

## Can I travel with a wheelchair?

You can travel with a wheelchair but we need you to tell us in advance the make and model of the chair in order that we can assess its suitability for travel on our minibuses.

## Can I travel with an escort or companion?

You can bring a companion but they will have to pay the full or Diamond Card Fare. If you have an escort who pushes your wheelchair then they can travel for free.

## Cancelling a booking

Please call us as soon as you know that you cannot travel, this will free up a seat for someone else. There is an answerphone outside of office hours.

## About the buses

All the minibuses are fully accessible and either have ramps or lifts if you find steps difficult. The buses have plenty of room for shopping so don't worry if you have lots of bags or a trolley.

## Timetable

There is no 'set' timetable as we operate a flexible service. We will try to meet your request for travel and may at times ask if you can alter your time or day of travel, always in agreement with the customer of course.

## Run for and by the community... Supported by Bath & North East Somerset Council and Keynsham Town Council

We do our best to meet all requests. However we do operate on a first come first served basis.

Keynsham & District Dial-a-Ride,  
Keynsham Town Hall,  
Keynsham, Bristol BS31 1NL  
Telephone: 01225 395321

Registered Charity No. 1099197  
Company Limited by Guarantee No. 4726115

This Leaflet about Keynsham & District Dial-a-Ride can be made available in a range of community languages, large print, braille, on tape, electronic and accessible formats from Keynsham & District Dial-a-Ride on 01225 395321.

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Bath & North East  
Somerset Council

KEYNSHAM  
TOWN COUNCIL

## Keynsham & District Dial-a-Ride

## Door to Door Service



**Shopping too heavy?  
Bus stop too far?  
Difficulty walking far?  
Get back your independence  
and call us!**

**Telephone**  
**01225 395321**  
**www.bathnes.gov.uk**

## What is dial a ride?

It is a flexible minibus for people of any age who cannot use ordinary bus services. For instance you might be able to walk to your nearest bus stop to get the bus, but you aren't able to get back home from the stop as you might struggle to carry the shopping.

## Who can use it?

You don't have to be registered disabled to use the service. You might be able to walk long distances, but find walking with a load or climbing steps onto an ordinary bus uncomfortable.

## Where can I go?

You can go anywhere within the Keynsham and district area, this covers Keynsham, Saltford, Whitchurch Village, Pensford, Publow, Compton Dando, Chewton Keynsham, Marksbury, Farmborough, Timsbury, Burnett, Newton St. Loe and Corston. The service will also take you to doctor's appointments or clinics.

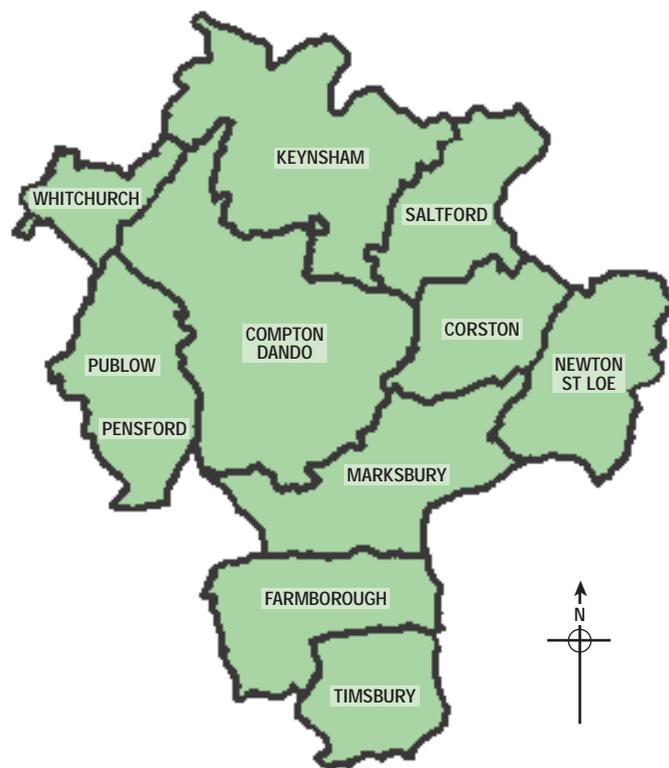
In addition to the 'on demand service' there are trips to Bath at least once a week, a special outing once a week, and a regular four weekly rota of trips to local garden centres and supermarkets to provide a bit of shopping variety. Please call us on 01225 395321 for more information on this.

We can take you to Keynsham railway station where Bath bound services are fully accessible. If travelling Bristol bound FGW have an arrangement where you can travel to Bath and loop back to Bristol, if you can't manage the steps. BANES and FGW are shortly due to install a ramp to this platform to rectify the situation. We will update members when this happens.

## What if I need a scooter?

We generally can't carry electric scooters, but will assess each one to see if we can carry it when you register with us. If you want to travel to Bath we can arrange for Shopmobility Bath to provide a scooter for you.

## MAP of area covered



## How does it work and how to join?

You need to register with us to use the service, we won't ask you about your condition or specifics but you would need to tell us if you find it difficult to walk to your local bus stop. Please just call us on 01225 395321 and we will take your details to register over the telephone.

## What does it cost?

There is no fee to join.

If you have a Diamond Travel Card then the fare is £2.00 return within Keynsham and Saltford. For all other villages and in between the fare is £2.50.

If you don't have a Diamond Travel Card the above fares are £4.00 and £5.00 respectively.

Unlike an ordinary bus we pick you up and drop you off at your front door, generally at the time you request. We are also a charity and need income to keep services running, this is why we make a charge.

## Will the driver help me get on and off?

Drivers will always ask you if you need any assistance. Drivers will certainly help you with carrying any heavy loads you may have.