

What is Rushmoor Connect?

A door-to-door transport service for residents of Rushmoor.

Who can use the service?

- Anyone who has a mobility or sensory impairment or experience discomfort using a bus service
or
- Your nearest bus stop is too far away for you to get to, and you do not own or have use of a car
or
- There is no bus service for you to use when you need to travel.

Where can I go?

Anywhere within Farnborough and Aldershot and also:

The Meadows, Camberley Town Centre, Watchmoor Park (Sainsburys) Squires Garden Centre.



This Service is operated by

Rushmoor Voluntary Services

and supported by both Hampshire County Council and Rushmoor Borough council.



Booking Line

01252 398451

or request a booking via

WhatsApp

07566 872781

Booking Line hours are

09.30am - 12.30pm

Monday to Friday



Rushmoor Connect



A bookable door to door service for shopping, medical and social outings within the borough of Rushmoor:

Our service hours are:

Tuesday 9am – 4:30pm

Wednesday 9am to 1pm

Thursday 9am – 4:30pm

Friday 9am – 2pm

Saturday 9am to 1pm

Journeys to The Meadows, Camberley Town Centre, Watchmoor Park -

From **Farnborough** every **Tuesday**

From **Aldershot, Tuesday or**

Thursday subject to demand

Squires Garden Centre monthly.

How does it work?

Firstly, you will need to register. You can do this over the phone by calling 01252 398451. Or by requesting a form, you can do this by calling, WhatsApp Message 07566872781 or by email connectbookings@rvs.org.uk. It can also be downloaded from our website: www.rvs.org.uk/transport

Once we have confirmed your registration, you are welcome to make a booking.

Our driver will collect you from your home and take you to your destination.

Bookings are allocated on a first-come, first-served basis. Block bookings cannot be made.

Fares:

Journeys to anywhere within the service area:

£3.10 Single / £6.20 Return

Journeys to The Meadows, Camberley Town Centre, Sainsbury's (Watchmoor Park) and Squires Garden Centre:
£7.20 Return

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

Yes. If you need assistance, our fully trained, friendly professional drivers will help you at the beginning and end of your journey. The driver cannot enter your home.

Can I travel with my wheelchair?

Most wheelchairs and electric scooters can be taken on Connect 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).

How can I pay?

Our drivers can accept cash or card payments. Fares must be paid when you travel.

About the buses...

Connect minibuses are specially adapted with handrails and low steps to help passengers. Each vehicle is equipped with a tail lift for easy access for those that need it.

Can someone travel with me?

An essential escort can travel with you free of charge. Pick up and drop off must be from the same address.

A companion is welcome to travel 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.

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You can book up to 6 days in advance (or 3 weeks for medical)