

A photograph of two men walking on a paved street. The man on the left is older, with grey hair and glasses, wearing a grey jacket and holding a cane. The man on the right is younger, bald with a beard, wearing a green jacket over a yellow shirt. They are both smiling and looking towards the right. In the background, there are houses and trees.

PlusBus

Do you need door-to-door
accessible transport?

Our PlusBus service can help

Call us with your travel
needs on 0151 357 4420

email: cheshire@ectcharity.co.uk
www.ectcharity.co.uk



in Cheshire

What is PlusBus and can I use it?

- Our PlusBus service provides door-to-door transport for people who find it difficult to use public transport
- You can register for PlusBus if you are aged 80+ and/or have mobility difficulties
- Our vehicles are fully accessible and our drivers are trained to nationally accredited standards

Where and when can I travel?

We will pick you up from an address in the area shown on the map overleaf, and drop you off at any other destination on the map. PlusBus can be used for going shopping, visiting friends, attending social clubs, going to the doctor and many other reasons.

Journeys are available between 9am and 11pm from Monday to Saturday, and between 9am and 6pm on Sundays (subject to availability).

Q: I normally travel with a companion – can they come too?

A: Yes, but they must be pre-booked and will be charged the appropriate fare

Q: Can I go to the same place every week?

A: Yes. Regular journeys are great if you want to make the same journey at the same time and day each week. Once your regular journey is confirmed, you will not need to phone us (unless you need to cancel)

How do I register?

Call us on **0151 357 4420**. We will ask for various details such as your name, age and your mobility requirements. Once you have registered, you are able to book journeys with us.

How do I book a journey?

- Call us on **0151 357 4420** or email **cheshire@ectcharity.co.uk**
- Bookings can be made between one day and one week in advance of the day you want to travel
- You can make one-off bookings and also arrange regular weekly bookings with us (so that you only need to call us if you want to cancel)

Q: Can the driver help me with my shopping?

A: PlusBus is a door-to-door service, which means that your driver will offer to help carry your shopping on and off the bus

How much does it cost?

A single journey costs £3 and a return journey costs £5.

Charges are per person and apply to all passengers, including companions.

Q: When can I book my one-off journeys?

A: One-off journeys can be booked a maximum of one week in advance of the day you want to travel. Bookings will be subject to seats being available - the more flexible you are, the more likely that you will get a journey

To register and make a booking:

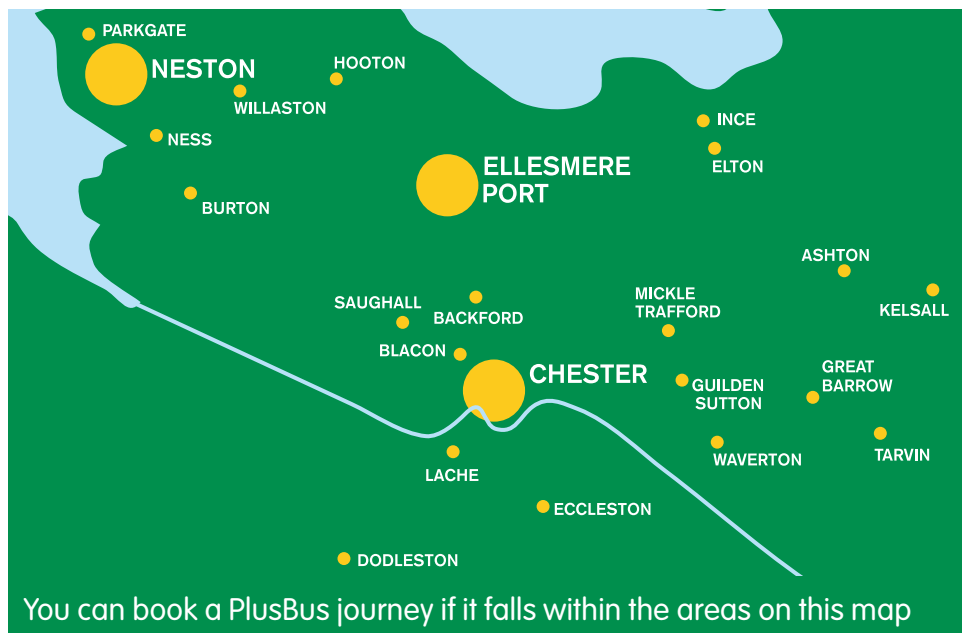
Please call **0151 357 4420** between 9am and 4.30pm, Monday to Friday.

Alternatively, please email cheshire@ectcharity.co.uk

If you have further questions, comments, complaints or suggestions, please contact us at:

ECT in Cheshire

Unit 5a, Junction 8 Business Park, Ellesmere Port, Cheshire CH65 3AS



Q: How long will my journey take?

A: We cannot guarantee you a direct journey as PlusBus is designed to take as many people as possible. You should compare your PlusBus journey with a trip on a local bus, not with a taxi or private car.

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