

CallConnect

Your guide to CallConnect bus services

Gainsborough Area

NEW
Download
our booking
app!



Lincs Bus 
Home to CallConnect

West Lindsey
DISTRICT COUNCIL

Lincolnshire
COUNTY COUNCIL
Working for a better future

Funded by Lincolnshire County Council in partnership with West Lindsey District Council

What are the fares?

Fares vary according to distance and are calculated on a zonal basis. Ticket prices are available on request.

- Check journey fares at [lincsbus.info/callconnect](https://www.lincsbus.info/callconnect)
- Children aged 5-15 pay half the adult fare
- Under 5's travel FREE with an accompanying adult
- You can use your concessionary bus pass on CallConnect
- Contactless payment accepted (card, Apple Pay, Google Pay)
- Ask your driver how to save money with our saver tickets

We're here to help

For more information about CallConnect services in your area, to register and to make a booking:

 **0345 234 3344** (select option 0)

 **www.lincsbus.info/cc-app**

CallConnect operates 6 days a week:

Monday to Friday
7am - 7pm

Saturday
7.30am - 6.30pm

†All journeys are subject to availability. Some routes and times are very busy and we advise passengers to give as much booking notice as possible.

*Our flexible buses can arrive up to 10 minutes after your booked time

What is CallConnect?

CallConnect is an on demand bus service. Since 2001 our buses have been serving hamlets, villages and market towns throughout Lincolnshire. We offer passengers of all ages the flexibility to connect to their local communities, services and other transport options.

Our 'book a bus' service works on passenger journey requests that then form a schedule. This gives you the flexibility to be able to travel when it suits you the most.†

Book your journey

Register: Before you book your journey you'll need to register your details. It's quick and free by app, online or phone.

Booking: Your journey can be booked by app, online or phone, from 30 minutes notice up to 7 days in advance (subject to availability). We will confirm your journey time* and if the exact times requested are not available, we'll suggest the nearest alternative.

Travel: Simply turn up at your requested pick up point, pay your fare or show your concessionary bus pass and enjoy the journey! If you use our app, you will be able to track your bus and we will send you a pick up time confirmation by SMS text message. A little reminder: Help keep our buses running to schedule, be at your pick up point a few minutes before your booked time.

Travelling further?

To keep you connected to the wider transport network let us know if you have a bus or rail connection to make. If booking online or via our app, ensure you book your arrival drop off with time to spare.

To find out about all bus services available in Lincolnshire go to lincsbus.info or traveline.info for timetables and bus routes.

How to contact us



Book via downloading the app

www.lincsbus.info/cc-app



Call our booking centre

0345 234 3344 (select option 0)

We are open for cancellations, same day bookings and operational information:

Monday to Friday: **7am - 7pm**
Saturday: **8am - 6pm**

Our main booking centre is open:

Monday to Friday: **8.30am - 6.30pm**
Saturday: **9am - 5.30pm**



Book online, email or live webchat at

www.lincsbus.info



Transport Services Group
Lincolnshire County Council
Crown House, Grantham Street
Lincoln, LN2 1BD



Follow us for updates
& service information

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CallConnect in Gainsborough

CallConnect Gainsborough has two vehicles operating in an area stretching from Newton on Trent in the south to Scotter in the north.

We are piloting the use of new scheduling technologies in this area so you can book and manage your CallConnect journeys through our new app. Download our app today from www.lincsbus.info/cc-app

- Book via our app in this area and track your bus!
- Connections to Lincoln and Scunthorpe
- Connections to rail services at Lea Road and Central Stations.

These services are provided by Lincolnshire County Council and West Lindsey District Council



CallConnect Booking App Launching in Gainsborough **Tap. Book. Travel.**

Book, manage and track your journeys anytime.
7 days a week, up to 30 minutes before departure.

Find out more
www.lincsbus.info/cc-app



Powered by
PADAM
MOBILITY



Download free of charge from either Google Play or the Apple app store.



To use the app, simply register a User ID (your existing registration number will no longer be used) and follow the instructions.



If you wish to continue to book your journeys by phone or online, you can do so. However, you will be issued a new User ID to replace your registration number.



If you require a home pickup due to mobility issues or you live in an isolated location, please arrange this by contacting the CallConnect booking centre on 0345 234 3344 (select option 0 for the Gainsborough area).

Lincs Bus

For public transport information visit
our dedicated website

www.lincsbus.info

- Timetable & Routes
- Journey Planner
- Web chat
- News & Updates
- Concessionary Bus Passes

Transport Helpline

0345 456 4474

For information and
advice on your transport
choices throughout
Lincolnshire