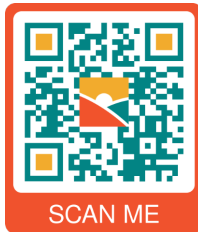


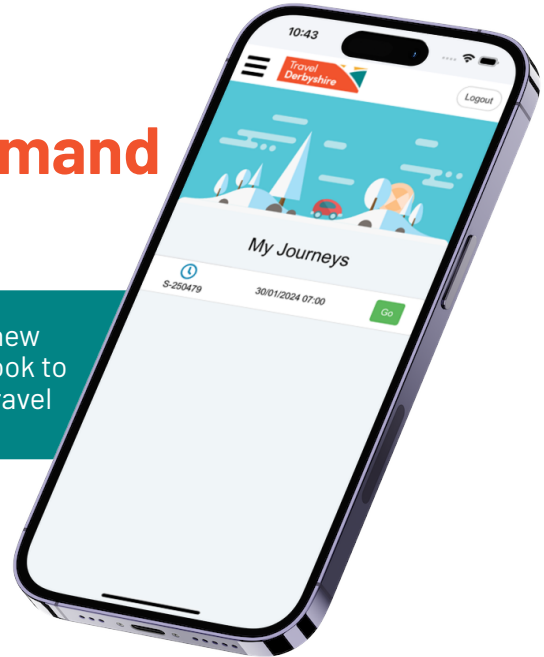


Search: 'Travel Derbyshire on Demand'

Travel Derbyshire on Demand



Travel Derbyshire on Demand is a new type of bus service that you can book to make journeys when you want to travel



Travel Derbyshire on Demand

Travel Derbyshire on Demand is a new type of bus service. It must be booked in advance but is more flexible than a conventional bus. There is no fixed timetable, so pick up times, routes and destinations can be planned to suit the needs of where and when passengers want to travel. It is fully accessible and able to carry passengers in wheelchairs and has space for pushchairs. **Travel Derbyshire on Demand** is for everyone, young or old, and can be used for any type of journey. So if you want to visit friends, need to get to a medical appointment, the shops or work, then **Travel Derbyshire on Demand** is for you.

What journeys can I make on the service?

You can travel anywhere within the operating area, which covers the Districts of Bolsover and North East Derbyshire and the Borough of Chesterfield. You can also travel from within the operating area to and from Kings Mill Hospital in Sutton in Ashfield, or Alfreton train station.

How do I sign up?

Call **0115 969 1801** or use the **Travel Derbyshire on Demand** app, which can be downloaded via your usual app store. Register with your name, mobile phone number and email address.

When you first sign in, you will be asked for more information to enable your journey to be scheduled and to monitor use of the service.

How do I book a journey?

Call **0115 969 1801** or use the **Travel Derbyshire on Demand** app. Specify your preferred pick up or drop off time and we will try to meet your request or offer another time. If you have an appointment to meet, book your preferred drop off time. Allow plenty of time before your appointment to make sure you don't arrive late. Note that you may be on the bus for up to 75 minutes.

When does the service operate?

- Monday to Friday 7am to 7pm
- Saturdays 8am to 5pm
- No service on Sundays or Public Holidays, excluding Good Friday



For more information visit: www.roadxs.com/travel-derbyshire-on-demand

Frequently Asked Questions

How far in advance do I need to book?

Book up to 28 days before you wish to travel. Advance bookings will be prioritised. You can book up to 1-hour before you wish to travel but short-notice bookings cannot be guaranteed.

Can I book for other people?

Yes. All passengers need to register to use the service. You can book for yourself on the app or via the call centre. For all other bookings, including couples, families or groups, contact the call centre. There is space for a wheelchair on the bus.

How much does a journey cost?*

	Single	Return	10-Trip
Adult	£4.00	£7.00	£30.00
Child (aged 5-15)	£3.00	£4.50	£20.00
Young person aged 16-19 (with a b_line card)	£3.00	£5.25	
Group (up to 2 adults & 3 children)	£10.00	£18.00	
Gold Card Concession (from 9:30 Monday to Friday, all day Saturday)	FREE	FREE	

*Wayfarer tickets are accepted on this service

Where will I be picked up and dropped off?

Pick up and drop off points will be advised when your booking is confirmed. Where possible, existing physical bus stops will be used.

How will I know my booking is accepted?

Bookings will be confirmed by text message and you will see the journey information within the app.

What if I need to cancel a booking?

Call **0115 969 1801** during call centre hours, or cancel via the **Travel Derbyshire on Demand** app. Please provide as much notice as possible.

What happens if my bus doesn't arrive?

The bus should arrive within the allotted pick up window. If the bus doesn't arrive, call the call centre on **0115 969 1801**




Call Centre opening hours:

Monday to Friday: 8:30am to 4:30pm
Saturday: 9am - 1pm

Operating area

Unlike a traditional bus service, **Travel Derbyshire on Demand** doesn't have a fixed route and can travel anywhere between bus stops and designated points within the operating area.

KEY

-  Area of Operation
-  Railway Stations Served
-  Major Hospitals Served



Travel Derbyshire

