

GUIDE TO MEMBERSHIP

DIAL A RIDE & COMMUNITY CARS

Who can use the service?

Anyone who has difficulty getting on and off ordinary buses, uses a wheelchair or lives a long way from a bus stop, is on low income and does not have a car can use Qube Transport. You can join Qube transport by filling in a membership form or registering on the Qube transport enquiry and booking line **(01691 671571)**.

What sort of journeys can I use the service for?

The service can be used for almost any local journey. Some popular reasons include medical and health related appointments, shopping, visits to friends and family, education or training.

When is the service available?

Services operate Monday to Friday 9am to 5pm, however we can sometimes operate at other times by arrangement. We offer a door to door service and our buses usually have an escort as well as a driver to ensure passenger safety and comfort. There is no smoking allowed on any of our vehicles.

Is there a charge for the service?

Yes, our Dial-a-Ride fares are based on Parishes. The minimum fare is £1.50 with increments for each Parish crossed. Community cars are used for longer distances and are charged by mileage. Village Links are charged at a lower rate than normal Dial-a-Ride services. You will be told the fare when you book your journey. Fares are collected by the driver. We can accept travel tokens but unfortunately not bus passes.

How do I book journeys?

Once you have joined Qube Transport all you need to do to book a journey is call **01691 671571**. The booking line is staffed from 10am-3pm but an answerphone is switched on at all other times so you can leave a message. You must pre-book your journey as much in advance as possible giving us at least one day's notice. If you need to cancel a booking, please tell us as soon as possible.

Can I make group bookings?

Yes, our vehicles are available for group hire. Call the Qube transport booking and enquiry line for more information **(01691 671571)**.