



# Your guide to Dial-a-Ride

My membership number is:

# Contents

---

4 What is Dial-a-Ride and how does it work?

---

6 Tell us when you can travel

---

8 Types of bookings

---

10 Frequently asked questions

---

14 Your booking checklist

---

16 Contact us

---

18 Further information

---

# What is Dial-a-Ride and how does it work?

London Dial-a-Ride is a free, door-to-door transport service provided by Transport for London (TfL) for older and disabled Londoners who can't always use public transport.

We run a shared bus service, which means you will often travel with other customers going to a variety of different places.

Our buses run between 06:00 and 02:00, 365 days a year, but to use Dial-a-Ride you will usually have to book ahead. You'll find details of how to book on the following pages.



## Where we can and can't take you

Our service is an ideal way of making local trips, such as to:

- ✓ The shops
- ✓ Visit family or friends
- ✓ Attend social activities
- ✓ Your GP or dentist and some other medical appointments where no other form of door-to-door transport is available

However, there are some trips you can't book us for, such as:

- ✗ Hospital appointments
- ✗ Local authority day centres
- ✗ School transport

These organisations provide their own transport assistance, so please contact the medical professional, local authority or school involved to arrange it. Dial-a-Ride is not normally used to provide transport to paid employment as we are unlikely to be able to offer a daily return journey. If you need to arrange travel for work, contact Jobcentre Plus for details of the Access to Work scheme.

# Tell us when you can travel

We take our members on more than a million journeys each year, and we get more booking requests than we can fulfil. We are more likely to be able to provide transport for you if journeys are short and timings are flexible.

You can request transport by telling us:

- **The length of time you want to spend at your destination**

You can let us know the earliest and latest times you are able to leave home, plus how long you want to spend at your destination. This gives us the most flexibility and the best chance of finding transport for you. For example, you may want to go to a supermarket for an hour but could leave home any time between 09:00 and 12:00



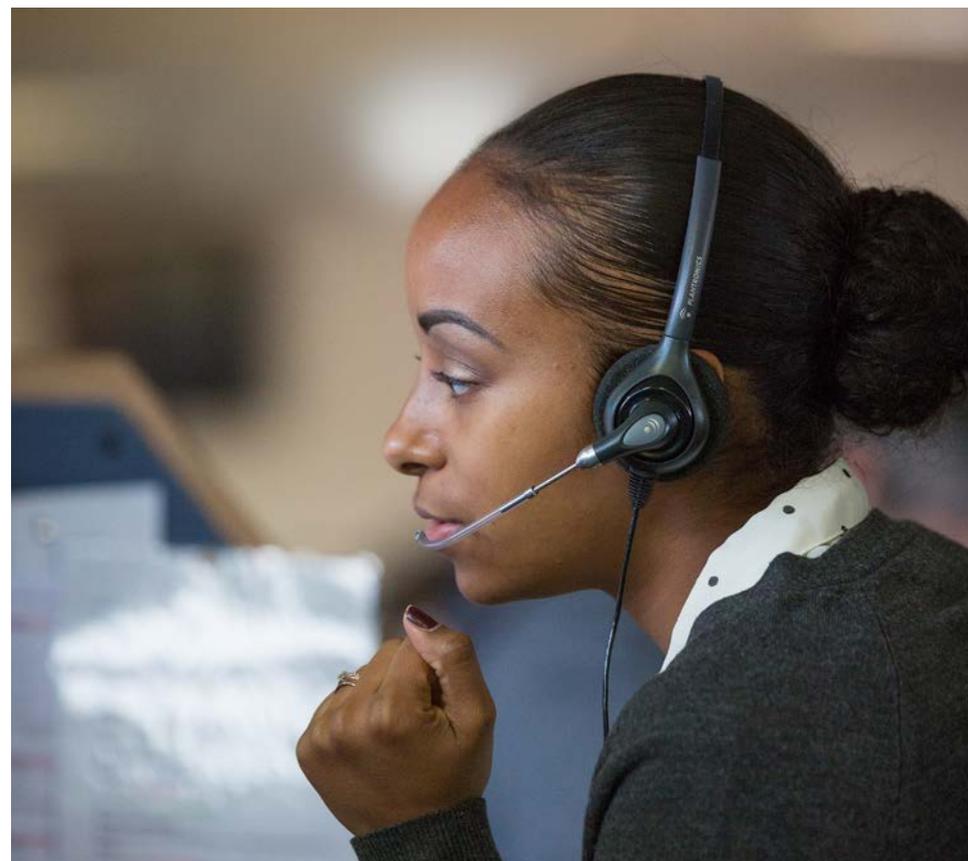
- **The times you wish to travel in each direction**

