

INFORMATION & HELP GUIDE

*Emergency changes to your local bus services from
Tuesday 14th April 2020 until further notice*

In response to the evolving Covid-19 situation, Go-Coach
will be launching a brand new on-demand service:

go2

go

Instead of the current timetabled bus services, book a **go2** bus within minutes of when you need to travel via the **go2** mobile app, or telephone hotline: **01732 463 964**.

go2 intends to ensure that your essential journeys can be achieved during this period of uncertainty. This includes increased hospital routes to benefit NHS staff and other key workers.

These temporary changes will allow us to focus our resources where the demand is needed most, by only making required journeys with direct routes.

From Tuesday 14th April 2020, all Sevenoaks Go-Coach services will cease, and will be replaced by our **go2** service.

During the Covid-19 crisis the passenger numbers have dropped dramatically to less than 15% of normal due to people self-isolating and working from home.

In order to continue providing buses to members of the community who still need to travel, we are protecting bus services for key workers such as NHS staff and introducing a service that allows you to book a ride when you're ready to travel.

What is **go2**,

go2 is a demand-responsive bus service. Similar to a taxi, you can book your bus ride over the phone or via our app when you're ready to travel, and we'll aim to pick you up within 30 minutes. Journeys may be shared with others travelling along a similar route, but detours are minimised. An estimated journey time will be provided when you book. Buses will only run when passengers book and when not in use will be parked at set points around the network waiting for bookings.

How to I book a ride?

If you have a smartphone, download the **go2** app from the App Store or Google Play store. Create your account after clicking 'Sign Up.' Enter your pickup and dropoff addresses in the white bar located at the top of the screen. You will then be given a pick-up time, estimated drop off time and the cost of a ride. Once you've chosen this option, follow the dotted line in the app to find your vehicle.

If you do not have a smartphone, please call our support centre at **01732 463 964** to book a ride. When calling, we will give you instructions on where to wait for your bus and the scheduled arrival time. You will pay when boarding the bus.

Can I bring other people along?

You can include up to 3 additional passengers while booking by tapping the '+' sign next to 'Passengers.'

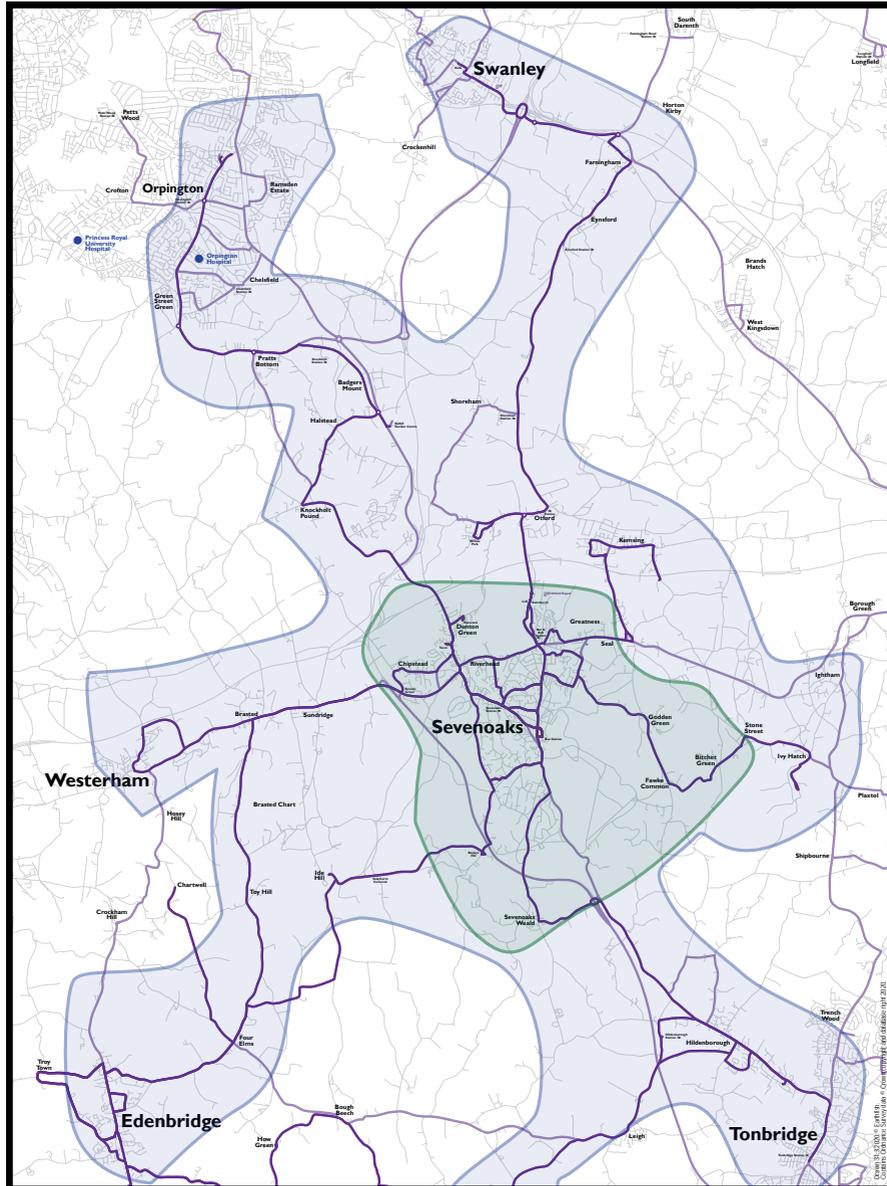
Is my route affected and what should I do?

