

BWCABUS FREQUENTLY ASKED QUESTIONS

Q. WHAT IS BWCABUS™ ?

Bwcabus is a brand new on demand fully accessible local bus service. Bwcabus is tailored to the needs of the passengers and only operates in response to pre-booked requests. So forget needing to look at a timetable, you'll now need to just phone in advance of when you want to travel to book a journey.

Q. WHERE CAN I TRAVEL USING BWCABUS™?



You can use Bwcabus to travel to any location within the service operating area shown on the map.

The Bwcabus zone covers several villages that are currently without a bus service. This will enable you to travel between local villages or connect you to the upgraded, hourly Carmarthen – Cardigan – Carmarthen 460 bus service and other existing services.

The Bwcabus can be used for any purpose such as travelling to work, visiting local tourist attractions, healthcare, education, leisure, retail etc.

Q. HOW DO THE BWCABUS™ AND 460 CONNECTIONS WORK?

Bwcabus will meet with the 460 bus service at local hubs along the Carmarthen – Cardigan route. When making a booking, passengers **must** ensure they inform the call centre of their final journey destination and preferred return journey. The call centre will use this information to establish the quickest and most suitable route and hub for connections.

Don't forget that - You will need to book the return journey home on Bwcabus.

Q. WILL THE 460 BUS BE THERE WAITING FOR ME?

Your journey will be timed to ensure that the Bwcabus will always be able to meet the 460 bus. The Bwcabus will wait for the 460 bus to arrive before you transfer from one bus to another.

Q. WHAT IS A HUB?

Hubs are interchange points between the 460 bus service and the Bwcabus. Bwcabus will feed passengers into these hubs to connect with the Carmarthen – Cardigan – Carmarthen 460 bus service. There are 7 main hubs located on the A484, these include:

- Cenarth
- Newcastle Emlyn
- Henllan
- Dre-fach Felindre
- Saron
- Tycoch
- Cynwyl Elfed

Q. CAN I MAKE A BOOKING BETWEEN TWO HUBS?

No, this service is provided by the main Carmarthen – Cardigan – Carmarthen 460 bus service.

Q. CAN I CONNECT WITH OTHER BUS SERVICES?

Yes, passengers can also connect with the Aberystwyth - Carmarthen X40 Traws Cambria bus service in Pencader.

Q. WILL THE BWCABUS™ PICK UP FROM HOME?

Bwcabus is a bus service and will collect passengers from their nearest bus stops, however passengers with mobility difficulties can be picked up and set down at or near to their home address providing it is safe and practical to do so. Passengers **must** ensure they inform the call handler of any mobility issues when registering for the service. Passengers living in rural and isolated areas where there are no designated bus stops can also be picked up and set down at or near to their home address.

Please be ready at your pick up location on time, the Bwcabus will not be able to wait beyond the agreed pick up time. If the vehicle has not arrived within 10 minutes please contact the call centre on tel: 01239 801 601.

Q. WHEN DOES BWCABUS™ OPERATE?

Bwcabus will operate Monday to Saturday from 7am to 7pm.

Q. DO I HAVE TO REGISTER TO USE BWCABUS™?

Yes, passengers must register once before using the Bwcabus service. This can be done quickly and easily over the phone (Tel: 01239 801 601). There is no charge to register to use the service. You will need to provide your name, address, post code, date of birth and a few other details.

Q. CAN I JUST HOP ON THE BWCABUS™?

Excluding the fixed routes, passengers must book to travel on the Bwcabus service. However if a passenger is undertaking the same booked journey as another passenger and the bus does not need to divert off the planned route, the passenger can travel on the Bwcabus, but only if the bus has capacity.

Fixed journey timetable shown below. You will NOT need to pre book these journeys.

