



For full details of the Service Leaflet please visit www.phonenride.com.

Important Note

Journeys must be cancelled at least 24 hours before you are due to travel. The earlier you let us know of the cancellation, the easier it is for the booking team to support other passengers with their travel requests.

To cancel or amend your booking visit www.phonenride.com or call the Booking Team on (01472) 32 4440, Monday to Friday, 8:30am to 5pm. Outside of these hours contact (01472) 32 4440.

Comments and Suggestions

The Phone 'n' Ride Service always welcomes comments and suggestions from passengers about their journeys. We are committed to reviewing the service in line with passenger's comments and suggestions.

Tell us what you think by completing the Customer Comment Card on the bus or email the team at phonenride@nelincs.gov.uk with your feedback.



The Phone 'n' Ride service is delivered by North East Lincolnshire Council's regeneration partner, ENGIE.



PHONE 'N' RIDE PASSENGER USER GUIDE



Before your journey

- Any changes you need to make to your journey must be done at least 24 hours before you travel, by calling the Booking Team on (01472) 32 4440. Changes cannot be made with the driver once on board.
- Make sure you are at the designated pick up location at least 10 minutes before your pick-up time, waiting where the driver can clearly see you and you can see the bus and be sure to clearly signal the driver on their arrival.
- If the bus does not arrive 10 minutes after the booked time contact the Booking Team for an update.
- If you are not ready and waiting when the bus arrives, the driver may continue without picking you up.
- Passengers may travel with an escort should this be required, however, these are not provided by the service.

During your journey

- When getting on the bus please pay the appropriate fare or show a valid travel pass to the driver. Fares can be paid by cash or card, including contactless payments. Failure to show a valid travel pass means you will be charged the full fare for your journey.
- Drivers will accept additional passengers from the designated pick up point to the designated drop off point when they have seating space in the scheduled journey.
- Drivers will provide assistance to wheelchair bound passengers to get on and off the bus. They do not escort other passengers to or from the vehicle, if you require this level of service you will need to have someone travel with you.
- Multi-trip tickets issued by Stagecoach (Megarider/Dayrider tickets) are not valid on-board Phone 'n' Ride.
- You may not be the only passenger on-board during your journey and your journey could take up to 50 minutes.

- You must follow the driver instructions at all times, this is particularly important should there be an emergency or breakdown.
- All luggage must be stored safely during travel and the aisle kept clear at all times. The driver may refuse to transport bulky or heavy items.
- Only guide/ assistance dogs are allowed on board.
- Abusive or threatening behaviour will not be accepted and passengers will be asked to leave the bus if behaving in this manner.
- Stay seated until the bus has stopped moving.
- Check that you have all personal belongings with you before leaving the bus. If you find that you have misplaced anything please ring the team on (01472) 32 4440.
- Take care when leaving the bus, in wet weather the floor and ramp may be slippery.

