

Dear South West Coaches Ltd,

Thank you for working with us, it's great to have you on board.

Enclosed is all the information needed to provide the service. If you have any questions, please contact us on **0345 528 0270** or [fts.control@firsttravelsolutions.com](mailto:fts.control@firsttravelsolutions.com).

### Before the service

- **Provide us with driver and vehicle details for the service before the service start date.**
- **Print the Driver's Information and give it to your driver.**  
It contains information about what to do in an emergency and banners that need to be displayed on the vehicle. By agreeing to provide the service, you are confirming that your driver is aware of the safe route and any potential hazards, e.g., low bridges.
- **Ensure your service tracking method is in place and working.**  
You are likely to have to provide driver tracking as part of your agreement with us. Please refer to the Vehicle Tracking page for further details.
- **Give the PACE notes for the service to the driver.**  
You must ensure your driver understands the route and service being provided.
- **Allocate the correct vehicle type and size as agreed for the service.**  
If you have an MTE certificate, make sure it is displayed clearly on the vehicle.

### After the service

- **Send us an invoice.** All invoices should contain the product no. and price stated on the Service Information page. Without this information your payment may be delayed.

Email your invoice in PDF to, [firstgroupbus@a-ip.co.uk](mailto:firstgroupbus@a-ip.co.uk). For multiple invoices, a singular file with multiple pages **must be sent**.

Invoices should be addressed to **First Travel Solutions, PO Box 7544, Royal Mail Sorting Office, Crucible Road, Corby, NN17 5ZZ**. (Note, this is a scanning centre so please don't send statements or other correspondence to this address).

SERVICE INFORMATION

Client: **Great Western Railway**  
Supplier PIN: **4080**

Service Requirements Key

 Vehicle Tracking  Wheelchair Accessible  MTE Certificate  High Risk Route  Medium Risk Route  ULEZ  Toilets  A/C

PRODUCT NO	DATE	TIME	ORIGIN	DESTINATION	VEHICLE TYPE	REQUIREMENTS	PRICE	ACTION
3544925	18/02/2026	06:00	BNP - Barnstaple, EX31 2AU	BNP - Barnstaple, EX31 2AU	Wheelchair Coach		£1100.00	

## DRIVER INFORMATION

Dear South West Coaches Ltd,

Thank you for working with us, it's great to have you on board.

Enclosed is all the information needed to provide the service. If you have any questions, call First Travel Solutions Control Centre on the number below.

First Travel Solutions Control Centre  
**0345 528 0270**



### Diversions

Stop in a safe place, then contact FTS Control.

If you are diverted off the route and are unsure of any height restrictions, do not continue your journey because there may be hazards ahead.

Tell us about the diversion and we will give you alternative routes that are safe and clear of hazards, such as low bridges.



### Booking On and Off Duty

Call FTS Control when you arrive to report that you are ready for duty and before you stand down. Have your product no. and vehicle registration details to hand.



### Intermediate Stops

If you are operating a rail replacement service at an intermediate stop and the service cannot take on more passengers, contact FTS Control immediately.



### Incidents and Breakdowns

Contact FTS Control In the event of a breakdown, collision, or safety incident contact us immediately.



### Before the Service...

You must understand the route before operating the service.

The vehicle type and size should be suitable for the service.

You must know how to operate the wheelchair lift or ramp on an accessible vehicle (if applicable). If you have an MTE certificate, make sure it is displayed clearly.

You must have a method for tracking your vehicle.



### Destination Banners

The Destination Banner and running board number must be displayed on the vehicle throughout the service

## VEHICLE TRACKING

You must stay in communication with us during the service so we know where your vehicle is and can provide support to you, our client and passengers when needed.

### If your service is tracked...

If you provide a tracked service, there are no further actions. You don't need to use the Driver Companion App to track your vehicle.

### If your service is not tracked...

If you do not provide a tracked service, you must use the Driver Companion App to track your vehicle.

## DRIVER COMPANION



Download the App from Google Play or the Apple App Store. You will need the Product no. and Supplier PIN to access the App.

### SUPPLIER PIN

**4080**

**Need a little help?** Here's guidance on how to use the App.



[Guide](#)

## VEHICLE RUNNING BOARD



### Don't have a tracked API service?

Use our Driver Companion App to help us provide a great service to you, our clients, and passengers.

### Have you displayed the destination banner?

Destination banners must be visible on the vehicle.

### Driver Companion

**Supplier PIN: 4080**

First Travel Solutions  
Control Centre

**0345 528 0270**

### Call FTS Control

- On arrival, to report ready for duty and to report when you finish duty.
- In the event of an incident or breakdown.
- If your vehicle is diverted and you need to use an alternative route.
- If your vehicle is full at an intermediate station and passengers want to get on.

**Supplier: South West Coaches Ltd**

**Product ID: 3544925**

**Running Board: 49199**

**Service Date: 18/02/2026**

**Vehicle Type: Wheelchair Coach**

**No Pax: None**

**SPECIAL INSTRUCTIONS: 3544925 - #ZRBN# Your standby duty is route-specific, but please be aware you could be asked to cover any service on the GWR network, so please check with FTS Control for any hazards you may encounter, such as low bridges or any other restrictions.**

LOCATION	DEPART	ARRIVE
BNP - Barnstaple, Station Road, Barnstaple, EX31 2AU		<b>06:00</b>
BNP - Barnstaple, Station Road, Barnstaple, EX31 2AU	<b>06:00</b>	
BNP - Barnstaple, Station Road, Barnstaple, EX31 2AU		<b>00:30</b>
FINISH		

**Please ensure your drivers are aware of the safe route to be operated. By accepting this work you are confirming that your drivers are aware of the safe route and any potential hazards e.g. Low bridges.**

**If you are diverted off the route and are unsure of any restrictions please stop in a safe place. Please contact Control to advise of the diversion and do not proceed with your journey until you are confident that the alternative route is safe and clear of potential hazards, such as low bridges.**

49199

South West Coaches Ltd - 18/02/2026 - Product ID 3544925

Destination:

**BNP - BARNSTAPLE**

Calling at:

- BNP - Barnstaple