





## Leicestershire FoxConnect App Bookings

**Bus Operating Times: Monday – Saturday between 06:00 and 19:30**  
(excludes bank holidays)

The app can be downloaded onto a smartphone through Google Play or Apple App Store.

1. Download the Leicestershire FoxConnect app on your smartphone.
  - 1.1. Make sure it's the app with the white background and is called 'Leicestershire FoxConnect'.

Scan to download from Google Play Store	Scan to download from Apple App Store
	

2. You will be prompted to add your phone number. Once you have done this, enter the code sent to you via text message.
3. When your phone number is verified, create an account using your name and email address.
4. You can then add in payment details (optional), to make your bookings quick and easy.
  - 4.1. If you skip this section, you will be asked to add payment details (optional) when booking your first journey.
5. Book your ride and receive notification of your 20-minute pickup window. As your journey approaches, we'll send a more specific pickup time.
6. Wait for your driver to pull up to your pickup point.

**There's a selection of app features that will make booking quick & easy.**



### **Interactive map**

The interactive map allows users to drop a pin within one of the operating zones, on their preferred pick-up and drop-off location. The system will then pick out the most suitable stop.

### **Location search bar**

Users can also type their preferred location in, using street names, business name or school name etc. Users should double check the address is correct before booking.

### **Favourite Locations**

Users can add their regular locations to their favourites page. For example; home, school or work address. Once users have done this, they can select this location to make journey booking even quicker!

### **Important Information:**

- Journeys can be booked up to 7 days in advance or up to 45 minutes before the desired time of travel – on a first come, first served basis.
- Passengers should use one of the booking methods to update their journey.
- If a passenger can no longer make a journey, they must cancel within 2 hours of their journey ride either via the app or by contacting the call centre: 0116 216 7756 (open Monday-Friday 08:30-16:30)
- Concessionary passes are valid for travel after 09:30 Monday-Friday and all day Saturday.

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