



What is Dial a Ride?

Dial a Ride is a door-to-door service for anyone who finds it difficult or impossible to use ordinary bus services.

Who can use the service?

You can use this service if you have a mobility or sensory impairment which means that you cannot use or have difficulty or discomfort in using bus services.

You don't have to be registered disabled or a wheelchair user. For example, you might have difficulty climbing steps onto buses, or be unable to walk to the bus stop.

Where can I go?

You can use Dial a Ride to make a journey within the area of operation, such as for shopping and social trips.

However, we can't take you to hospital appointments or day care centres (which should be arranged by your doctor, the hospital or social services).

*This Service is operated by **Rushmoor Voluntary Services** and supported by both Hampshire County Council and Rushmoor Borough Council.*



01252 518090

www.rvs.org.uk

www.hants.gov.uk/passengertransport



traveline
public transport info

www.travelinesw.com



RUSHMOOR

01252 518090

Monday & Wednesday 9am–1pm

Tuesday & Thursday 9am–4.30pm

Friday & Saturday 9am–4pm

Serves anywhere within the borough of Rushmoor with journeys to: The Meadows, Camberley Town Centre and Farnborough Town Centre.

Booking hours are 10am-12.30pm, Monday to Friday. Minimum notice required is 1 working day and you can book up to 6 days in advance.



Hampshire
County Council

www.hants.gov.uk

How does it work?

Firstly, you will need to register. Just call the number on the front of this leaflet and request a registration form.

Once the scheme has notified that you are registered, you can call again to make a booking.

The minibus will collect you from your door and take you to your destination.

Bookings are allocated on a first come, first served basis.

Block bookings cannot be made.

What does it cost?

Due to the door-to-door nature of the service, fares may be slightly higher than standard bus fares, but cheaper than the equivalent taxi journey.

Older person's bus pass holders can travel for half fare after 9.30am (Mon-Fri) or anytime on Saturday. Holders of a disabled person's bus pass travel for half fare at any time.



Will the driver help me get on and off the vehicle?

Yes. If you need assistance, our well trained, friendly drivers will help you at the beginning and end of your journey.

Can I travel with my wheelchair?

Most wheelchairs and electric scooters can be taken on Dial a Ride buses. However, you will need to give us further details on your registration form (e.g. make and model of the wheelchair/scooter, and whether you are able to transfer to a seat). Once your completed form has been received, we will let you know if we can accommodate you.

Can I go with a travel companion or escort?

An essential escort or someone using your companion bus pass can travel with you free of charge.

You can take a friend or family member with you on a journey providing there is enough room on the bus at the time of booking. They will be charged the standard fare.

What if I need to cancel my booking?

Please call us as soon as you know you cannot travel, to enable someone else to book a journey in your place. An answer phone is available for this purpose outside the normal booking hours.



About the buses...

Dial a Ride minibuses are specially adapted with handrails and low steps to help passengers. Each vehicle is equipped with a lift or ramp to assist wheelchair and walking frame users.

