

FAQS

How do I book my ride with Village Link?

You can book Village Link by calling 0300 123 1145 between 8am and 5pm Monday to Friday, excluding bank holidays. Alternatively, email villagelink@wnct.co.uk stating your name, pick up point, destination and time.

Do I need to be a member to use Village Link?

Yes, you need to be a member of West Norfolk Community Transport in order to access Village Link. There is an annual membership fee of £10 from April to March. Please call to join.

Are the buses wheelchair accessible?

Our buses are all equipped with a tail lift to make them as accessible as we can. You can also travel with prams or pushchairs but please state this when booking so we can allow sufficient space.

What do I do if I no longer need my transport?

If you need to cancel, please let us know as soon as you can by calling 0330 123 1145.

Can I be picked up from home?

You can be picked up right from your doorstep and dropped anywhere within the Village Link West area. (see map)

If you choose to be dropped at one of the Hubs in Kings Lynn or Wisbech, we can only pick you up again from the same hub to return you home.

Can I change my destination after booking?

If you need to change your destination please give us a call and we will try to accomodate this.

However sometimes it may not be possible and we may have to offer you an alternate day and time for travel.



0300 123 1145



villagelink@wnct.co.uk



www.wnct.co.uk



PRESENTS

**VILLAGE
LINK**



CALL: 0300 123 1145

EMAIL: [VILLAGELINK@WNCT.CO.UK](mailto:villagelink@wnct.co.uk)

WHAT IS VILLAGE LINK?

Village Link is a new service bought to you by West Norfolk Community Transport. This service will better connect communities and provide improved options for appointments, transport to work or rural isolation for everyone. Our Village Link bus is equipped with a rear passenger lift making it possible for people of all types of needs to utilise the transport.

HOW DOES IT WORK?

To travel with Village Link you must first be a member of West Norfolk Community Transport. There is an annual fee of £10.

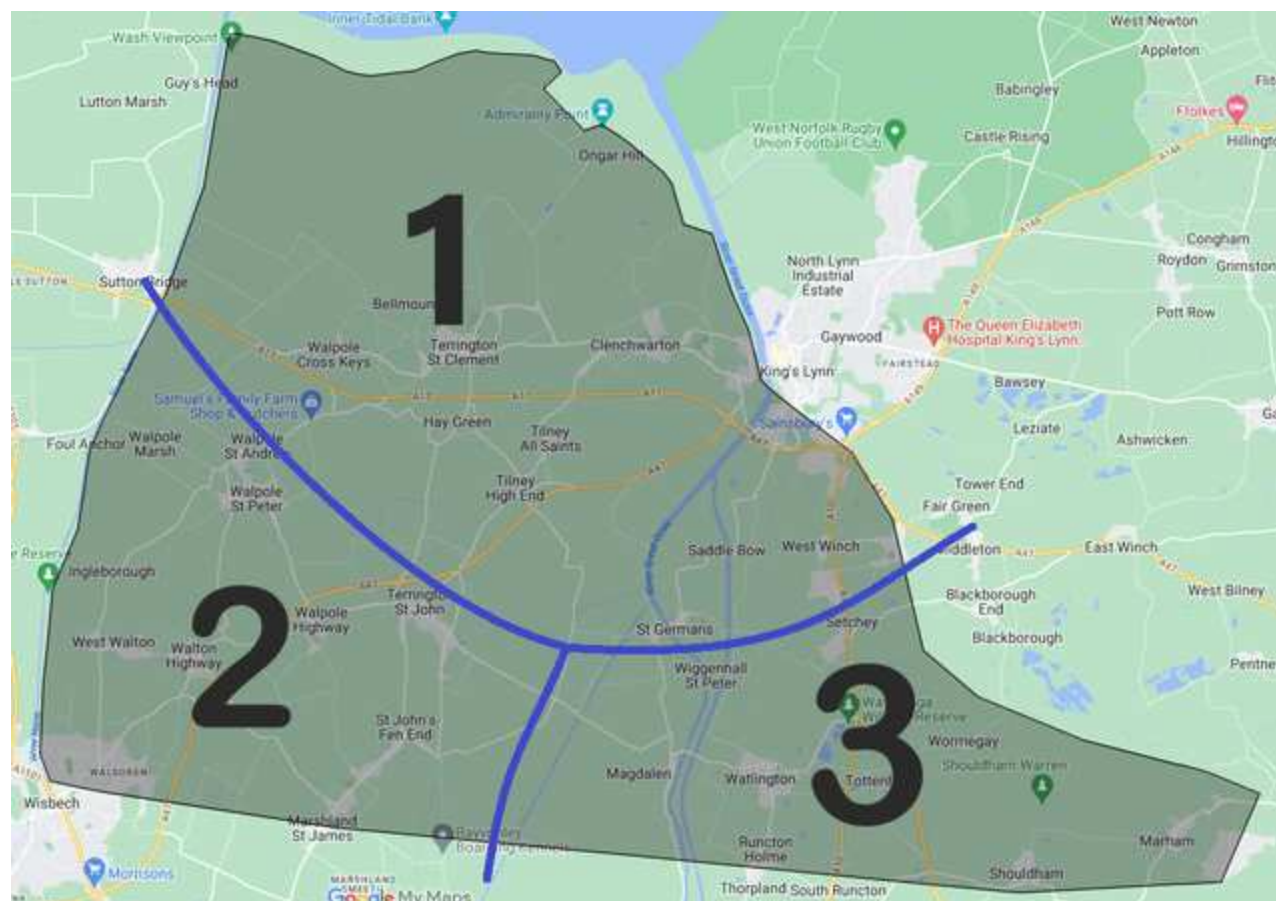
Village Link runs Monday to Friday 8am to 6pm, excluding bank holidays. It is a pre booked service which must be booked by 3pm on the day before you need to travel. You can travel anywhere within the shaded area on the map or to any of our Village Link Hubs.

Village Link is a chargeable service and fares range from between £8.50 to £12.50 for a single journey. **Concessionary Bus Pass holders can travel for free by presenting their card.**

To book a journey, please call 0300 123 1145 between 8am and 5pm, Monday - Friday, excluding bank holidays or alternatively email villagelink@wnct.co.uk.

CONNECTING SERVICES

Village Link provides connections to bus and rail routes along with Kings Lynn Dial-a-Bus another service offered by West Norfolk Community Transport.



VILLAGE LINK HUBS

- Kings Lynn**
 - Queen Elizabeth Hospital
 - Alive Leisure Lynnsport
 - Dial-a-Bus and Shopmobility Office - St James MultiStorey Car Park
 - Kings Lynn Transport Interchange (Bus Station)
 - Kings Lynn Train Station
 - Hardwick Retail Park
 - Various Health Centres
- Wisbech**
 - North Cambridgeshire Hospital
 - ACES Eye Clinic
 - Wisbech Retail Park

FARES

All prices are for single journey's

Travelling within the shaded area - £10.50

Area 1 & Area 3 to Kings Lynn Hubs - £8.50

Area 1 & Area 3 to Wisbech Hubs - £12.50

Area 2 to Kings Lynn Hubs - £12.50

Area 2 to Wisbech Hubs - £8.50

Concessionary Bus Passes are accepted