

# Information Sheet



## 12. Public Transport for People with Disabilities

### Buses

Bus passes can be obtained from Cheshire East Council. They can advise on the appropriate evidence to be produced. If you are in receipt of the high rate mobility component of Disability Living Allowance you will be eligible to get one.



For more information use this link:

[https://www.cheshireeast.gov.uk/public\\_transport/concessionary\\_travel/english\\_national\\_bus\\_pass.aspx](https://www.cheshireeast.gov.uk/public_transport/concessionary_travel/english_national_bus_pass.aspx)

### Rail Cards and Rail Traveller

Disabled rail cards are also available. You will be eligible if you are in receipt of disability related benefits including PIP or DLA, are registered deaf or use a hearing aid, are registered as visually impaired or have epilepsy. You get a 1/3 off most journeys and this costs £20.00 (Cheshire East residents are eligible for a £7 discount) for one year or £54 for 3 years. For more information ask at your local train station or go on-line to: <https://www.disabledpersons-railcard.co.uk/>

Wheelchair users without a railcard who have to stay in their wheelchair throughout their journey are eligible for the concessionary discounts below on both adults and child fares. The discounts below apply if you are travelling alone. They are also available to one person travelling with you. Tickets can be purchased from staffed National Rail station ticket offices.

First Class/Standard Anytime Single or Returns	34% off
First Class/Standard Anytime Day Single	34% off
First Class/Standard Anytime Day Return	50% off

# Information Sheet



## Community Transport

If you are an older person or have a disability you may also be entitled to make use of local community transport in your area.

**FlexiLink** is a demand responsive transport service providing an alternative means of travel for Cheshire East residents with a disability, are aged 80 or over, or who live beyond the reach of any other public transport.

- The fare is £3 per journey if you do not have a bus pass.
- All journeys must be pre-booked so that routes can be planned efficiently.

## Hours of FlexiLink service

- The core hours of the new service will be between 9.30am to 2.30pm on weekdays.
- They offer a limited service for group bookings between 8.30 and 9.30am and 2.30 and 4.30pm.

## How to book on FlexiLink

Call 0300 123 5110 to book a journey (local call charges apply, calls from mobiles may cost more). The booking line is open 09:30am - 12:30pm Monday to Friday.

Customers registered to use FlexiLink may request a booking by calling between 24 hours ahead and one month in advance of when you wish to travel. The more notice customers are able to provide, the more efficiently they will be able to plan each journey and route.

Transport Service Solutions (TSS) will try to accommodate your request but it may not be possible to do so. If vehicles are fully booked at the time you have requested they will discuss an alternative booking time with you.

## How to register as a member

# Information Sheet



To start using the service, call FlexiLink on the booking line number 0300 123 5110 (9:30am - 12:30pm Monday to Friday) to register your details. If you used the Little Bus service in the last 12 months they will transfer your membership details so you will not need to re-register to use FlexiLink.

## **Change or cancel a booking**

To change or cancel a booking on FlexiLink, call 0300 123 5110 (9:30am - 12:30pm Monday to Friday). Tell them as early as possible if you need to cancel a booking as they can offer the seat to another customer instead. Failure to cancel an unwanted booking results in a wasted journey and could mean that another customer doesn't get the opportunity to travel on the service.