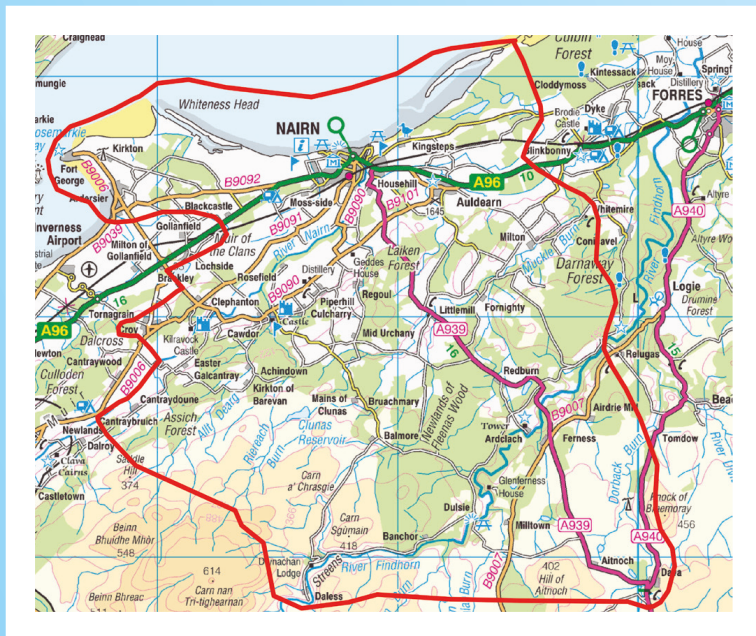


The service covers all public roads within Nairnshire, and to and from Croy and Ardersier.



It does not cover journeys which could be made by:

- The Nairn town bus service;
- The Stagecoach Services 10 and 11 along the A96 corridor, including Ardersier and Auldearn, and into Lochloy.

The bus may also make journeys between Croy and Ardersier.

### Comments?

Please send your comments, questions or concerns about the Dial-a-bus (with the date and time of any specific incident) to:

Transport Coordination Unit, Community Services, The Highland Council, Glenurquhart Road, Inverness IV3 5NX

Phone: 01463 702007

Email: [public.transport@highland.gov.uk](mailto:public.transport@highland.gov.uk)

# Dial-a-bus Fòn-am-bus

## Information for passengers

Operator:



Service available:

**Monday to Friday - 8am to 5pm**

For bookings phone:

**07716 214777**

or email:

**[contact@wheelsinnairnshire.org](mailto:contact@wheelsinnairnshire.org)**



Electric vehicle  
Wheelchair-accessible



**Nairnshire Dial-a-bus**

**T14**

### What is a Dial-a-bus?

Dial-a-bus is the name given for an on demand service which is typically operated by a small bus or a taxi. This service is offered in an area where a conventional bus would not be practical. It operates on demand within a defined area and time period and does not follow a fixed route or timetable.

### Who can use it?

Just like an ordinary bus, it is available to all members of the public for any journey within the defined area and times. Unlike an ordinary bus, this is an on-demand service and will be wheelchair accessible.

### How do I book it?

Phone the operator at any time up to 5pm on the day before travel (in some cases, later bookings may be possible). You will need to state when you want to travel, where you are going to and from, and give a contact phone number if possible. If you have a fixed appointment you can book this service many weeks in advance of date of travel.

### Will the bus come exactly when I want it?

You will be given a booking as close to your requested time as possible. However, the operator may ask you to accept a time up to 30 minutes earlier or later than the time you request. If a later time would not be acceptable (for example, if it would mean missing an appointment) you may be asked to accept a time up to 45 minutes earlier than you requested. If an earlier time would not be acceptable (for example, you might not be ready) you may be asked to accept a time up to 45 minutes later than you requested.

Once your booking has been agreed, the bus should arrive no more than 5 minutes before or 10 minutes after the booked time.

### Can I book more than one journey at the same time?

You can book outward and return journeys or more than one journey on the same day, at the same time.

NO BLOCK BOOKING, however. We want to ensure that all potential passengers have an equal chance at access to the transport they need.

### Do I have to state why I am travelling?

No. You will not be asked for this. However you may want to state a reason if you need to emphasise the time required (for example, "I need to catch a train.") as priority may be given for fixed appointments.

### Can I use it to connect with regular bus services?

Yes. Within the available times you can book it to drop you at any bus stop in its area or pick you up from a stop.

### What is the fare?

Wheels in Nairnshire are implementing a "Pay What You Can" fare scheme for the Nairnshire Dial-a-bus. This is an innovative approach which enables Dial-a-bus users to pay – as the name suggests – what they are able, rather than a set fare.

### Will it pick me up from my house?

Yes, except that it will not normally travel on private roads, unless required for passengers with mobility impairments. All use of private roads is at the discretion of the operator.

### Do I have to book it from my house?

No. You can travel from whatever point you choose in the defined area, as long as it is on a public road and it is safe for the bus to stop.

### What if I decide to change my plans?

Please phone the operator as soon as possible if you want to cancel or alter a booking. It is very important that you give sufficient notice, particularly in the case of a cancellation. This ensures that the service is available to others. If you want to change a booking after the 5pm deadline, this will be accommodated where possible but cannot be guaranteed.

### Does the Dial-a-bus need a minimum number of passengers?

No, it will turn out for one passenger.

However, your pick-up time may be amended to allow several passengers to be picked up and travel together where appropriate.