

Winter Weather Guidance for Passengers

What will happen if bad weather is forecast?

Classy Taxis will decide whether to operate a normal A2B service taking into account the safety of drivers and passengers. For Monday operation a decision will be taken during the weekend. For operation on Tuesdays to Saturdays the decision will be taken no later than 4pm on the day before.

If a normal service can't operate, what will happen?

Whenever possible a limited service, known as a Winter Weather service, will operate. In severe conditions the entire service will be cancelled.

What is a Winter Weather service?

The service will have restricted operating hours, with the first pick-ups from 10am and the last drop-offs by 4pm. Vehicles will only operate via main roads so not everyone will be able to get a door-to-door service. This may apply within towns and villages, as well as rural areas.

What happens if weather deteriorates during the course of the day?

If it is safe to continue operating we will do so. However, vehicles running times will be affected so you may not be picked up at the pre-arranged time. If possible we will try to contact you with an expected pick-up time.

Be aware that the service may need to be cancelled at short notice in the interests of safety and you may need to make alternative arrangements to get home.

How can I find out what's happening?

Service updates will be provided on the Council's A2B website page at www.aberdeenshire.gov.uk/a2b/. You can register at www.aberdeenshire.gov.uk/alerts/ to receive direct email and mobile alerts whenever the website is updated. If you don't have an email address you can call us on 01224 664747 to sign up for text alerts to your mobile phone. This information will be automatically relayed to Waves Radio, Northsound 1 and Radio Scotland (Aberdeen).

You can check for any disruption to A2B services by calling our Winter Weather Information Line, on **01224 665466**, which will have a recorded message. Alternatively, you can call our general enquiries number on 01224 664747 during normal office hours (Mon-Fri 9am to 5pm). If you have any friends who would like to sign up for the A2B service they can call us on this number.

A2B Cancellation Line – tel. 01224 665580

If you need to cancel a booking please use our cancellation line. You can leave a message on our answer-phone at any time of day or night.