

On demand bus service for West Guildford



An electric bus for when you
want it

This booklet has information about the on-
demand bus service for West Guildford

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Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.



For more information see:

surreycc.gov.uk/surreyconnect



You can read this booklet alone or with someone to support you.

Acknowledgements

This booklet was developed by the Learning Disability and Autism Engagement Team at Surrey County Council and Get it Right!



November 2023

What is Surrey Connect?



It is a safe bus that you can trust.



You will share with other people.



There's a short video about the bus service, you can find the [video on this link](#).



The bus is electric and is better for the planet than other buses.

How to book



You need to register before you can book.

You need an email or phone number to do this.



You can register and book online on this website:

www.surreyconnect.org.uk



You can register and book on the Surrey Connect app.

Get this from Google Play (android) or App Store (iPhone).



You can [watch a video](#) that shows you how to use the app.



You can register and book on the phone:
01483 744807

Monday to Friday 9am to 5pm

You need to tell us:



Where do you want to be picked up and taken to.



How many people will be travelling.



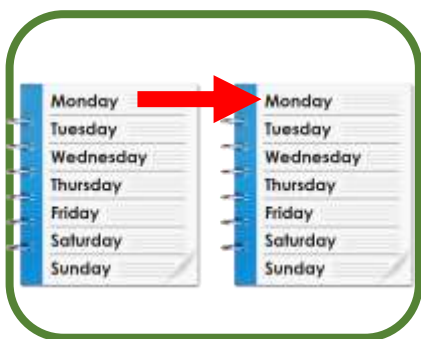
What time.

If you need to be somewhere at a set time, remember to select 'arrive at'.



If you use a wheelchair.

More booking information



You can book up to 7 days ahead.



You must book at least 30 minutes ahead.



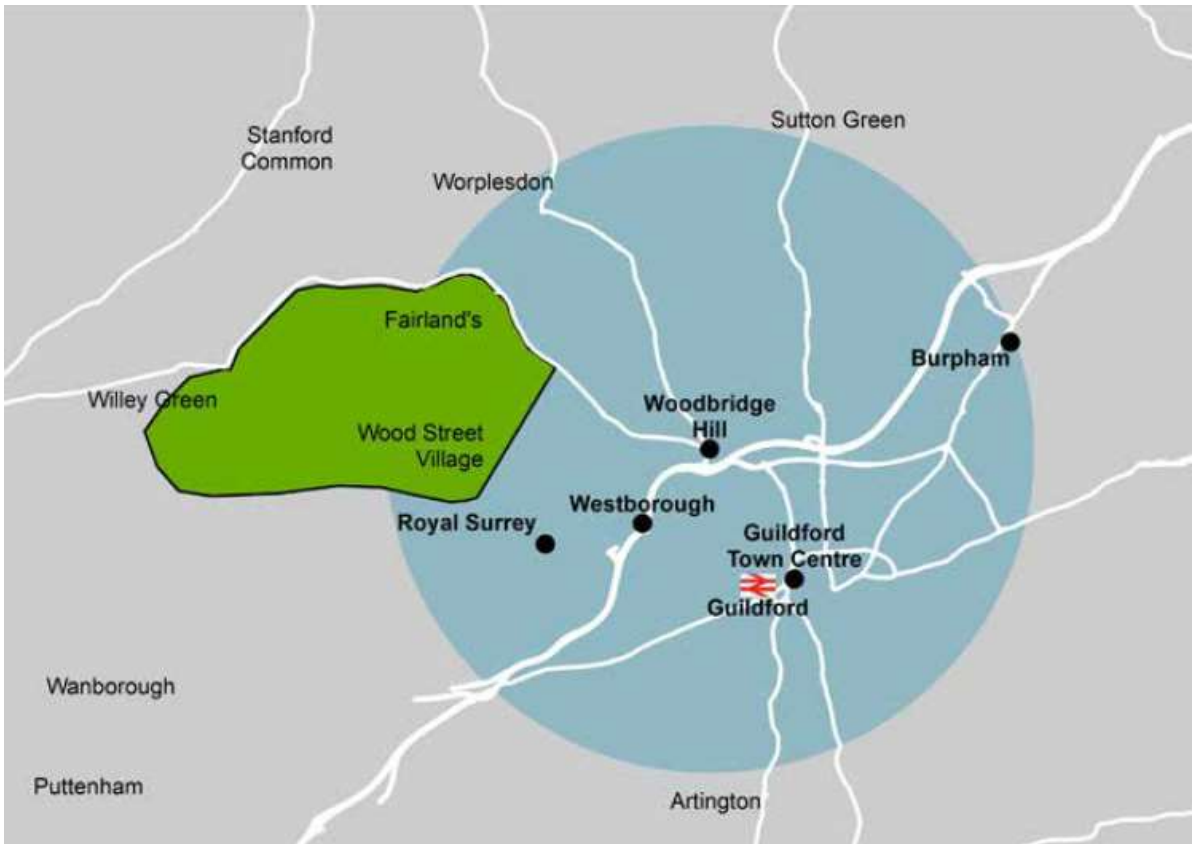
Plan ahead and make sure you are ready on time.



Drivers only wait 1 minute.

Where can I go?

