

Welcome to CountyConnect!

What is CountyConnect?

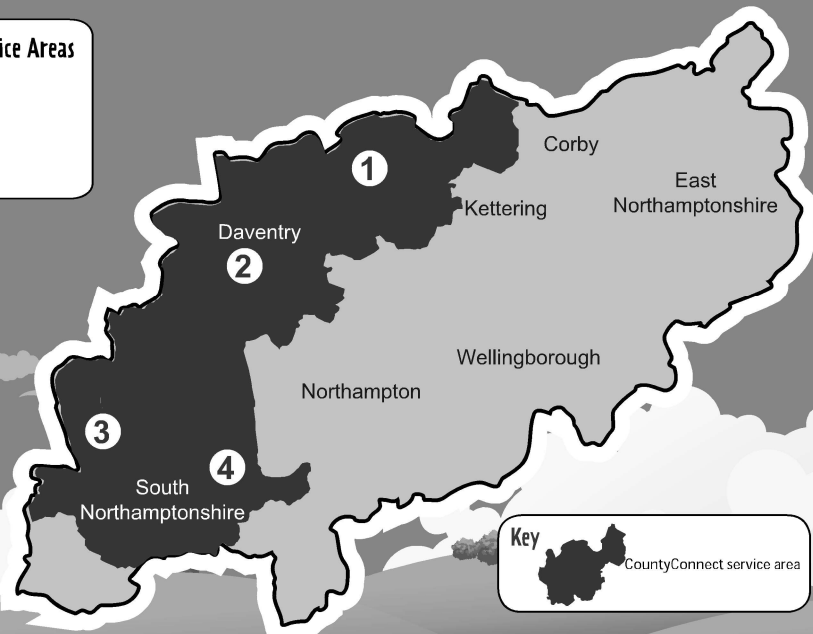
- CountyConnect is a fresh concept in rural public transport that anyone can use once they have registered. The service goes where and when you want within designated areas (see maps on opposite side).
- CountyConnect will take you to or from a designated pick-up point to another in villages and towns. You will be able to connect to regular bus and rail services for onward destinations.
- The service operates 'on demand' so there is no fixed timetable.
- CountyConnect operates on a 'first come first served' basis so it is advisable to pre-book travel up to one week ahead. (Bookings can sometimes be made up to an hour before you need to travel.)
- You will need to pre-book all your journeys as the bus cannot pick you up without a booking.
- You can book by phone (0345 456 4474) or online at www.county-connect.co.uk
- Fares are charged based on the distance you travel. Your concessionary travel pass will be valid from 09:30 Monday to Friday and at any time on Saturday.
- CountyConnect is not available on Sundays and Bank Holidays.

www.county-connect.co.uk

Northamptonshire's CountyConnect Services

CountyConnect Service Areas

- 1 Welland Valley
- 2 Daventry Area
- 3 Brackley/ Banbury Area
- 4 Brackley/ Towcester Area



How do I book my CountyConnect journeys?

There are five easy steps...

1. **Register your details** - Call **0345 456 4474** (local call rate) or log on to www.county-connect.co.uk. We will need your name, address and a contact telephone number. You will receive a Welcome Pack with a membership card and number.
2. **Making a Booking** - Call or log on to the website and tell us where and when you wish to travel and the details of a return trip if needed. You will be asked to provide your membership number. Remember, you can book journeys up to seven days before you wish to travel.
3. **Journey Details** - We will confirm the details with you. If we cannot offer the exact times you request we will suggest the closest available time. You will be informed of the nearest pick-up point.
4. **Pick-Up Point** - Simply go to the pick-up point at the time and date confirmed with you. (Please note the bus may arrive up to 10 minutes after the time you have been given).
5. **Board the Bus** - Pay your fare or show your concessionary pass.

Enjoy your journey!

Making the most of CountyConnect

When can I make a booking?

By telephone	0345 456 4474
Monday - Friday	09:00 - 18:00 hrs
Saturday	09:00 - 16:00 hrs
Online	www.county-connect.co.uk
	24 hours a day 7 days a week

When can I travel? First Pick-Up Last Drop-Off

Monday - Friday*	07:00	19:00 hrs
Saturday	08:00	18:00 hrs

*Daventry and Welland Services

Monday - Friday	06:45	18:45
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The service does not operate on Sundays and Bank Holidays.

Details of services during the Christmas and New Year period will be available on each bus and also on the website.

How far in advance should I book?

CountyConnect operates on a 'first come first served' basis so we advise you to book journeys up to a week ahead. You can book up to an hour in advance on the day you want to travel and we will do our best to accommodate your request.

We will do our best to fit you in.

Please let the booking staff know if it is essential you arrive on time, e.g. to attend appointments, college or if you are connecting to other bus or train services.

Is there a limit to how often I can use CountyConnect?

You can use the service as often as you wish. You can also book several journeys at one time. If you need to travel every day to work or college you can book those trips a week at a time.

How does the service collect me?

You will be given a confirmed time and pick-up point by the booking office.

The bus can arrive up to 10 minutes after the time given. We have to allow for traffic delays and additional last minute bookings. Be assured the bus will not leave early without you.

CountyConnect has been designed to pick up in as many convenient places as possible. If you are not sure where your designated pick-up point is please ask our booking staff. For customers living in isolated areas where there is no clear central point or a marked bus stop, it may be possible to pick you up at home if it is safe and practical to do so.

In town locations there are a range of places you can travel to and from, including doctors' surgeries, supermarkets, colleges and secondary schools.

Can my friends travel with me?

Friends can travel with you providing you have made a booking for them in advance. They do not need to be members providing they are travelling with you. If they have not booked they will be refused travel as other people may be travelling further along the journey.

What if the service runs late?

If the bus has not arrived within 10 minutes of the scheduled pick-up time please call the booking office 0345 456 4474 and select option 1 and 1 when prompted.

Please note - If you make alternative travel arrangements because the CountyConnect service is running late you will not be entitled to a refund unless it has been authorised in advance with the booking staff.

What if I change my plans?

If your plans change and you do not wish to travel you will need to cancel your booking as soon as possible.

By Telephone: 0345 456 4474 and select option 1 and 2 when prompted

Monday - Friday	07:00 - 19:00 hrs
Saturday	08:00 - 17:00 hrs

If you cancel giving less than one hours notice or you fail to be at the pick-up point to board the bus this will be logged as a 'no show'. If you repeatedly make bookings and do not use the service we reserve the right to refuse any future bookings.

Can I use my concessionary pass?

Yes, passes are valid and can be used for travel from 09:30 hours Monday to Friday and all day on Saturday. They must be shown to the driver on every journey. (your CountyConnect membership card is not proof of eligibility for free travel).

I have mobility problems. How easy is it to get on and off the bus?

All CountyConnect buses have been specially designed with low floors and wide doors for easy access. There is enough space for one wheelchair per bus. Small mobility scooters can also be carried but the user must sit in a bus seat. If you do travel with a wheelchair or mobility scooter it is important to tell the booking staff the make and model so they can check it meets the standards for impact resistance. If you have any disability or special needs please discuss this with our booking staff so that we can assist you. For your safety seat belts are fitted in all buses.

We do reserve the right to refuse wheelchairs or scooters that do not meet these standards in the interest of safety.