

# Hop aboard for your bookable RUH Service

CONNECT  
Wiltshire

## About the service

Connect2 will provide you with a choice of bookable journey opportunities from West Wiltshire and some North Wiltshire towns and villages to the Royal United Hospital in Bath.

The service runs Monday to Friday and all journeys must be booked in advance of travel.

## Use the service to:

- Attend hospital appointments
- Travel to hospital for treatment
- Accompany someone to hospital
- Visit someone you know in hospital
- Get to work at the hospital

Your Connect2 taxi will pick you up at your front door if you live in any of the locations shown on the map and provides a door to door service to the hospital's main entrance.

Taxi sharing is encouraged, so when booking you may be given a pick up time which takes into account other customers travelling to the hospital for the same advertised arrival time.

The Connect2 service can also be used if you live outside the area on the map. Just travel to a location on the service area's border and we can pick you up from there. Call us for more information on where and when we can meet you to take you to the RUH in Bath.

## Zone Tickets – a cheaper way to travel



To travel on this service you will need to purchase a Hopper Ticket from the driver when you board. Prices for these tickets are

£5.00 minimum and then £1.20 per zone boundary crossed each way if you do not hold a Wiltshire and Swindon free bus pass.

## Concessionary free bus passes

Wiltshire and Swindon free bus passes can be used on this service. However, they only entitle the traveller to a reduced fare of £4.00 single or £5.00 return or from the hospital.

Please note that North Wiltshire District Council Travel Tokens are also accepted on this service to pay in part or full for the £4.00 single or £5.00 return fares shown.

## Block booking discounts

If you travel on three or more booked journeys with the RUH service in a week we can offer you a 10% reduction on your total booking cost!

For example, if you are an adult travelling from Zone 10 to the RUH on a return journey and you travel three times your total return fares for the week would be;

£22.20 (3 x £7.40)

However we can offer you a 10% discount on this total price of £2.22.

This would be taken off your last fare for the week so your third journey with us would only cost you £5.18.

*How about that for great value?  
For more details ask a member of staff at our booking centre.*

# Frequently asked questions...

CONNECT  
Wiltshire

## Will the RUH taxi pick me up at my front door?

Yes, this is a door to door service in the areas shown on the map. The Connect2 service will pick you up and drop you off at your front door if your address is accessible for the vehicle. Passengers travelling into the service area and connecting from bus services or private travel arrangements will be collected from the location agreed with the booking centre.

## What happens if several people would like to travel on the same journey?

When demand is high for any particular journey customers will be sharing the taxi with other users. The length of your journey and consequent pick up time from your home may vary for each journey in order to maximise the flexibility of the taxi for everyone wishing to use it. We have four vehicles available in the area and will make every effort to use these to accommodate your journey.

## What if more than eight people book the same journey?

Each taxi can only carry eight people (or seven and one wheelchair user) and if you really need to travel on a particular journey you are advised to book earlier than normal. Once the taxis are full the operator will only be able to offer the next best journey time to or from the hospital.

## Can I book more than one journey in advance?

Yes, you can set up a regular booking up to a month in advance of travel with the operator if this helps you to arrange regular treatment or visits at the hospital. Call 01985 212 213 to arrange this and other journeys.

The Connect2 service is operated by A&G Minibuses. The service is funded and managed by Wiltshire County Council.

For more information call: 01380 860100  
email: [connect2@wiltshire.gov.uk](mailto:connect2@wiltshire.gov.uk)  
or write to: FREEPOST  
Wiltshire Flexible Transport Services



THE TAXI SERVICE AT AFFORDABLE PRICES!

be seen **2** go green



PREVIOUSLY KNOWN AS THE RUH HOPPER

A bookable taxi service at affordable rates  
Monday–Friday 0820–1730

TO BOOK CALL  
**01985 212 213**



be seen **2** go green

Live in West or North Wiltshire and need to get to the Royal United Hospital, Bath?

# Hop Aboard for the RUH

Valid from August 2007

CONNECT  
Wiltshire



Royal United Hospital  
Bath NHS Trust

improving life in Wiltshire



# Book your Connect2 RUH journey

Choose which Connect2 journey arrival time at the RUH or which Connect2 journey departure time from the RUH you would like to travel on from the list of bookable times shown to the right of the Connect2 zone map and fares.

You will then need to book this journey by no later than 1000 the day before you travel:

**To book your journey please call 01985 212 213 (Open 0830 to 1730, Monday to Friday)**

If you would like to travel on a Monday morning, you should book your journey no later than 1730 on the Friday before you travel.

Block bookings for regular trips to the RUH for appointments, visits or work purposes can be made up to a month in advance by calling our booking centre staff.



