

What happens during bad weather?

If the service is disrupted due to bad weather, or for any other reason, we will contact all passengers affected to inform them of the situation. If a passenger's booking has to be cancelled we will try to provide a suitable alternative at another time. **If you are making a booking during bad weather please be aware that we can't guarantee to get you home if the weather gets worse.**

How much does it cost?

Single, return and 10 journey tickets are available. Also, Aberdeenshire Connect tickets are available giving passengers a 10% discount for onward travel from the Mintlaw Interchange onto mainline bus services to Fraserburgh, Peterhead and Aberdeen.

Trips are free for older and disabled people holding a Scotland-wide free bus pass.

Those aged 16 – 18 years participating in the Scotland-wide scheme for Young People receive 1/3 off the A2B fare.

Examples of fares to Mintlaw as at April 2011:

**From: Fetterangus
Stuartfield
Old Deer**

**Adult Single £1.45 Return £2.20
Child Single £0.72 Return £1.10**

**From: Auchnagatt
Maud
New Deer**

**Adult Single £2.10 Return £3.20
Child Single £1.05 Return £1.60**

**From: Strichen
New Pitsligo**

**Adult Single £2.50 Return £3.80
Child Single £1.25 Return £1.90**



From 16th August 2010

Central Buchan Passenger Guide

Service 'A2B2' operated by: Classy Taxis Ltd

**dialabus hotline
tel: 01 224
665599**

Between 9.30 a.m. and 3.30 p.m. Monday to Friday

Text phone/Minicom users dial 18001
followed by 01224 665599

**A large print version
of this leaflet is
available on request**

Welcome to Central Buchan A2B the easy way to get from A to B in the Central Buchan area

A2B is a demand responsive door-to-door bus service, and as such, operates differently to other public bus services you may have used before.

This guide has been produced to help you get the most from your A2B service in the Central Buchan area, and should be read in conjunction with the A2B service leaflet for Central Buchan (A2B2).

Vehicles

The service is operated by three 7-seat taxibuses. The vehicles are wheelchair-accessible and easily recognisable.

Booking Trips with A2B

All trips are pre-booked through the A2B booking hotline on **01224 665599**. You can book up to a week in advance for yourself or your friends. "Same-day" bookings may be possible but we require a minimum of one hour's notice. You are recommended to book at least a day in advance whenever possible.

At the time of booking we will confirm your trip times. If we cannot provide the exact journey time that you are looking for we will offer you the nearest available time.

When you call to book your trips, we will ask you for the following information:

- your name
- the day/date of travel
- the pick-up time and
- where you want dropped off

and if you need a return trip:

- the day/date of travel
- the pick-up time and
- where you want dropped off

If your trip is time-critical, for example: if you are attending an appointment, going to work or connecting to/from another bus service, please let us know at the time of booking.

We ask all passengers to try to be ready 10 minutes before the agreed pick-up time.

There may be times when the service runs late due to unforeseen circumstances. If the service is late by more than 10 minutes, we will call the contact telephone number(s) you provided when registering for the service, to provide an update.

What to do if you need to cancel trip(s)

If you need to cancel a trip, please call the A2B cancellation line on **01224 665580**, available 24 hours a day. Please leave your name and the details of any trip(s) you wish to cancel after the recorded message.

Please note, this line is for cancellations only.

Assistance Provided to Passengers with Disabilities

Your A2B driver will provide assistance on and off the vehicle, should you need it, and if time allows, assist you to and from your door. However, if you need additional assistance you are recommended to travel with a companion.

General Enquiries

If you need to contact A2B for any reason other than to make a booking, please call our general enquiries number on **01224 664747** between 9.00 a.m. and 5.00 p.m., Monday to Friday.