

Frequently Asked Questions

How long should I wait before and after my allocated pick-up time?

Please be in good time for your pick-up. You may be picked up between 10 minutes before and 10 minutes after your pick up time. If the bus has not arrived by 15 minutes after your pick up time, please telephone the DaRT booking centre for support.

What sort of vehicle(s) will be used on DaRT?

Most of the DaRT journeys will be operated using 8 or 16 seat minibuses, branded with the Central Connect DaRT logo. However, from time-to-time larger buses or taxis may be used. If you are unsure, please ask the driver. There will usually be signage in the window of any vehicle used on a DaRT service to indicate that it is operating a DaRT service.

Can I travel if I am a wheelchair user, or if I have a pushchair, shopping trolley or bicycle?

Yes. We offer wheelchair accessible transport as part of DaRT, and also have space available for pushchairs, shopping trolleys and bicycles. You **must** advise when you book your journey if you need a wheelchair or pushchair accessible vehicle so we can ensure that an accessible vehicle is allocated to your journey.

Can I travel by myself?

Sometimes. DaRT is a shared public transport service, and the intention of the service is to group together passengers making similar journeys at similar times of day. However, when demand is low, individual journeys can be accommodated, and a smaller vehicle (e.g. a taxi) may be used to provide this transport.

I don't know what time my medical appointment will end. What should I do?

We recognise that medical appointments can sometimes finish late for a variety of reasons. Our advice is to book a return time which is at least an hour after the planned finish time of your appointment, to give you spare time in the event of delays. If you miss your booked pick-up time for your return journey, please call the DaRT booking centre, and they will do their best to re-book you. However, this **cannot** be guaranteed.

Can a friend or relative make a booking on my behalf?

Yes. However, they must tell the DaRT booking centre the name of the passenger(s) who will be travelling, so that the driver knows who to ask for at the pick-up point.

Can I travel with DaRT for social / leisure purposes?

Yes. This is an important part of what the DaRT service offers. We would encourage you to book journeys with DaRT to visit friends and family, go out for a meal or a drink, or take part in other leisure activities.

Can I be picked up / dropped off from home?

Yes. Where safe to do so, within each of the DaRT operating zones you can be collected and returned to your home address, or any other address within the zone.

Within each of the town centres and healthcare facilities that DaRT serves, you can only travel to and from the designated DaRT stops.

Can I book for a group of passengers?

Yes. Passengers often choose to book as a group and remember that up to three passengers go free when they make the same journey as one fare paying passenger.

Please make sure you tell the DaRT booking centre exactly how many passengers will be travelling when you book, so they can reserve sufficient seats for you.

How can I get additional information?

Please email our DaRT team on dart@central-connect.co.uk.