*Please note that the booking number will change to 08456 525255 during November 2007 – please ask our booking centre staff for more details during October.*

When booking your journey you should provide the booking centre with the following information:

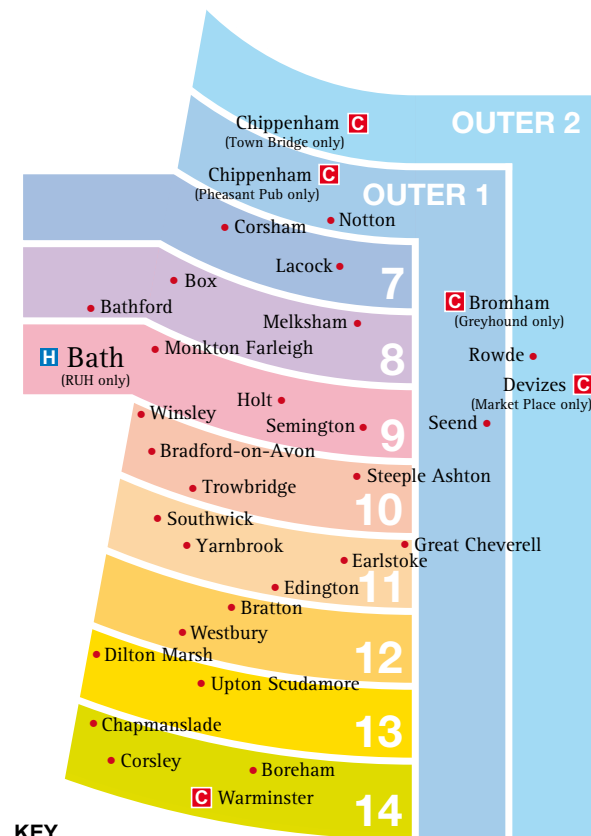
- The date of travel and the journey arrival and/or departure times required from the list to the right of the Connect2 zone map and fares
- Please tell us if you require a return journey
- The pick up address you are travelling to or from
- If you are using a connecting bus service or private travel arrangements to get into the Connect2 service area, and if so, at what time and place you will arrive to be collected
- The number of customers you are booking for
- A contact telephone number that we can reach you on

Sorry, this service does not run on Saturdays, Sundays or public holidays.

## Devizes and Chippenham

There are new stops in Chippenham (Town Bridge)  and Devizes (Market Place)  in response to public demand. To travel from these new stops call 01985 212 213 to book your pick up time.

## Connect2 Zone Map



### KEY

 C2W taxi stop and connection point for connecting buses/journeys from outside the Connect2 service area.

## Your RUH fares explained

Adult and child fares are charged using a fare zone structure.

For example, Westbury to the RUH is 3 zones each way:

Adult single: £5.00 minimum fare & 3 zones @ £1.20 = £8.60  
 Adult return: £5.00 minimum fare & 6 zones @ £1.20 = £12.20  
 Child single: £2.50 minimum fare & 3 zones @ 60p = £4.30  
 Child return: £2.50 minimum fare & 6 zones @ 60p = £6.10

Please note, the minimum charge is only charged ONCE per day per customer, regardless of journey being single or return.

**Remember – If you hold a free bus pass all you pay is £4.00 single or £5.00 return from any location to the RUH!**

## Adult fares by zone to RUH, Bath

ZONE	Single	Return		
7	£7.40	£9.80	Corsham Lacock Rudloe	Neston Gastard
8	£6.20	£7.40	Ashley Atworth Bathford Bowerhill Box & Box Hill Broughton Gifford	Melksham Norrington Common Shaw & Shaw Hill Whitley Ditteridge
9	£6.20	£7.40	Bradford Leigh Holt Monkton Farleigh	Semington South Wraxall
10	£6.20	£7.40	Bradford on Avon Bulkington Freshford Great Hinton Hilperton Keevil Limpley Stoke	Staverton Steeple Ashton Trowbridge Westwood Monkton Coombe Winsley
11	£7.40	£9.80	Coulston Edington Erlestoke Great Cheverell Little Cheverell	North Bradley Southwick West Ashton Wingfield Yarnbrook
12	£8.60	£12.20	Bratton Hawkeridge	Heywood Westbury
13	£9.80	£13.00	Dilton Marsh Westbury Leigh	Upton Scudamore
14	£11.00	£13.00	Boreham Chapmanslade Corsley Heath (Bus Stop)	Corsley Warminster
OUTER 1	£8.60	£12.20	Easton Notton Bromham (Greyhound Only)	Seend Seend Cleeve Chippenham (Pheasant)
OUTER 2	£9.80	£13.00	Chippenham (Town Bridge) Devizes	Rowde

All fares include VAT

## Concessions

Wiltshire and Swindon free bus pass holders travel for £4.00 single or £5.00 return.

## Child fares

Child fares are available at half the price of adult fares to customers aged 5 to 16 years (inclusive). Accompanied children aged 0 to 4 years (inclusive) travel free.

## Fares by zone


The fare charged is on the basis of a straight line being drawn between the starting point and finishing point of the journey. The number of fare boundaries crossed along this line is the basis of the fare calculation.

## Bookable journey times

ARRIVAL TIMES (Monday–Friday)  
 DEPARTURE TIMES (Monday–Friday)  
 Royal United Hospital Royal United Hospital

When to Book	By 1000 day before	When to Book	By 1000 day before
	0820		0830
	0920		0930
	1020		1030
	1120		1130
	1220		1230
	1320		1330
	1420		1430
	1520		1530
	1620		1630
	1720		1730

## Connecting buses

Connecting buses from the Vale of Pewsey, Calne, Malmesbury and Wylve Valley can be met by the Connect2 service at taxi stops  in Devizes, Chippenham and Warminster as appropriate. Please call 01985 212 213 for details.



THE TAXI SERVICE AT AFFORDABLE PRICES!