You can tell us your preferred timings, but also give us the earliest and latest times you can travel. This will make it easier for us to fulfil your request. For example, you could leave home any time between midday and 14:00 and return any time between 17:00 and 19:00



- **The time you need to arrive by**

You can tell us the exact time you need to be at your destination, for example for an appointment or event with a specific start time. This is the hardest type of request to fulfil as it has limited flexibility. You can often make this type of booking using our advance booking facility (see page 9)



# Types of bookings

## Next day and same day bookings

We are primarily a pre-booked transport service, with most bookings made the day before travel (next day bookings). However, because our booking office is not open at weekends, we take bookings on specific weekdays for travel on Saturdays, Sundays and Mondays. Details can be found on the last page of this guide.

You can request a same day booking, although these can be difficult to fulfil as they only become available when another passenger cancels.



## Advance bookings

You can make two advance bookings, up to two weeks ahead of your travel date.

Advance bookings are used for appointments (but not hospital appointments), meetings or ticketed events with a specific start time.

## Regular arrangements

If you travel to the same place at the same time each week, we can sometimes offer a regular booking arrangement. This means that your journey is automatically booked each week and you only have to contact us on the weeks you are not travelling (for example if you are on holiday).

Just book your journey to the same destination each week using our next day service and we will contact you if we are able to offer you a regular arrangement. We do not accept requests for regular bookings.



# Frequently asked questions

## What should I bring with me?

Please wear your Dial-a-Ride badge around your neck so our drivers can see you. Make sure you also have our phone number with you in case you need to call us.

Bring your mobile phone if you have one, as we now send text message alerts to keep you updated on your driver's arrival time.

## What time do I need to be at my pick up point?

Please be ready at your pick up point 15 minutes before your booking time. Your driver will arrive 15 minutes either side of the agreed time.

If your driver has not arrived within 15 minutes of the scheduled time, please call us.

## What kind of vehicle should I expect?

Your driver will usually collect you in a red Dial-a-Ride minibus. Occasionally, we use people carriers, black taxis, saloon cars or minibuses operated by our service partners.

When we send alternative vehicles, drivers will display a board on the vehicle showing that they are collecting on behalf of Dial-a-Ride. They will also have a Dial-a-Ride badge around their neck and will know the names of the customers they are picking up.



## I no longer need to travel, should I cancel my booking?

Yes, please. Help us by cancelling any booked journey you no longer need as far ahead as possible. Our cancellation line is open every day from 06:00 until midnight. We can then offer your space to another customer.

## What if my booking request can't be fulfilled?

If we are fully booked, we may be able to offer you one part of your journey i.e. the outward or return journey only. Please only accept this if you are able to make alternative arrangements to complete the round trip (for example using Taxicard).

We can also put your request on standby. This means that we will let you know if another customer cancels and a space becomes available.

### Can I book by email?

Yes, you can book by email, except for same day requests. Please see the booking checklist on page 14 of this guide for all the details you will need before contacting us.

