

It's time to Call and Connect – All aboard a better bus service

CallConnect is an on demand bus service that operates only in response to pre-booked requests (on a dial a bus basis.) There is no fixed timetable as the route the bus takes is defined by passenger demand and can differ each day.

Anyone can use the **CallConnect** bus service for any reason and as frequently as required. You must register as a **CallConnect** member before you can start using the service. The service is operated by modern, fully accessible minibuses and operates between 7am – 7pm Monday to Saturday. The **CallConnect** minibus will pick up and set down at designated locations in each village or town. Home pick ups and drop offs are available for people who are unable to use conventional bus services due to age, disability or mobility impairment.

Five easy steps to using **CallConnect** and registering as a member:

1. Register your details with the **CallConnect** Booking Centre – 0845 263 8153 or 01733 317461, Text – '**CallConnect**' to 82727 followed by a space and your Membership Number.
2. When you want to make a booking, simply call, text or go online and let us know what journey you would like to make. We will need to know the day and times you require, number of passengers and a pick up location and destination.
3. We will confirm your journey times (subject to availability.) If we are not able to offer you the exact times you need, we will suggest the nearest available.
4. Go to the pick up point on the date and at the time you were given. Please note: The **CallConnect** service may run up to 10 minutes later than the time given when the booking was made.
5. Get on the Call connect bus and pay your fare or show your concessionary pass. Enjoy the journey!

You can:

- Book up to a week ahead and on the same day with 1 hours notice (subject to availability.)
- Use your concessionary bus pass subject to local terms and conditions.
- Book your journeys by phone, text or online.
- Apply for a home pick up and drop off if you have a disability or mobility impairment.
- Use the **CallConnect** service for town journeys in Stamford.
- Be picked up from your home address if you live in an isolated location.
- Travel between Stamford and the District and Edith Cavell hospitals in Peterborough.
- Connect at Stamford and Peterborough with other local bus and rail services.
- Make village to village journeys.

Locations served by service:

Ailsworth*
Apethorpe
Ashton
Bainton*
Burghley House*
Castor*

Edith Cavell Hospital^
Fotheringhay
Helpston*
Kings Cliffe
Marholm
Nassington
Newstead
Peterborough^
Pilsgate*
RAF Wittering*
Southorpe
Stamford*
Sutton
Tallington
Tallington Lakes
Thorhaugh
Uffington
Ufford
Upton
Wansford*
West Deeping
Wittering*
Woodnewton
Wothorpe
Yarwell

* Location served by frequent bus service operated by Kimes or Delaines Buses. You may use **Call Connect** from this location if you are not able to use a conventional bus service due to age, disability or mobility impairment or if you wish to travel to a location not directly served by Kimes or Delaines Buses.

^ **CallConnect** does not provide journeys between points within Peterborough.

In Peterborough we drop off and pick up from:

Queensgate Bay Station – Bay 20
Railway Station
Edith Cavell Hospital
District Hospital
Morrison's
Bretton Centre
Werrington Centre