

Turriff Town A2B dial-a-bus service from March 25th 2019

Passengers can travel on the timetabled service shown below without booking. These journeys follow a fixed bus route and operate on a hail and ride basis. You may opt to book on these journeys so that the driver knows to look out for you and this also lets us contact you if the bus is running late for any reason. To travel at other times you must book.

Timetabled Service

Monday - Saturday		
High Street (Tesco)	1020	1220
Knockie Road	1025	1225
Boggieshalloch Place	1030	1230
High Street (Tesco)	1035	1235
High Street (Tesco)	1035	1235
Highfield Walk	1040	1240
Delgaty Terrace	1045	1245
Cowan Den	1050	1250
Balmellie Road	1055	1255
High Street (Tesco)	1100	1300

Fully flexible dial-a-bus service

A dial-a-bus service operates between the following hours, during which times you can ask to travel between any two places in Turriff. The bus will only run if it is booked and the route will vary from day to day depending on bookings.

Monday – Saturday

Between 0900 hrs and 1020 hrs.
Between 1100 hrs and 1220 hrs.
Between 1300 hrs and 1700 hrs.*

**Saturday (Town and Rural Service)

Between 0900 hrs and 1700 hrs.

*Please note: the bus is unavailable on schooldays between: 1445 and 1600 hrs on Monday, Wednesday and Friday; and between 1535 and 1650 hrs on Tuesday and Thursday.

**On Saturdays the service will also operate pre-booked rural journeys.

Booking the dial-a-bus

Unless you are requesting a booking for the same day, please avoid phoning first thing in the morning as the booking lines are busiest between 0930 and 1030 hrs, especially on Mondays.

To contact us call the A2B hotline on **01467 535 333** and choose

- **Option 1 to book a trip (0930-1530 hrs Mon-Fri)**
- **Option 2 to cancel a trip (24 hr answerphone)**
- **Option 3 for general enquiries (0900 – 1700 hrs Mon-Fri)**
- **Option 4 (seasonal) for Winter Weather operation**

Turriff Town A2B dial-a-bus

Please register to use the service on our general enquiries line, tel. **01467 535 333**. We can answer any queries you may have and give you further information on the service.

When phoning to book, please tell us your name and address, which day you would like to travel, what time and where you wish to be picked up and your destination. You can book single or return journeys as well as journeys on different days. You can also book for your friends if you usually all travel at the same time. You will be given an estimated pick-up time for each journey. If your requested time is unavailable we will suggest an alternative time whenever possible.

We accept bookings by email to a2bdialabus@aberdeenshire.gov.uk if submitted at least the day before travel. We will send you a confirmation email with pick-ups times.

If you use the service at the same time and same day each week, we may be able to set up a regular booking so you don't have to phone and book that journey. If you have a regular booking but you can't travel one day, if possible please phone us in advance to cancel using our cancellation line.

The service operates free of charge and is available to anyone.

If you have a general enquiry you can also email us on a2bdialabus@aberdeenshire.gov.uk

What happens during bad weather?

If a normal service cannot operate due to bad weather, or for any other reason, we will offer reduced service if possible. We will try to contact all passengers who have booked to inform them of the situation. A recorded message will be updated daily, tel. 01467 535 333 option 4, keeping passengers informed of any service delays or cancellations due to severe weather or poor road conditions.

Please be aware that if we phone you, our number shows as 03456 081 208.