

# On demand bus service for Farnham



An electric bus for when you  
want it

This booklet has information about the new  
on demand bus service for Farnham

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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](https://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!



October 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



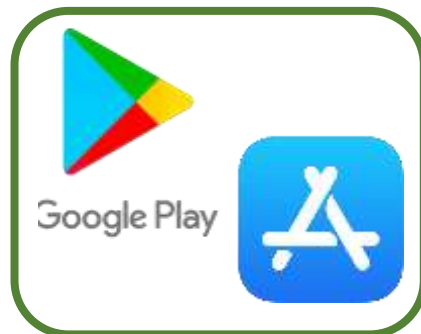
**You need to register before you can book.**

You need an email or phone number to do this.



You can register and book online on this website:

[www.surreyconnect.org.uk](http://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:

01428 681710

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.



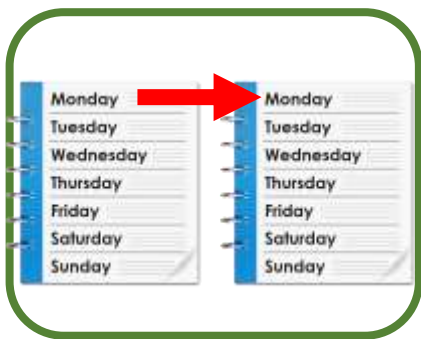
What time.

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.

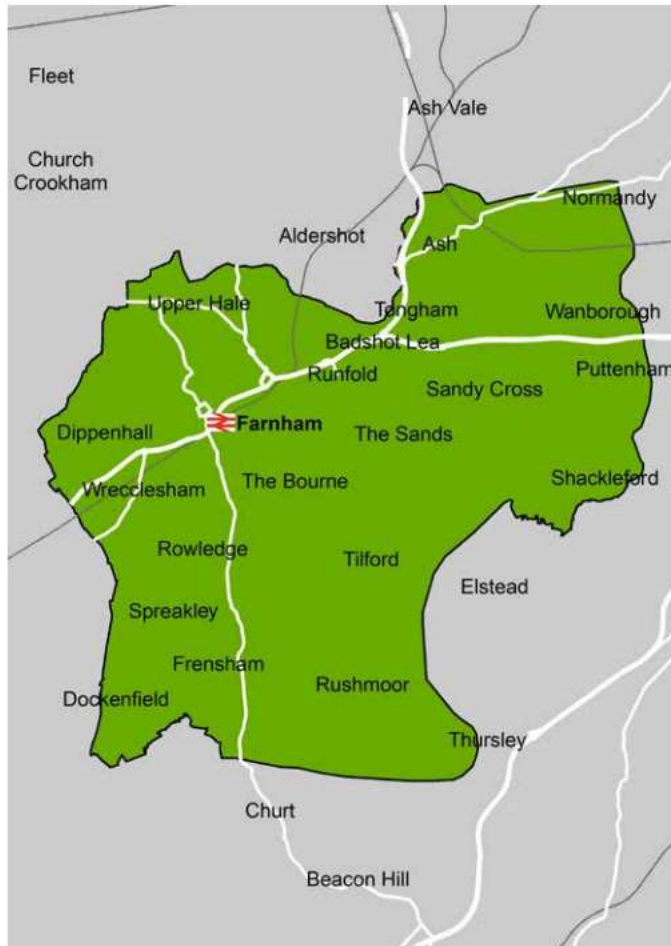


Drivers only wait 1 minute.



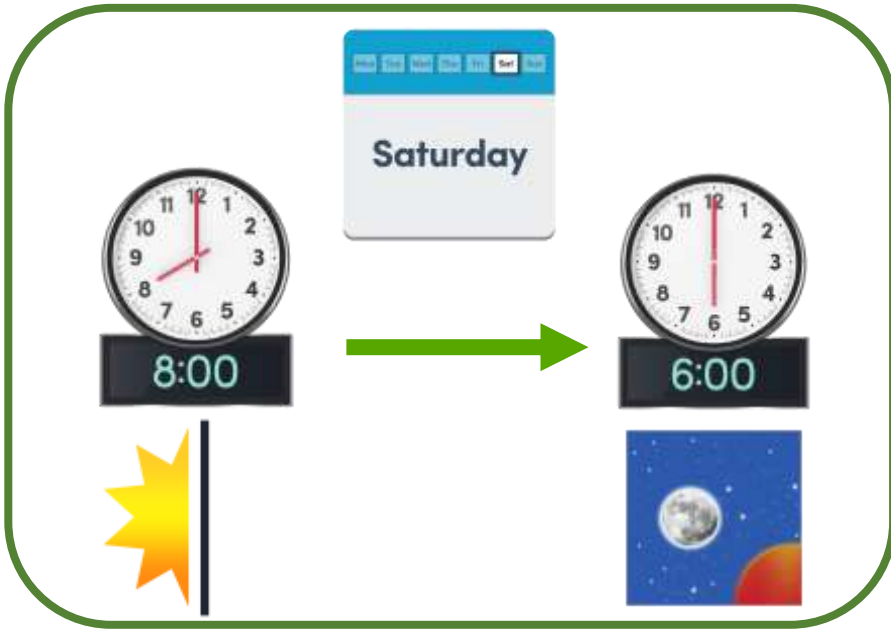
# Where can I go?

