

Accessibility

All of our vehicles are fitted with low floor steps and tail-lifts to ensure they are as easy as possible for everyone to use. For wheelchair passengers, CallConnect can accommodate 1 wheelchair per bus. Small mobility scooters may also be carried if they meet certain criteria. It is not permitted for passengers to travel on the scooter whilst in the vehicle.

Passengers who wish to travel in their wheelchair must inform us of the make and model to ensure it meets our safety standard of being impact tested. Travel in a wheelchair is subject to availability and approval.

Please note - We do not provide passenger assistants.

IMPORTANT NOTE: The CallConnect Service has the right to refuse wheelchairs/scooters if they do not meet safety standards. In the interests of safety CallConnect may need to inspect wheelchairs or scooters to determine suitability for carriage.

Young Children

One child seat is fitted on all of our CallConnect 8-seater vehicles. The Britax Evolva 123 child seat is fully adjustable and can accommodate a child aged 9 months - 3 years and weighing up to 78 kilogrammes.

Children aged under 9 months must now travel in a car seat/ cradle which a parent or responsible adult must provide for their journey.

All children must be placed and secured in the child seat by a parent, guardian or accompanying adult before the driver checks that the seat and seatbelts are properly in place. If more than 1 child aged 9 months to 3 year is booked on the bus then the parent or guardian must provide a suitable child seat.

Once a child reaches 3 years old or is too big to be accommodated in the child seat, they can sit independently on the bus seat using the adjustable seatbelt.

It is not permissible for an infant to travel on an adult's knee on CallConnect buses.

How To Contact Us

If you have any questions or comments about the CallConnect service, please feel free to contact us in the following ways:

By Phone:

Booking line and Information:
0845 263 8153 or if calling from the Peterborough area 01733 317461

Cancellations and Emergencies:
0845 263 8153

By Email:

WellandCallConnect@lincolnshire.gov.uk

Online:

www.wellandcallconnect.co.uk

SMS

Text the word CallConnect to 82727 followed by a space and your Membership Number.

By Letter:

CallConnect Team, Customer Service Centre,
Lincolnshire County Council,
Witham Park House, Waterside South,
Lincoln, LN5 7JN

Working in partnership with:



This publication can be made available on request in alternative formats and languages. Please telephone 0845 263 8153 for details.

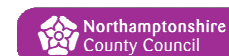
CallConnect



Help Guide



August 2011



How to Book a Journey

You can book a CallConnect journey by calling our friendly booking team on **0845 263 8153** or if calling from the Peterborough area **01733 317461** (local rate). The Booking Centre is open from 0900-1730 Monday-Friday and 0900-1600 on Saturday. When booking your journey, please have your Membership Number and journey details ready. You can also submit journey requests online via our website – **www.wellandcallconnect.co.uk**

Our online booking request service is available 24 hours, 7 days a week. You can also request a booking by SMS Text Message. Text the word 'CallConnect' followed by a space and your Membership Number to 82727 (Texts are charged at mobile operators standard rates).

If you need to be at your destination for a certain time, i.e. work, appointment etc. or are connecting to a main bus or rail service, please advise the Booking Centre at the time of booking your journey. This is very important as failure to let us know, may result in you being late or you may miss a connection.

Booking a Journey in Advance

CallConnect operates on a first come, first served basis and you can book journeys up to 7 days in advance. Early booking increases your chances of getting the journey at the time and on the day you require.

You can also book same-day journeys but please give a minimum of 1 hours notice. All bookings are subject to availability and it is recommended that you book early to avoid disappointment.

Welcome to CallConnect

Pick Up Times

The Pick Up time given at the time of booking is approximate and can vary by up to 10 minutes. For example if you book a journey at 10.00am, the bus can arrive between 10.00am and 10.10am. This 10 minute window is to allow for delays and additional bookings which may be made. The vehicle will not leave early.

We aim to provide a reliable and punctual bus service for our customers, however sometimes things can go wrong and unforeseen delays can occur. If the bus has not arrived within 10 minutes of the time given, you can contact us on our emergency line which is **0845 263 8153**. If the bus is running more than 10 minutes late, the Booking Centre will also try to contact all affected customers beforehand.

Please note - The cost of alternative transport arranged by individuals will not be refunded if it has not been agreed by the CallConnect Booking Centre beforehand.

Getting On and Off the Bus

CallConnect buses pick up and set down at a range of designated stops that have been identified throughout the towns and villages in each service operating area. If you are unsure as to where your nearest designated stop is, please ask a member of our booking team.

For customers living in more isolated areas where there is no obvious central location, it may be possible to pick up from their home, as long as it is safe and practicable to do so. Customers who have mobility impairment can also apply for a home pick up and drop off. Please ask a member of our booking team for more details.

Cancelling Your Journey

If you do not require your journey, it is very important that you give us as much notification as possible. You can call the cancellation line on **0845 263 8153**, between 0730-1800 Monday to Friday and 0800-1600 on Saturdays.

Less than 1 hours notification of cancelling a bus journey will be logged on our computer system as a late cancellation. We reserve the right to exclude customers from using the service who continually cancel with insufficient notice or fail to turn up for their booked journey.

Fares and Concessions

The cost of a CallConnect journey is dependent upon your starting point and destination, and whether it is a single or return. Tickets are issued by the driver when boarding the vehicle. Passengers must have sufficient money to purchase a ticket for the journey when boarding the vehicle.

Valid concessionary bus passes (issued to people aged 60 and above or to people with a disability) are valid on all CallConnect services. To find out more about concessionary bus passes please contact your local Council.

Any voucher or special offer token entitling customers to a free journey must also be presented to the driver when boarding the vehicle.

CallConnect membership cards cannot be used as a concessionary bus pass or entitlement to one.