Monday only:			
<i>460 depart Cardigan</i>			<i>12:10</i>
<i>460 arrive NCE</i>			<i>12:31</i>
Newcastle Emlyn	09:53		12:35
Blaen-cill-Ilech	09:58		12:40
Penrhiwpal	10:05		12:47
Coedybryn	10:07		12:49
Penrhiwpal	10:09		12:51
Rhydlewls	10:12		12:54
Brongest	10:19		13:01
Blaen-cill-Ilech	10:25		13:07
Newcastle Emlyn	10:30		13:12
<i>460 depart NCE</i>		<i>10:33</i>	
<i>460 arrive Cardigan</i>		<i>10:59</i>	
Tuesday only:			
Llandysul (New Road)	08:50	<i>460 depart Cardigan</i>	<i>12:10</i>
Beeches turn	08:54	<i>460 arrive NCE</i>	<i>12:31</i>
Horeb	08:57	Newcastle Emlyn	12:35
Penrhiwllan	09:00	Llandyfriog	12:40
Aberbanc	09:02	Aberbanc	12:45
Llandyfriog	09:07	Penrhiwllan	12:47
Newcastle Emlyn	09:12	Horeb	12:50
<i>460 depart NCE</i>	<i>09:18</i>	Beeches turn	12:53
<i>460 arrive Cardigan</i>	<i>09:44</i>	Llandysul (New Road)	12:57
Wednesday & Saturday only:			
Llandysul (New Road)	09:30	<i>460 depart Carmarthen</i>	<i>13:45</i>
Pentrecwrt	09:36	<i>460 arrive Saron</i>	<i>14:21</i>
Saron (Llwyndafydd)	09:40	Saron (Llwyndafydd)	14:25
<i>460 depart Saron</i>	<i>09:43</i>	Pentrecwrt	14:30
<i>460 arrive Carmarthen</i>	<i>10:21</i>	Llandysul (New Road)	14:37

Thursday only:

Llandysul (New Road)	09:15	11:45
Llanfihangel-ar-arth	09:23	11:53
Capel Dewi	09:29	11:59
Rhydowen (Alltrodyn Arms)	09:32	12:02
Prengwyn	09:36	12:06
Pentrellwyn	09:39	12:09
Llandysul (New Road)	09:45	12:15

Friday only:

Maudsland (cross roads)	09:10	Newcastle Emlyn (shelter)	12:40
Tanglwst (square)	09:15	Danyrhelyg	12:43
Capel Iwan (shelter)	09:28	Penrherber cross roads	12:46
Penrherber cross roads	09:35	Capel Iwan (opp shelter)	12:53
Danyrhelyg	09:38	Tanglwst (square)	13:05
Newcastle Emlyn (shelter)	09:41	Maudsland (cross roads)	13:10

Q. HOW DO I BOOK A JOURNEY?

All you need to do is call our bilingual call centre on 01239 801 601. The call centre is open from 7am until 8pm, 7 days a week. Morning journeys must be booked by 8pm the day before travel and afternoon journeys by 10 am on the day of the journey. The earlier you book the more likely the service will be able to accommodate you.

Provide your desired journey details to the call centre operator, who will provide you with details of pick up, interchange and arrival times. Bookings for the outward and return journey can be made at the same time. Once you've made your booking, then just wait for the bus to arrive!

Q. CAN I CANCEL A BOOKING?

If, after booking a journey, you find that you no longer need the booking for any reason, please contact the Bwcabus call centre to cancel the booking. We reserve the right to exclude customers from using the service who continually fail to turn up for a journey which they have booked.

Q. WHAT IF I AM DELAYED ON MY RETURN JOURNEY?

Bwcabus is a bus service rather than a taxi service, therefore if you miss the bus it may not be possible to make a replacement booking for the same day. You can ring the call centre on 01239 801 601 to find out if the Bwcabus is making another return journey later that same day. If the Bwcabus has another return journey available later in the day, you may travel on the later journey. But please note Bwcabus will not be able to make any change of pick up and drop off points to the later booked journey.