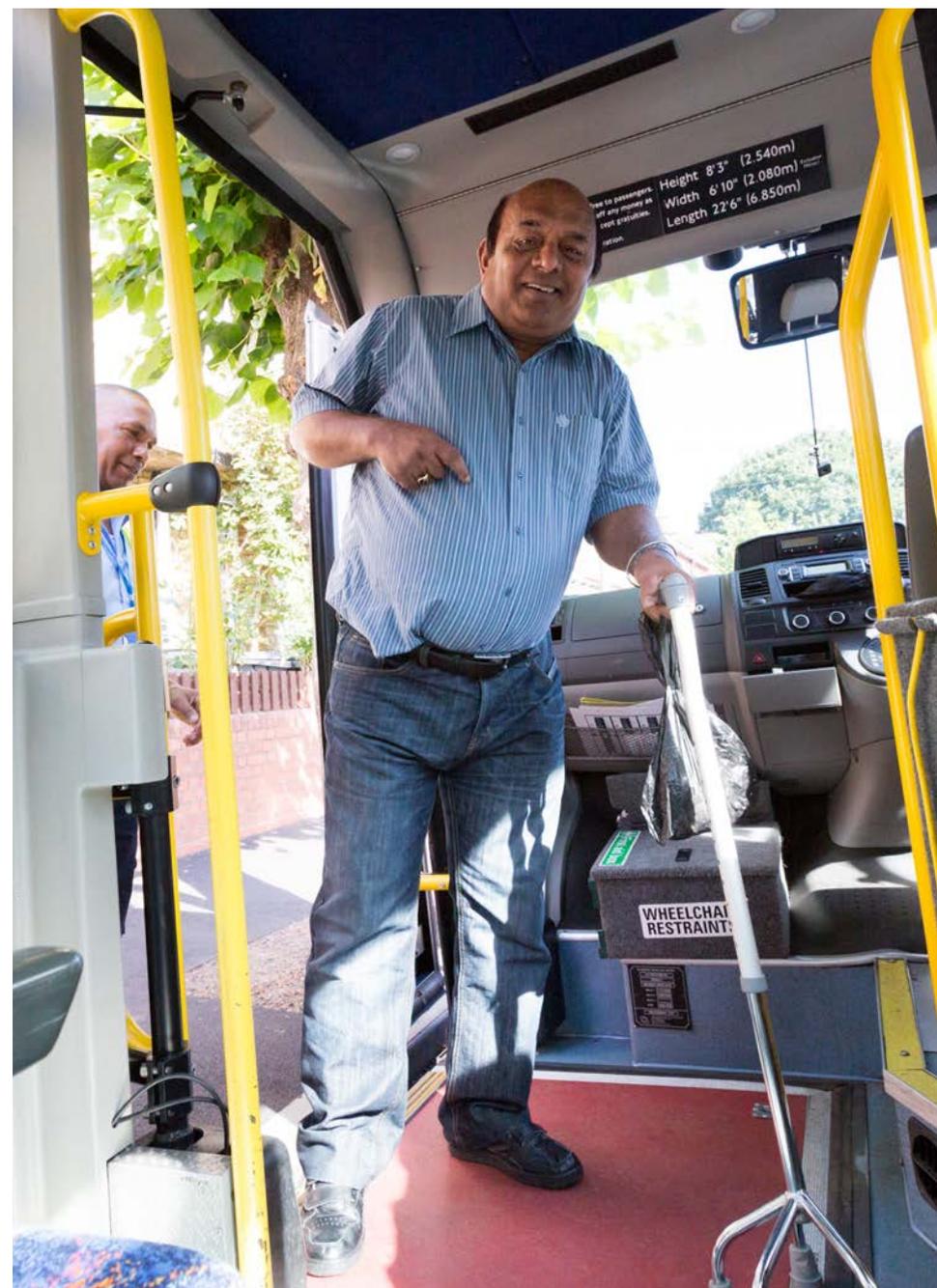
Our phone lines can be busy, so you may find email quicker. Our email team handles electronic, next day booking requests at the same time as the call centre handles telephone requests. Each request is processed in the order in which they are received.

### What happens on public holidays?

Special booking arrangements apply on public holidays. Full details are published in our regular 'In Touch' newsletters. You will also hear a recorded message on our booking line, shortly before the public holiday. Information is also on our website at [tfl.gov.uk/dialaride](http://tfl.gov.uk/dialaride)

Regular arrangements are not scheduled on public holidays so please make a special request if your trip falls on one of these days and you still wish to travel.

Our booking line is open on public holidays for same day bookings only.