You can go around Farnham :

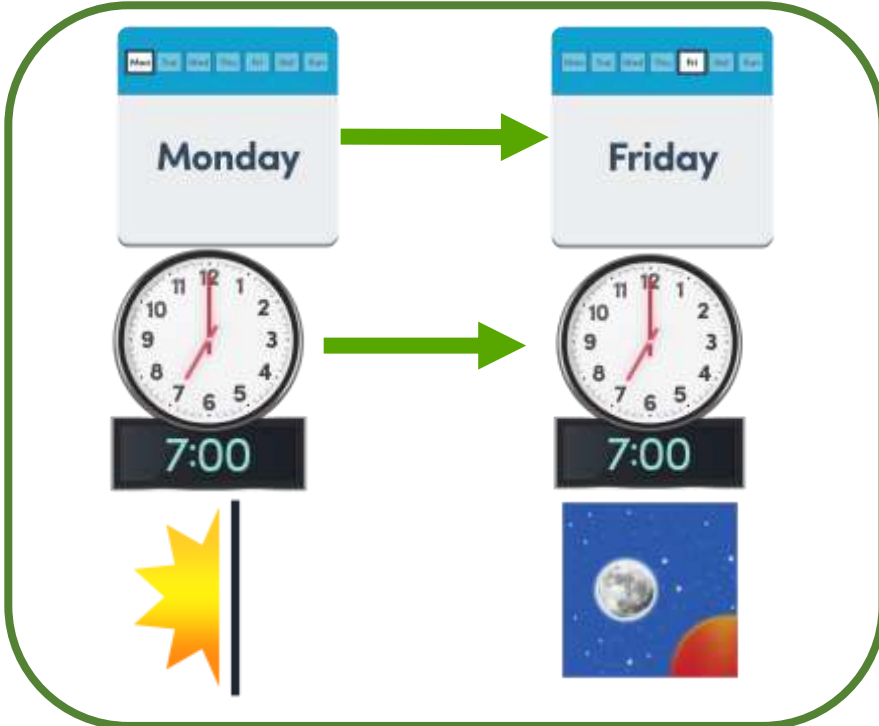


Journeys can be taken throughout the Farnham area

# Travel times



Saturday  
8am – 6pm



Monday to Friday  
7am – 7pm.



# How much does it cost for adults?

Adult Single



Up to 5 miles  
£2

5 to 7 miles  
£4

7 to 10 miles  
£6

# How much does it cost for younger people?

20 and under  
single

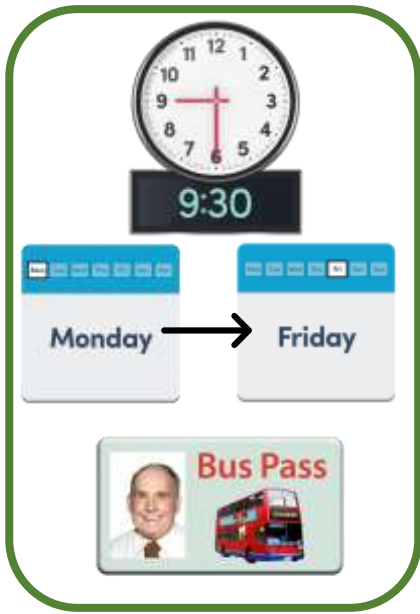


Up to 5 miles  
£1

5 to 7 miles  
£2

7 to 10 miles  
£3

# 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](mailto:contactcentre@surreycc.gov.uk)