Q. WHAT INFORMATION DO I NEED TO PROVIDE TO BOOK A JOURNEY?

When booking a journey you will be asked for your postcode. Please advise the call centre operator of your starting location, final destination and the time you wish to depart or arrive. If the Bwcabus is available your booking will be confirmed, if not the operator will suggest an alternative time to fit in with an existing booking or when the Bwcabus is free. Please ensure you book your return journey on Bwcabus.

Q. HOW FAR AHEAD CAN I MAKE A BOOKING?

You can book a journey up to 28 days in advance. All journeys are subject to availability, and will be booked on a first come first served basis. We recommend that you give as much notice as you can to avoid disappointment.

Q. CAN I BOOK REGULAR JOURNEYS?

There is no limit on how many bookings you can make, for example if you wished to use the bus regularly to travel to work you could book the Bwcabus every day for the week ahead or longer if you wish.

Q. DO I NEED TO PRE-BOOK MY RETURN JOURNEY?

Excluding the fixed bus routes, it is a requirement that ALL Bwcabus journeys are pre-booked. Your return journey can be booked at the same time as your outward journey or booked separate.

Q. CAN I BOOK FOR A FRIEND OR FAMILY MEMBERS?

Yes, it is possible to book on the behalf of other Bwcabus members, provided that they have registered for the service, and that you can provide details of their name, 1st line of their address, and postcode.

Q. HOW MUCH WILL A JOURNEY COST?

Single, return, and multi journey tickets can be purchased from the driver. Fares will vary depending on the length of a journey but will be the equivalent of existing local bus journeys. Please contact the Bwcabus call centre for further details. West Wales Rover tickets and Richards Bros explorer tickets may be purchased or used on the Bwcabus service. You will be able to use a ticket purchased on the Bwcabus and 460 services. It is not possible to use a ticket purchased on the Bwcabus or 460 service on the X40 or X41 services.

Q. CAN MY CHILD TRAVEL FREE OF CHARGE?

One child under 5 not occupying a seat may travel free provided he/she is in the charge of a fare paying passenger, UNLESS travelling to or from school. Child fares are available for children under 16. Please note school and college passes are NOT eligible on the Bwcabus service.

Q. WILL I NEED TO CHANGE BUSES OFTEN?

Depending on the passenger's destination. Every effort will be made to keep this to a minimum. People accessing the 460 service will need to change buses.

Q. CAN I USE MY CONCESSIONARY BUS PASS?

Yes, concessionary bus pass holders in Wales are able to travel free on all Bwcabus services. You must be a resident in Wales to be eligible for the concession. You must have your concessionary pass with you when you travel and present this to the bus driver when boarding the bus.

Q. IS THE BWCABUS™ AN EASY ACCESSIBLE VEHICLE?

The buses have low, wide step free entrances, making them accessible to people with buggies and wheelchair users, and those people with mobility problems.

Whilst the new vehicles are fully DDA compliant there is a restriction on some wheelchairs. Please contact the call centre for further information.

Q. HOW DO I MAKE A COMPLAINT ABOUT THE BWCABUS™ SERVICE?

If you have a complaint about the Bwcabus service please contact the call centre on tel: 01239 801 601.

Q. HOW MUCH WILL IT COST TO CONTACT THE BWCABUS™ CALL CENTRE?

Calls to 01239 801 601 cost 10p per minute plus 6p connection fee from a BT land line. Other networks may be higher and mobiles may be significantly more. The average call to the Bwcabus call centre lasts 90 seconds.

Q. CAN THE BUS DRIVER TAKE OR AMEND MY BOOKING?

All bookings MUST be made through the Bwcabus call centre. The bus drivers will not be able to take or amend passenger's bookings.

Q. ARE PETS ALLOWED ON THE SERVICE?

Pets are generally NOT allowed on the buses, EXCEPT guide dogs/hearing dogs. Please make sure your dog is under control and not blocking the gang way. Please ensure you notify call centre when making booking.

Q. CAN THE BUS DRIVERS ASSIST WITH CARRYING SHOPPING?

The bus drivers are UNABLE to assist passengers with carrying shopping bags to or from the vehicle.