

## Three steps to book a journey with UBUS

**1** Once registered with the service, simply call our booking team on 01789 264491 between 9.30am and 2.30pm, 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 on the day you can call UBUS on 01789 264491 from 7.30am to speak to an operator.**

## Passenger Fares on UBUS

With effect from 1st July 2019 the following fares apply:

### Journeys for residents living and travelling within the Stratford Town Trust Boundary:

Thanks to a generous grant from the Stratford Town Trust passengers living within the Trust's boundaries will be charged at:

**Single Journey: £2.30**

**Return Journey: £4.60**

### Journeys for residents living in other parts of Stratford District:

Depending on the distance from Stratford:

**Single Journey: £2.90 or £3.60**

**Return Journey: £5.80 or £7.20**

### Magic Monday:

Pay only one way on a return journey.

## UBUS is supported by



SDC/1228/MAY19

# UBUS



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



 **01789 264491**

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



## Who can use UBUS?

This service is for residents of any age, wherever they live in the district, who are stuck for transport to get to local destinations on weekdays, between about 9.30am and 2.30pm.

The service is for you if you:

- Cannot access public transport because of mobility problems or other issues
- or
- Live in an isolated location with no, or infrequent levels of, public transport

The UBUS service can be used to visit friends, attend social groups, leisure activities, or lifelong learning and, of course to go shopping.

**You may travel to and from Stratford-upon-Avon or anywhere within your zone.**

Some other destinations may be offered. Please ask the booking team for details.

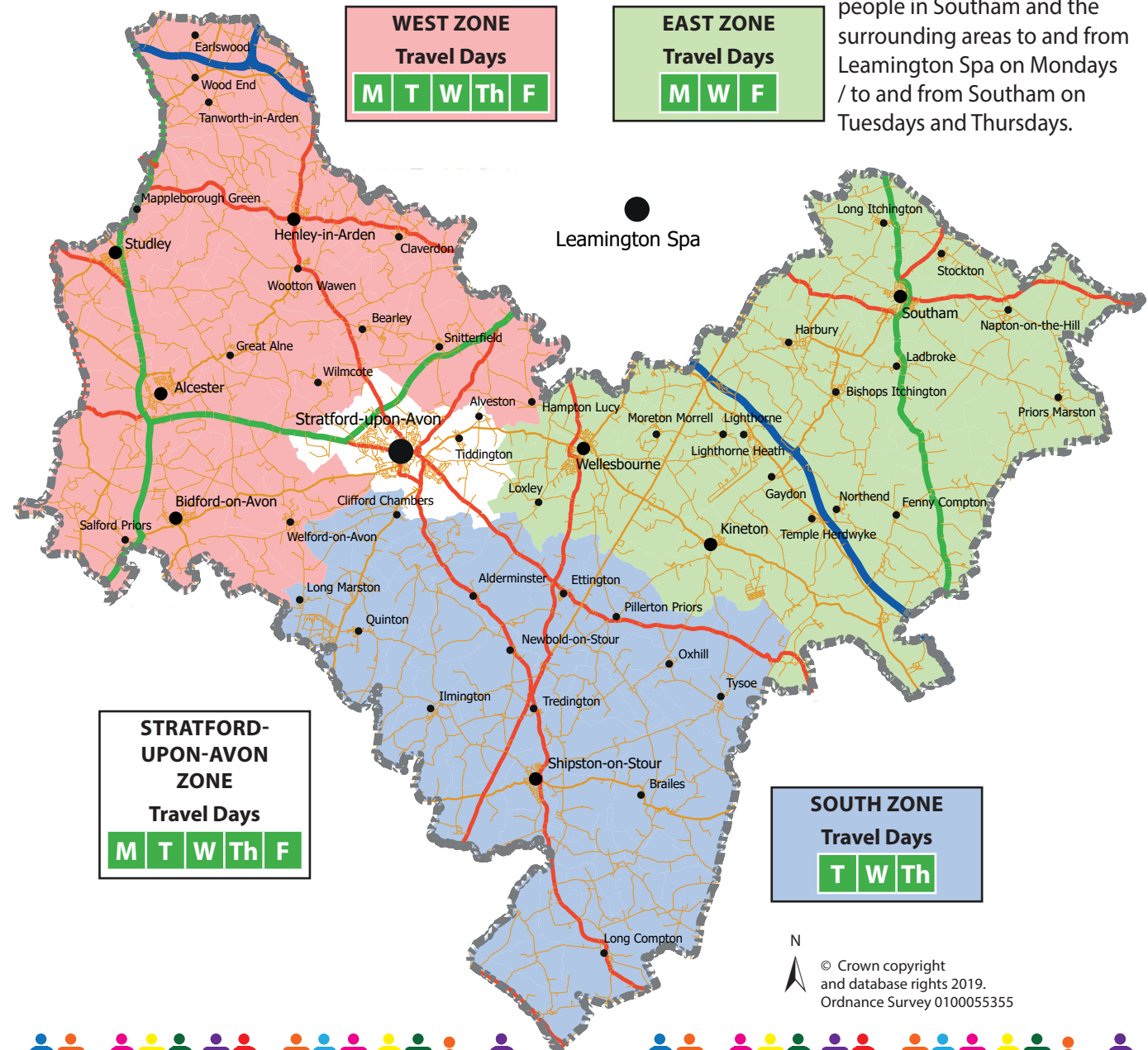
Drivers will provide reasonable assistance to passengers boarding and alighting the vehicle including help with up to 3 shopping bags and trolleys if required.

UBUS vehicles are fitted with ramps or tail-lifts to ensure they are as easy as possible for everyone including wheelchair users.

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

**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.**

## What days can I travel?



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