

Booking a journey

- 1 Once registered with the service, simply call our booking team on 01789 264491 between 8.30am and 6.00pm, Monday to Friday. Please quote your Membership Number and let us know what journey you would like to make. We will need to know the day and times you require, where you are travelling from and to, the number of passengers and whether you are taking a mobility aid or shopping trolley with you
- 2 We will confirm your journey times (subject to availability) on the day you contact us. If we are not able to offer you your preferred times, we will suggest the nearest available.

You can book a journey with a maximum notice period of seven days ahead of travel, and with a minimum notice period of a day before travel, subject to vehicle availability.
- 3 On the day of travel, please be ready on time at your home address or agreed pick up point. Pay your fare to the driver and enjoy the ride! (Our buses will not leave early without you but can be up to 10 minutes later than the time quoted).

If you need to cancel your journey, please let us know as soon as possible. You can cancel on the day by calling UBUS on 01789 264491 from 8.00am to speak to an operator.



Passenger Fares

With effect from 26th October 2020 the following fares apply:

Single Fare: £4.00 / Return Journey: £6.00

Concessionary passes are valid for travel on this service.



UBUS is supported by



SDC/1228/SEP20

UBUS

**IMPROVED SERVICE STARTS
26 OCTOBER 2020**

The dial-a-ride service
for all ages in
Stratford District

 **01789 264491**

 **UBUS@stratford-dc.gov.uk**



Who can use UBUS?

UBUS is for anyone who is stuck for transport to travel locally on Mondays to Fridays.

The service is for you if you:

- Cannot access public transport because of mobility problems or other health issues; or
- Live in an isolated location with limited public transport or no bus service at all.

UBUS can be used for any prebooked journey between the hours of 9.30am and 7.00pm, except between 2.30pm and 4.30pm on school days.

People who wish to use the UBUS service have to register with us. There is no registration fee and when you register we will send you further details of the service and your membership number.

UBUS vehicles are fitted with ramps or tail-lifts which means wheelchair users are able to travel easily. Drivers will provide reasonable assistance to passengers boarding and alighting the vehicle including help with up to 3 shopping bags and trolleys if required (this may not be available while Covid restrictions are in place).

For more information about our operating zones or any other aspect of UBUS, please speak to the booking centre staff on 01789 264491, who will be happy to provide you with information.



Zones

UBUS OPERATES IN EACH ZONE EVERY WEEKDAY

M T W Th F

