

What is a dial-a-bus?

Dial-a-bus is the name given for a subsidised taxi or on-demand minibus service. This is a type of substitute for a bus service in an area where a conventional bus would not be practical. It operates on demand within a defined area and time period and does not follow a fixed route or timetable. The Highland Council has awarded several contracts of this type.

Who can use it?

Just like an ordinary bus, it is available to all members of the public for any journey within the defined area and times. Most dial-a-buses will be wheelchair accessible.

How do I book it?

Phone the operator before 1800 on the day before travel. (In some cases, later bookings may be possible.) You will need to state when you want to travel, where you are going to and from, and give a contact phone number if possible.

Will the bus come exactly when I want it?

You will be given a booking as close to your requested time as possible. However, the operator may ask you to accept a time up to 30 minutes earlier or later than the time you request. If a later time would not be acceptable (for example, if it would mean missing an appointment) you may be asked to accept a time up to 45 minutes earlier than you requested. If an earlier time would not be acceptable (for example, you might not be ready) you may be asked to accept a time up to 45 minutes later than you requested.

Once your booking has been agreed, the bus should arrive no more than 5 minutes before or 10 minutes after the booked time.

Can I book more than one journey at the same time?

You can book outward and return journeys, or more than one journey on the same day, at the same time.

Do I have to state why I am travelling?

No. You will not be asked for this. However, you may want to state a reason if you need to emphasise the time required (for example, "I need to catch a train.").

Can I use it to connect with regular bus services?

Yes. Within the available times you can book it to drop you at any bus stop in its area or pick you up from a stop.

What is the fare?

The fare will be broadly similar to an ordinary bus fare. Free concessionary travel is available to Highland residents who are holders of the Scottish Entitlement Card.

Will it pick me up from my house?

Yes, except that it will not normally travel on private roads, unless required for passengers with mobility impairments. All use of private roads is at the discretion of the operator.

Do I have to book it from my house?

No. You can travel from whatever point you choose in the defined area, as long as it is on a public road and it is safe for the bus to stop.

What if I decide to change my plans?

Please phone the operator as soon as possible if you want to cancel a booking.

If you want to change a booking after the deadline, this will be accommodated where possible but cannot be guaranteed.

Does the dial-a-bus need a minimum number of passengers?

No. It will turn out for one passenger. However, booking times will be arranged to allow several passengers to travel together where appropriate.



