

Dial a Bus

The Dial a Bus service has been designed to provide a **Door-to-Door** service for our service users. The idea is that such a service will provide an opportunity for service users to do their shopping at a retail park where there is a range of shops in one location. Such a service enables service users to be independent and helps promote social networks. We aim to reduce a reliance on other core services and help to reduce isolation and loneliness.

A leaflet explaining our area zones and dates will be sent to you once your registration has been accepted and your membership number has been issued.

All service users who use the Dial a Bus service will be collected as one group from their chosen location and will be returned as a group once the shopping time has expired.

It is the driver who will decide the route s/he takes for pick up and drop off as they have a drive schedule each day. Therefore, you are asked to note that the collect and drop times are approximate and will depend on the number of service users on the day and the driver's route.

Dial-A-Bus Charge £2.00

Booking Line Tel No: 029 2049 0325

Ring & Ride

Ring & Ride is a service for Cardiff residents who are registered with us. To be registered with us our criteria is: -

- Disabled
- Elderly
- Unable to use other public transport.

We operate between 9.30am – 3.30pm (Monday to Friday). **VEST does not operate its services on weekends.**

Service Users with medical appointments such as dental, therapeutic, chiropody, GP etc are allowed to book **4 working days***** in advance of their appointment.

All other transport requests can be made one day before you require the transport. **NB: Our Booking Line opens between at 1100 -1230hrs.**

*****NB: The Ring & Ride service does not currently support main hospital appointments.** Non-Emergency Patient Transport Service (NEPTS) can be contacted between the hours of 8am – 6pm on 0300 123 2303.

Ring and Ride prices from will be charged as follows: The 1st mile is charged at 80p, and each additional mile thereafter will be charged at an additional 30p per mile.

Booking Line Tel No: 029 2049 0325

Rules of Operation

Please note that the VEST services are only available to those service users who are registered with us and are in possession of a registration number.

If you are a registered user and wish to be accompanied by a carer or relative you must inform us at the time of booking so that a seat can be allocated. Carers/Companions must board the bus with you at your registered address.

Please note: Under our policies and procedures drivers are only permitted to help and assist registered service users mobilise or carry small bags from the entrance/exit of your home to the door of your booked location.

Service users are reminded that due to delays such as traffic congestion and other matters. Specific pick-up times cannot be guaranteed and should only be used as a guide. It is therefore advisable to allow for such matters when you are making your booking, particularly if you have a set appointment time.

If you are concerned about the late arrival of your transport, please contact the office directly.

Should you be unable to return at the agreed time, the driver will not be able to wait, due to their drive schedule. It is the responsibility of the service user to make alternative plans in the case of an appointment time running over time, or the service user returns over 5 minutes late of the agreed time.

Due to the high demand for our services the phone lines can be extremely busy. We ask for your patience and ask that you refrain from verbally abusing our call handler. Such behaviour will not be tolerated, and we will take action to ensure our staff are protected. In extreme and repeated cases this may result in your registration being revoked.

How to book Dial a Bus

Booking lines are open at the following times **0930-1030hrs and 1330-1530hrs** and up to one week in advance.

Please refer to your zoned timetable to check the time and the date that you wish to travel.

When calling us to make a booking, please have your registration number to hand and be clear about your day, date, and time you wish to travel from your zoned timetable.

If you require a new timetable for Dial a Bus, please contact the office on the number above and a zone and timetable leaflet will be sent out.

Tel No: 029 2049 0325

How to book Ring & Ride

Primary Medical Appointments

Primary Care services provided by local GP practices, pharmacists, dentists, opticians, physiotherapists, therapeutic services our ring and ride support these types of medical and wellbeing appointments. Such appointments take precedence as we understand the importance of these to our service users.

Service users who need to book transport for a primary medical appointment, are permitted to book **four working days** in advance of their appointment. Booking lines are open at following times **0900-1030hrs and 1330-1530hrs**

Hospital Appointments

We **do not support** hospital medical appointments currently. Therefore, such requests should be directed to NEPTS (Non-Emergency Patient Transport Services) on 0300 123 2303 so that they can determine your eligibility.

Non Primary Medical Appointments

All other ring and ride requests for transport must be made the day before you require transport. Booking Line will **open between 1100-1230hrs** The service is in high demand and bookings are accepted on a first come, first served basis. An alternative time may be offered if your chosen time is unavailable. Please have your VEST Registration Number to hand at the time of booking.

Cancellations

Due to the high demand for our service please remember to cancel your transport with us if you are unwell, in hospital or no longer need your booking.

Tel No: 029 2049 0325

RING & RIDE & DIAL A BUS SERVICES

Tel No: 029 2049 0325



Registered Charity No: 518275

**A "door to door"
Community Transport Service,
that is specifically designed for
disabled and elderly (older people),
who have various issues and are
unable to use or access conventional
public transport.**



**Wedi ei ariannu gan
Llywodraeth y DU**

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