

Can I go with a travel companion?

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. Requests for more than one companion will be considered at the discretion of the scheme.

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 outside office 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.



Area of operation:

Anywhere in the Borough of Eastleigh plus Southampton City Centre.

Booking ahead period

Bookings can be made within 3 working days. For example if you want to travel on Thursday you can ring the Monday before to book, or if you want to travel on Monday, you can ring from Thursday.

**To register or make a booking , call
023 8090 2450 or 023 8090 2432
between the following times:**

9.00am - 12.30pm	Monday to Friday
1.30pm - 4.30pm	Monday to Thursday
1.30pm - 4.00pm	Friday

You can travel on Dial a Ride from Monday to Thursday between 9.00am and 4.30pm Fridays 9.00am to 4.00pm Saturdays 9.00am to 4.30pm and Sundays 10.00am to 5.00pm. We will always do our best to find pick-up times convenient for you. However, please be aware that this may not always be possible.



In Eastleigh
together we make a difference

**What is
Dial a Ride?**

**Who can use
the services?**

Your questions answered

Funded by



Hampshire
County Council



This leaflet (which is also available in large print) is provided by:
Eastleigh Dial-a-Ride, 16 Romsey Road, Eastleigh SO50 9AL
www.1community.org.uk



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 its area of operation, such as shopping and social trips. Details of where your Dial a Ride scheme operates can be found on the back page.

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).

How does it work?

Firstly, you will need to register. Just call the number on the back of this leaflet between the times given and request a registration form. Simply complete this and return it to the address shown.

Once the scheme has notified you 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?

Fares are based on a system similar to bus fares. You pay the driver, just as you would on a normal bus or taxi. Travel tokens may also be used.

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.

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 the journey.

Can I travel with my wheelchair?

Most wheelchairs can be taken on Dial a Ride buses. However, you will need to give us further details on your registration form (eg size of the wheelchair, 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 travel with an escort?

If you have an essential escort, they may travel with you free of charge. You will need to state this requirement on your registration form and explain why the escort is necessary.