
5. Have a look at the public information displays to see the times of the next tram.



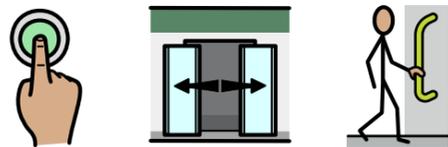
6. If you need assistance, use the customer help point on the platform.



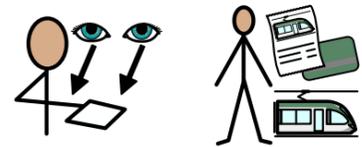
7. Listen for announcements. If there's an issue on the network, an announcement will be made at the stop.



8. Stand back on the platform and wait for the tram to come to a full stop.



9. Push the door open button and board the tram. Hold onto the handrails and take a seat if you can.



10. If a customer experience agent boards the tram, have your ticket or travel card ready for them to check.



11. Listen out for your stop. When you're ready to get off at the next stop, press the stop request button.



12. Hold on to the hand rails, wait for the tram to fully stop, then press the door button to get off the tram.