# Your booking checklist

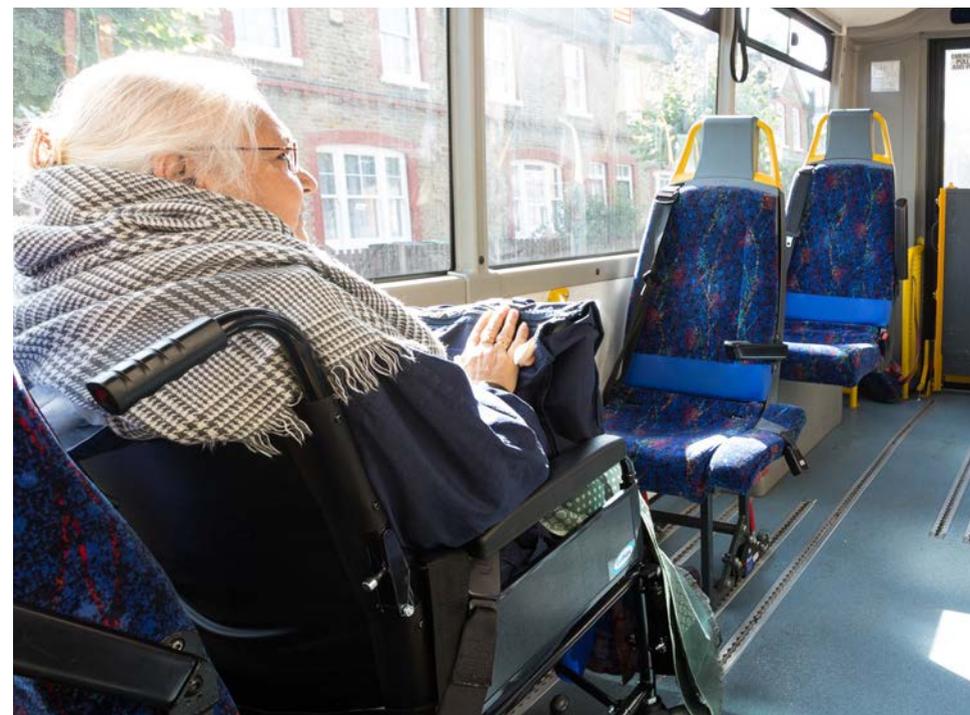
Please note your membership number here:

We will need the following information when taking your booking request, so please have it ready before you contact us. Our contact details are on page 16.

- **Your name, membership number and postcode**
- **Your destination and its postcode**
- **Your travel times and how flexible they can be**

We will need to know how much space to allocate for your booking, so we'll ask:

- **Will you be using mobility aids?**  
Mobility aids include walking sticks, wheelchairs and motorised scooters
- **Will you be bringing a shopping trolley or luggage?**  
You may bring up to two full bags of shopping or one shopping trolley, or one average size suitcase



- **Will you be booking for someone to travel with you?**

You may bring one adult non-member and any dependent children under 16-years-old, providing they are travelling to and from the same addresses as you. We will ask the age of children, so that we can provide an appropriate child seat

If you wish to travel with another Dial-a-Ride member, we will need their membership number, name and postcode, too. Each member travelling must have their own booking

Please note that we accept booking requests made by friends and family on your behalf.

# Contact us

There are various ways you can get in touch with us.

Take a note of our opening times and look at the booking checklist on page 14 to make sure you have all the details ready.

**By email**      DAR.reservations@tfl.gov.uk

**By phone**     0343 222 7777\*

**By post**      London Dial-a-Ride bookings  
PO Box 68799, London SE1P 4RD

## For next-day bookings

The table below shows when you need to contact us:

Day of travel	Contact us between 09:00 and 16:00
Tuesday, Wednesday, Thursday or Friday	The day before
Saturday	The Thursday before
Sunday or Monday	The Friday before

Our phone lines can be busy, so you may find it quicker to email.

\*Service and network charges may apply. Visit [tfl.gov.uk/terms](http://tfl.gov.uk/terms) for more details. Please note that calls may be recorded for training, investigation and security purposes.



## For same day bookings

Call us between 08:00 and 20:00, seven days a week.

Please note that same day bookings must be made by phone, and at least two hours before your requested pick up time.

## For advance bookings

Contact us on Mondays to Fridays, between midday and 16:00.

## For cancellations, to check where your driver is, or for any other enquiries or feedback

Contact us any day, between 06:00 and midnight. You can leave a message outside these hours or email us.

# Further information

Visit [tfl.gov.uk/dialaride](https://tfl.gov.uk/dialaride) to find more information about our services:

- Membership eligibility and how to apply
- Information about Dial-a-Ride Friends – find out how carers, families and organisations can sign up and receive updates on our service
- Public holiday special booking arrangements
- Specialist information including the sizes of wheelchairs and mobility scooters that we can accommodate
- Our latest In Touch newsletter
- Local area meetings and how you can get involved
- Dial-a-Ride terms and conditions of carriage
- Our Customer Charter, and the TfL Customer Promise and Complaints Standard

Please contact us if you require a paper copy of any of the documents above.

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