You can go around West Guildford and go to key hubs:



● Key hubs are marked with a black dot.



You can travel within the green area and from the green area to a key hub.

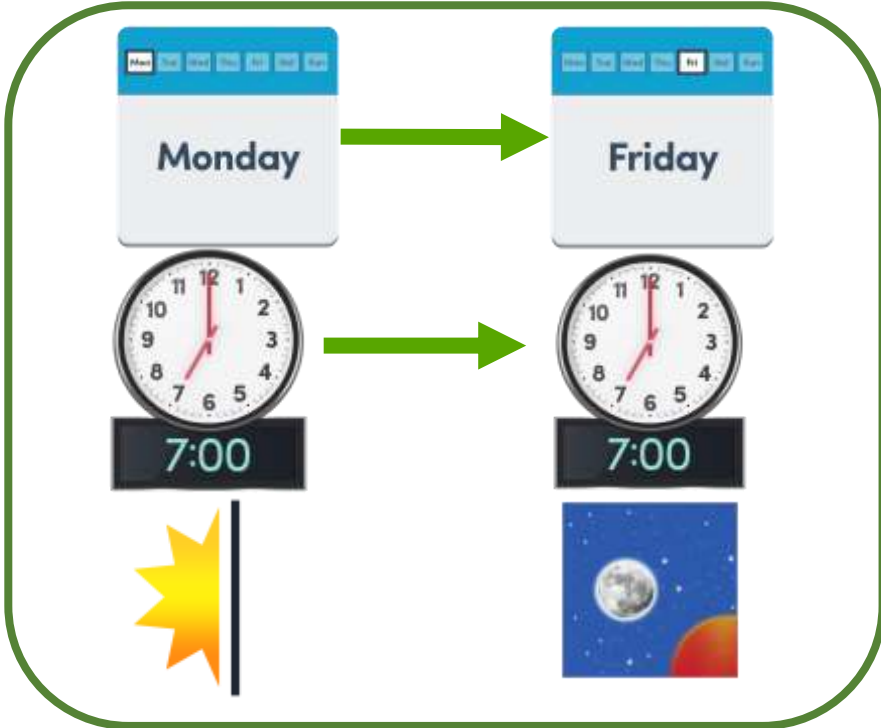


A full list of stops can be found online at surreycc.gov.uk/surreyconnect.

Travel times



Saturday
8am – 6pm



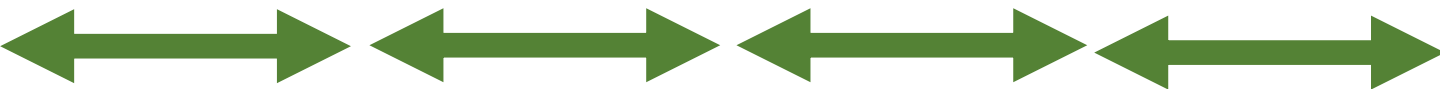
Monday to Friday
7am – 7pm.

How much does it cost for adults?

Adult Single



Under 5 miles - £2



5 to 7 miles
£4

7 to 10 miles
£6

10 to 12 miles
£8

12 to 15 miles
£10

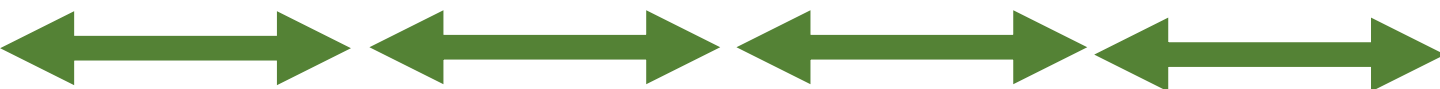
Over 15 miles £15

How much does it cost for younger people?

20 and under
single



Under 5 miles - £1



5 to 7 miles
£2

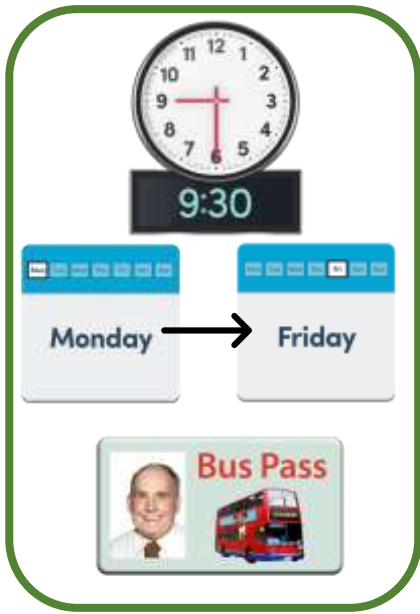
7 to 10 miles
£3

10 to 12 miles
£4

12 to 15 miles
£15

Over 15 miles £7.50

Important information



Please remember you can only use your bus pass after 9:30am, between Monday and Friday.



On the weekends (Saturday and Sunday) and during holidays, you can use your bus pass any time.

Other formats and language

If you would like this information in an alternative format or language, please contact us on:



Telephone: 0300 200 1003



Text (SMS): 07860 053 465



Textphone (via Relay UK): 18001
0300 200 1003



[Sign Language Video Relay Service](#)



Email:
contactcentre@surreycc.gov.uk