



Leicestershire FoxConnect Call Centre Bookings

You can use the call centre to book journeys with Leicestershire FoxConnect.

Operating Times: Monday – Saturday between 6:00 and 19:30



Call Centre Opening Times: Monday – Friday between 8:30 and 16:30

Number: 0116 216 7756

Journeys booked via the call centre will get text message updates, including journey confirmations, timing updates, and information on pick-up and drop-off locations.

- If you need support with updates, you can call the call centre for updates closer to your journey time.

To amend or cancel a booking, you should call the call centre and update the booking.

The call centre only operates between 8:30 and 16:30, if you wish to travel later than 16:30, please book your journey in advance. You can book your returning journey at the same time as your initial booking.

No payments will be taken over the phone. You will pay for your journey on board by card payment. The service does not accept cash. Fares are between £2 - £4.10

Important Information:

- Journeys can be booked up to 7 days in advance.
- No payments are taken over the phone, pay on board by card only.
- Journeys can be booked up to 45 minutes before the desired time of travel.
- Passengers should use one of the booking methods to update their journey.
- If a passenger can no longer make a journey, they must cancel using one of the booking methods (either the call centre or the app).

To keep the service running efficiently for others, it is important that journeys are cancelled if passengers can't make the journey.