



## **General**

### ***What is Leicestershire FoxConnect?***

It's a brand-new digital demand responsive transport solution that connects rural communities in north Leicestershire with Melton Mowbray and Syston, and Harborough settlements with Market Harborough, Lutterworth and connections to Leicester and Thurmaston shopping centre. You can choose where you want to be picked up and dropped off meaning it is a convenient and flexible way to travel.

### ***What does demand responsive mean?***

Unlike a conventional bus service with a fixed timetable or route, Leicestershire FoxConnect journeys operate according to passenger demand and the bookings made for it on each day.

### ***When does the service operate?***

Leicestershire FoxConnect is available between 6:00am (the earliest pick-up time) and 7:30pm (the latest drop off time), Monday to Saturday. The service does not run on Sunday or bank/public holidays.

### ***Where can I travel on Leicestershire FoxConnect?***

You can make a journey entirely within the zones, village to village or to the interchange points for town centres and onward travel.

### ***Can I travel across zones on a single bus?***

No, you will have to make 2 bookings for a cross-zonal journey, changing at the interchange points. For example, travel from Harby to Somersby would require a change at Melton town centre, with two journeys being booked Harby to Melton and Melton to Somersby.

## **Booking a trip**

### ***How do I book a trip?***

Journeys can be booked through the Leicestershire FoxConnect app which is available to download to smartphones from Google Play or the Apple Store. You can also book a journey through the call centre.

### ***How does the app work?***

Once you have downloaded the app, you will need to register for an account and provide your phone number, email address and payment card details. Select your starting point, destination, and time of travel to request a booking. The app will present the closest FoxConnect stops to your chosen locations.

***What if I don't have a smartphone?***

You can call the FoxConnect booking centre on 0116 216 7756 between 8:30am and 4:30pm Monday to Friday. Calls are charged at standard rate. Your call will be answered by an advisor at Nottinghamshire County Council who we have partnered with to take the calls.

***How far ahead can I book my trips?***

Journeys can be booked up to 7 days in advance. Your journey will depend on the availability of the service, and you will be offered a journey as close to your requested time as possible. The latest you can book is 45 minutes ahead.

***Can I book recurring journeys?***

Recurring journeys can be booked up to 7 days in advance. For example, you may want to book a journey from Harby to Melton town centre Monday to Friday with a collection at 8am, and a subsequent return. It would only be possible to do this from Saturday morning, as Friday would be the last day to do this.

***What journeys will I be offered?***

If your journey can be met by a timetabled service, the app will show the journey and times from the timetabled service. A FoxConnect journey won't be offered in this scenario.

***When will my bus be scheduled?***

You can set a 'depart by' or 'arrive by' time.

If you have an appointment or onward connection, then 'arrive by' should be used as this ensures you will arrive at the time you have specified. The bus will be scheduled to arrive as close to that time as possible but may arrive at your destination up to an hour before in extreme cases.

If your arrival is flexible then 'depart by' time is best to be used. Your bus will be scheduled up to 30 minutes either side of the time you specify based on efficiency and other bookings.

Keep an eye on your phone notifications for the exact collection time.

***Will I get a confirmation of my booking?***

Yes, your booking will show in the calendar of your app under Scheduled Rides. It will show a collection window of 20 minutes. Your exact pick-up time and location will be confirmed an hour before your journey is due to start through the app, or a text message or phone call. This is specified on the VIA account, and you can change this by contacting the call centre too.

If you book by phone, you can still download the app to track the bus and keep informed of any updates to your journey.

***Can I change my booking details?***

Yes, you can edit your details if required and if there's availability your schedule will change. If not, you will need to either cancel or stick with the original booking. If you are on the bus, the driver will not be able to meet any requests to change your booked journey.

***What if I need to cancel my journey?***

We understand circumstances can change so we offer free cancellations up to 2 hours before your allocated pick-up time. Passengers who are late or do not show will be charged in full.

***How do I pay?***

You can choose to register your debit or credit card within the app, otherwise pay contactless when boarding the bus. Your card is charged once the journey is completed. If you book by telephone, you will need to pay with your contactless debit or credit card on boarding the bus. Cash will not be accepted.

***Are English National Concessionary Travel Scheme (ENCTS) passes accepted?***

Yes, you can use your ENCTS pass after 9:30am Monday to Friday and at any time on Saturday.

***How do I add my concessionary pass to the App?***

Add your pass by clicking on the circle with the three horizontal lines, in the top left of your screen. This will open a menu with concessions as an option. Click on 'Concessions' and then click on the slider to activate. The slider will change colour to blue which means you have an active pass and will not be charged. To exit simply click on < at the top left of your screen.

***Do children under 5 travel free?***

Yes, provided they are accompanied and do not occupy a seat to the exclusion of a fare-paying passenger.

***I'm a wheelchair user, can I ride?***

Yes, please register on your account you are a wheelchair user. Your journey is then door-to-door, you do not need to go to a bus stop.

***How does my independent child travel if they don't have a bank card?***

Please set an account up in your child's name and register your own bank card on their account. The bank card details are held securely and cannot be accessed from within the app. You cannot make a telephone booking in this scenario, as a bank card would be needed for payment on the bus as no cash is accepted. Riders must be at least 13 years of age to use the app independently, and over 10 years of age to ride independently. An adult will need to escort the child onto the bus and show the fare to the driver.

## **My journey**

### ***Do I need to use a bus stop?***

Leicestershire FoxConnect uses both normal bus stops or other locations where it is safe to pick you up or drop you off. This may be a meeting point a few minutes walking distance away from your requested pick-up or where other passengers can be picked up at the same time.

### ***Is the Leicestershire FoxConnect vehicle wheelchair accessible?***

Yes, the vehicles are fully accessible with a fold down ramp and meet the minimum standards for carrying wheelchair users.

### ***Is there anything I cannot take on board?***

Due to limited space, we cannot accept bikes or any items that cannot be folded or stored in a designated luggage area on the vehicle.

### ***Can I take my dog on-board?***

Well-behaved dogs are accepted. It is at the discretion of the driver.

### ***Are seatbelts provided?***

All vehicles have seatbelts provided. It is the responsibility of the passenger to wear the seat belt. For children, it is the responsibility of the adult they are travelling with or who booked the journey to ensure the child is wearing the seat belt. Wearing a seatbelt, where fitted, is a legal requirement.

### ***Will the bus be direct to my destination?***

The driver will follow a route on their phone, and the route may go via other villages picking other passengers up or dropping them off.

### ***What if I need help with my journey?***

Please contact our customer service team on 0116 216 7756 (open Monday to Friday between 08:30 and 16:30)