

Comments, complaints or concerns

If you have any comments about the Hedge End Park Minibus Service, or if you are unhappy about any aspect of the service, please contact the transport office at One Community (details below).

Contact details

For further information about the service please contact:

Hedge End Park Minibus Service
One Community
16 Romsey Road
Eastleigh
SO50 9AL

Tel 023 8090 2432

Fax 023 8090 2413

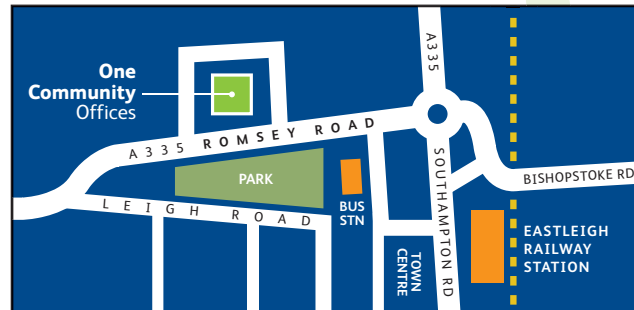
Email hep@1community.org.uk

There is an answer machine on the direct telephone number that can be used out of office hours to leave cancellations.

Any bookings left on the answer machine will not be taken into account.

Alternatively you can speak directly to our reception staff at One Community on:

Tel 023 8090 2400



One Community's headquarters stands overlooking the Recreation Ground and bandstand in central Eastleigh, just a few minutes' walk from the railway and bus stations. The building has a small forecourt car park, and pay-and-display parking is available diagonally opposite, to the rear of Sainsbury's, accessed from Romsey Road.

Hedge End Park Minibus Service receives financial support from Hedge End Park Ltd and is managed by One Community.

Published by **One Community**
(Formerly Eastleigh Community Services)

One Community
16 Romsey Road, Eastleigh
Hampshire SO50 9AL

Telephone 023 8090 2400

Facsimile 023 8090 2413

Textphone 023 8090 2401

Email info@1community.org.uk

www.1community.org.uk

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Registered in England as a company limited by guarantee.
Registered Number 3132524.
Registered office: as above.

Hedge End Park Minibus Service

One Community provides a range of Voluntary Sector Support, Community Development, Care, Information and Transport services



Hedge End Park Minibus Service

The Hedge End Park Minibus Service

The Hedge End Park Minibus Service provides door-to-door transport for people with disabilities, from home to Marks & Spencer and Sainsbury's at Hedge End Park.

Who can use the service?

- Be unable to use public transport due to a disability
- Be registered with the service
- Live in the borough of Eastleigh

OR

- Live on the eastern side of Southampton only

How much does it cost?

The cost varies depending on where you live. Free Bus Passes issued by Eastleigh Borough Council may be used for free travel on the Hedge End Park Minibus Service. Passes must be shown to the driver on each journey.

Please telephone for current prices.



How do I register with the service?

You must be registered to use the Hedge End Park Minibus Service. To register simply call the office and an application form will be sent out to you:

Tel 023 8090 2432

How do I book a journey?

It is simple to book your journey by telephone or by post.

By telephone

Bookings are taken:

Monday to Thursday
9am to 12.30pm 1.30pm to 4.30pm

Friday
9am to 12.30pm 1.30pm to 4pm

By post

If you do not have a telephone, or are unable to use one, booking cards are available for booking your trips by post. These cards are obtainable from the office.

What we need to know

When making a booking please tell us:

- Your name
- Your address
- Day of pick-up/journey
- How many are travelling
- How many wheelchairs

Can I take a friend?

Providing there is sufficient room in the minibus, friends and relatives can travel with you. Please enquire at the time of booking.

Cancellations

If you find that you cannot go on a trip you have booked, please inform the office as soon as possible so that someone may take your place.