



Hamilton

Bus Station Access Guide

Introduction

Hamilton bus station is a modern purpose-built station with 17 bus stances.

Location

The station is located north of Hamilton rail station.

The station is bordered by Brandon Street to the north and Orchard Street to the south.

Opening hours

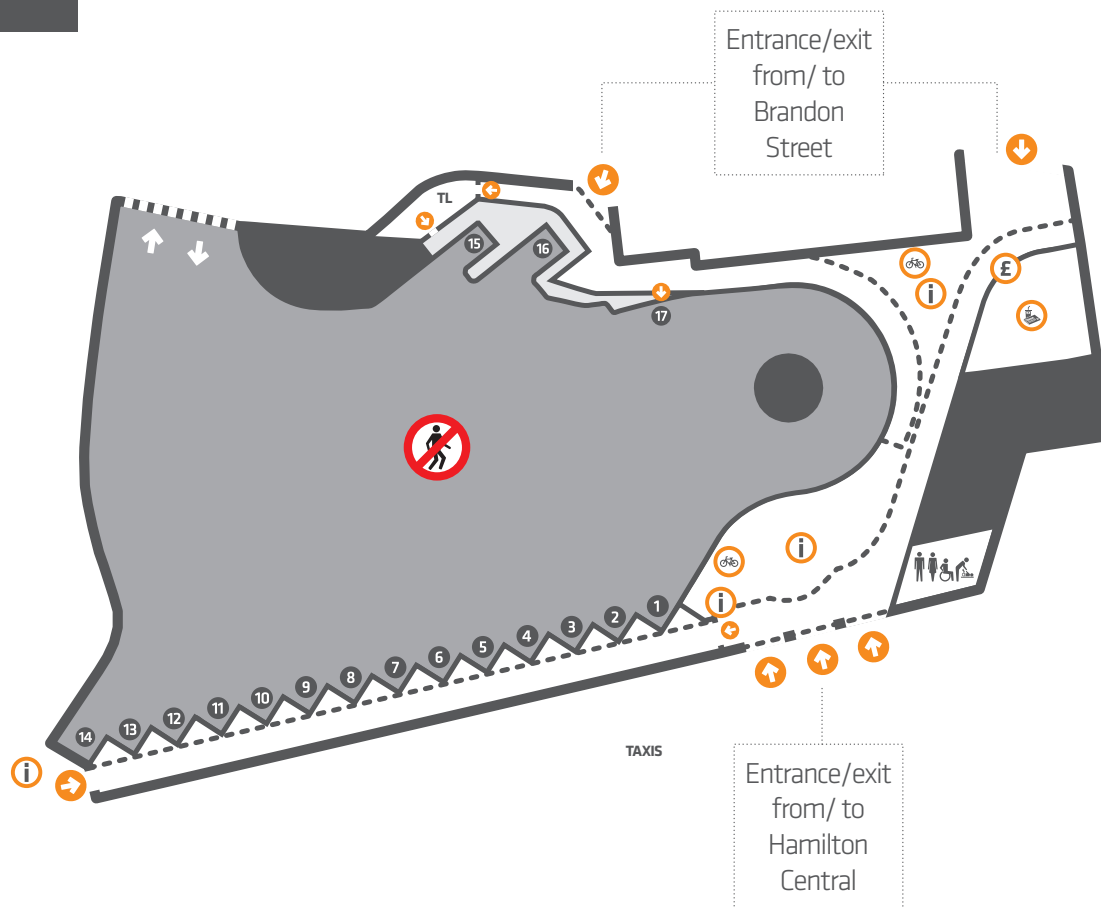
The bus stances and the areas around them can be accessed 24hrs a day, 7 days a week.

Staff presence

Staff are present within the bus station Monday to Saturday 7am to 9pm.



Hamilton Bus Station concourse diagram



Entrance/ Exit



Stances



Information



Toilets &
baby change



Shop/ kiosk



Bike parking



Tour lounge



ATM



Sheltered area



Flow of traffic

TAXIS

Taxis



No public
access



Operational
area

Hamilton Bus Station concourse description

Arriving at the station

Hamilton Central rail station is located to the south of the bus station on the other side of Orchard Street.

Brandon Street car park is to the west of the station off Orchard Street.

There are cycle parking racks near the Brandon Street entrance at the convenience shop, and next to stance 1.

There is a 24-hour taxi rank located in Orchard Street between the bus station and Hamilton Central railway station.

Access to the bus station

All areas within the bus station are flat and step free.

There are two entrances from Brandon Street: one near stances 15-17 and the tour lounge and other near the convenience shop. Another entrance is to the south from Orchard Street next to stance 1, across from Hamilton Central rail station.

Dark coloured wayfinding slabs help to guide visually impaired travelers around the bus station and to individual stances.

Bus and coach stances

There are 17 stances. A fully covered walkway connects all the stances.

All stances and walkways within the bus station are lit.

All stances have sliding doors that open when a vehicle pulls on to stance and a high access kerb to allow level boarding of buses.

Stances 1-14

Stances 1-14 are along Orchard Street, to the south. Local bus services use these stances.

Bus and coach stances

Stances 1-14 are enclosed by a glass waiting area. The waiting area can be accessed at either end - at stance 1 beside the main entrance to the bus station from Orchard Street at the rail station and at stance 14 besides the Brandon Street car park. There is no direct access to the waiting area from Orchard Street.

Automatic doors provide access to the waiting area.

Every stance between 1 and 14 is accessed from this waiting area.

Stances 1-14 have talking signs and information screens that give information on the next departure along with details of stance number.

Stances 15-17

Stances 15-17 are along Brandon Street to the north. Tour buses only use these stances.

Stances 15 and 16 are separated from the rest of the station by a fence adjoining the tour lounge. These stances can be accessed through the tour lounge as well as from the area of public realm off Brandon Street.

Stance 17 is accessed directly from the covered walkway around the bus station.

Hamilton Bus Station concourse description

Waiting areas and facilities

There is a small convenience shop within the bus station area. This is located across from the northeast entrance off Brandon Street.

Seating is provided at stances 1-14, within the covered walkway connecting the stances.

The tour lounge is located adjacent to stances 15 and 16. This is a waiting area with seating, for use only by passengers using tour services from stances 15-17 and is only open before tour departures. This facility is accessed from the area of public realm off Brandon Street.

Information

Printed bus timetables are provided at a central point just outside of the convenience shop.

A large electronic display showing all upcoming departures and stance numbers from the bus station is at the stance 1 entrance to the waiting area.

A list of destinations and their departure stance number and is located beside stance 14.

Timetable information is also provided on an information board located near stance 1

A wayfinding sign and a station map is provided at the northern entrance near stances 15-17 off Brandon Street.

Toilets

There is an accessible toilet with automatically controlled doors next to Stance 1. Access to this toilet is by use of a RADAR key or a 30p charge. Payment can be made by either cash or contactless payment. The door slides open when either a RADAR key is used, or payment is made. The toilet is available 24hrs, 7 days.

There is one gender neutral toilet adjacent to the accessible toilet. This is also fully automated and is open from 7am to 8.30pm. A charge of 30p applies for the use of these toilets. Payment can be made by either cash or contactless payment. The door slides open when payment is made.

There is a baby change facility next to the toilets. Access is by using a key code provided by staff or security.

Other information

There is full CCTV coverage throughout the station for the safety and security of all travellers.

Free WiFi is available when connecting to 'SPT Free WiFi'.

There are no facilities for left luggage.

Tickets cannot be purchased at this bus station. All bus tickets should either be purchased in advance through the bus operator or on the vehicle from the driver.