

FIVE STEPS TO BOOKING YOUR JOURNEY...

1. Register your details by calling 0345 234 3344, or go to www.lincsinterconnect.com. We will then issue you with your membership number.
2. When you want to make a booking, simply call or go online (details overleaf) and let us know what journey you would like to make. We will need to know the day and times you require, number of passengers and a pick up location and destination.
3. We will confirm your journey times (subject to availability). If we are not able to offer you the exact times you need, we will suggest the nearest available.
4. Go to the pick-up point on the day and at the time you were given. Please note: the CallConnect service can run up to 10 minutes later than the time given when the booking was made.
5. Get on the CallConnect bus and pay your fare or show your concessionary pass. Enjoy the journey!

GET ONLINE AND GET ON BOARD!

Use your phone camera on your smartphone to scan the QR code and go direct to our website www.lincsinterconnect.com



FARES

The amount you pay to travel depends on your journey. Each service area is divided into zones – the further you travel, the more you pay. Children aged between 5-15 pay half the adult fare and children under 5 travel free with an accompanying adult. Our drivers can give change however, they may not be able to accept large denominations above £10 for single or return tickets.

You can use your Lincolnshire concessionary bus pass on CallConnect at any time. Passes issued outside of Lincolnshire are accepted after 9.30am on Mondays to Fridays and all day Saturdays.

Ways To Save

If you pay for your bus ticket and travel regularly, you may want to consider buying a CallConnect Saver ticket. Buy them from your driver and then each time you travel, you will save money. For details, contact the booking centre. In certain areas you can also purchase a through ticket from the CallConnect driver for the main Interconnect bus.

OPENING TIMES

Booking Centre Opening Hours

Bookings and Helpline:
8.30am - 6.00pm Monday - Friday*
8.30am - 4.30pm Saturday●

Same Day Bookings, Cancellations and Operating Information:
7am - 7pm Monday - Friday
8am - 5pm Saturday

0345 234 3344 / (01522 553143)

0345 263 8153 / (01733 317461)
for Stamford and Welland area

* Open 8am to 6pm in the Nene & Welland Area

● Open 9am to 4pm in the Nene & Welland Area

CONTACTING CALLCONNECT

0345 234 3344 or 01522 553143

callconnect@lincolnshire.gov.uk

www.lincsinterconnect.com

Stamford and Welland area

0345 263 8153 or 01733 317 461

wellandcallconnect@lincolnshire.gov.uk

www.wellandcallconnect.co.uk

@callconnectbus

CallConnect Team
Customer Service Centre
Lincolnshire County Council
Crown House
Grantham Street
Lincoln, LN2 1BD

CALLCONNECT

YOUR BUS SERVICE
CONNECTING RURAL
LINCOLNSHIRE

May 2015



WHAT IS CALLCONNECT?

CallConnect is a unique bus service whose timetable is not fixed but responds to passenger requests. Routes are different each day depending on the bookings made by passengers. Journey requests can be made by telephone or online. The service is designed to improve transport opportunities in rural communities and some market towns where there is an infrequent conventional bus service.

Who can use CallConnect?

Everyone! All are welcome to use the service regardless of age or status. You can use the service as frequently as required for anything from shopping or travelling to work or school to a social event or medical appointment. Contact our booking centre and find out how we can help you.

How do I book a journey?

You can book a CallConnect journey by calling our booking team on 0345 234 3344. When requesting a bus journey, have your membership number and journey details ready. You can also submit your travel requests online.

You can make a booking up to seven days in advance and on the same day with a minimum of one hour's notice.

All bookings are subject to availability.

Where and when can I go?

CallConnect's fleet of minibuses operates throughout Lincolnshire and each bus has its own clearly defined service area. You can be picked up and dropped off at designated locations in towns and villages in your service area. Passengers can also request village-to-village journeys and connections with the Interconnect service or other local bus or rail service.

Most of our services operate between 7am-7pm Monday to Friday and 8am to 6pm on Saturdays with some local variations.

Pick up Points

Designated CallConnect stops are not always traditional bus stops. Please ask a member of our team to find out the location of your nearest pick-up point. A pick up closer to home may also be available if you have limited mobility, a disability or live in an isolated location. Please ask us for more details.

To find which CallConnect service is available in your area please call 0345 234 3344 or get online at www.lincsinterconnect.com

For Stamford and Welland CallConnect service please call 0345 263 8153 or visit www.wellandcallconnect.co.uk

CALLCONNECT AND INTERCONNECT NETWORK



CallConnect operates in the purple shaded area on the map below. CallConnect can provide connections to main Interconnect bus and rail routes.



- 1 Lincoln - Grantham
- 3 Grimsby - Lincoln
- 5 Lincoln - Boston
- 6 Lincoln - Horncastle
Horncastle - Skegness
- 7 Skegness - Boston
- 9 Louth - Mablethorpe
Mablethorpe - Skegness
- 37 Spalding - Peterborough
- 51 Louth - Grimsby
- 100 Lincoln - Gainsborough
Gainsborough - Scunthorpe
- 505 Spalding - King's Lynn

NEED A LITTLE HELP?

Wheelchairs

Our vehicles are fitted with low-floor steps and tail-lifts to ensure they are as easy as possible for everyone to use. For wheelchair passengers, CallConnect can accommodate one fixed wheelchair per bus. Passengers wishing to travel in their wheelchair must inform us of the make and model to ensure it meets our safety standard of being impact-tested. Travel in a wheelchair is subject to availability and approval.

IMPORTANT NOTE: The CallConnect Service has the right to refuse wheelchairs if they do not meet safety standards. In the interests of safety, CallConnect may need to inspect wheelchairs.

Young children

Children are welcome on CallConnect buses and one child seat is fitted on all eight-seat vehicles. The Britax Evolva 123 child seat is fully adjustable and can accommodate a child aged 9 months-3 years and up to 36kgs. Children under 9 months must travel in a car seat/cradle provided by a parent or responsible adult. If more than one child aged 9 months-3 years is booked on a bus, the parent or guardian must provide a suitable child seat.

It is not permissible for an infant to travel on an adult's knee on CallConnect buses.

HELP US TO HELP YOU

- When you book a journey, have your membership number ready. This will help us find your details more quickly and book your journey more efficiently.
- Make a note of the time your journey was made for, and remember that CallConnect buses can arrive up to ten minutes after the time given.
- If you no longer require your booked journey, please let us know as soon as possible. CallConnect is a publically-funded service and we need to accommodate as many passengers as we can. We reserve the right to exclude passengers who continually do not turn up for booked journeys or who cancel with very short notice.
- Please be at your pick-up point waiting for the bus at the time you were given. If you have a home pick up arranged, please be ready outside as our drivers have very busy schedules and may not be able to wait for you.