Routes 1,2, 3, 4, 5, 6 and 8 are affected.

Timetables for these services will be suspended and replaced with our bookable **go2** on-demand service. The **go2** service will cover all suspended routes, as well as the surrounding area. You will be able to travel to anywhere within the Sevenoaks service area shown overleaf without changing buses.

go2 Operating Area

— Operating Area — Sevenoaks Local Area



When will go2 buses operate?

go2 will run between 06:00 and 18:00 Monday to Friday, 08:00 to 18:00 Saturday and you can book trips anytime within these operational hours. We will endeavour to match or reduce your current journey times too. There is no service on Sundays or Public Holidays.

Where will go2 buses pick me up?

If using the app, after you book a ride, the app will display the pick-up location where the vehicle will meet you.

As we are a corner to corner service, your actual pick-up spot may be a short walk from where you requested your pick up. It could be a nearby bus-stop or other safe place near to your pick up location. The exact pick up location will always be displayed in the app and directions provided to it. You can track your vehicle's progress in real time using the app.

Make sure you're at the pick-up spot when the vehicle arrives! The app will count down the minutes to your vehicle's arrival, and we'll send you a text when the vehicle is two minutes away and again when it arrives. For assistance, you can reply to that text and our Support team will help. Additionally, you can contact the driver when they are waiting at the bus stop directly through the app, by simply pressing the phone icon located on the right, at the bottom of the screen.

How much does a ride cost?

Single and return tickets available on the app. Return fare set at 55% discount of the single fare.

Single, return and 10 trip tickets will be accepted and sold by the driver following a telephone booking.

Your normal bus fares will apply, including use of "free bus passes" (English National Concessionary Travel Scheme).

Travel Saver and 16+ passes will be accepted.

For all rides, your journey will be based on zones travelled from/to, the same as regular bus service prices.

Cancellations and no-shows will be charged at a flat £3 fee.

Will buses still be used?

Smaller Go-Coach buses will be used to better match capacity to current demand.

Go-Coach will ensure passengers can still exercise social distancing, in line with Government Covid-19 guidance. All buses are being thoroughly cleaned each night. No more than 10 passengers will be allowed in a bus at any time to assure social distancing.

Will there be additional hospital access?

Yes, Additional links to local hospitals (Pembury, Orpington, Queen Mary's and Princess Royal) will be available at a fixed cost of £5 per journey.

How do I get the app?

The **go2** app will be available soon.

To register interest please email us at office@go2now.co.uk



When it's available, we'll let you know!

Can I book by phone?

Absolutely. Whilst we encourage those who can use the app to do so, due to enhanced information available through it, we appreciate not everyone will be able to use the app. In this case, please call **01732 463 964** to book, and pay on the bus.

When calling, we will give you instructions on where to wait for your bus and the scheduled arrival time.

How do I pay?

You can pay through credit card once linked to the app, or with cash whilst boarding the bus. If you are booking through phone, our customer services team will give you instructions on how to pay when you call.

What should I expect?

go2 is a new concept, that will make help make buses in Sevenoaks more sustainable and also protect the environment from running empty buses by tailoring journeys to your needs and those of our community. As such, you will be sharing your journeys with other members, much like a bus service. Unlike the bus however, the driver will know you are waiting. However, if you're more than two minutes late, the vehicle will have to leave without you. This is the only way we can ensure a reliable personalised service for the community, at the incredible bus fare prices.

Other Go-Coach service changes

200, 200s, 209, 232, 234, 238, and 235 temporarily withdrawn.

208	Monday to Saturday	08:00 to 17:30 every 2 hours
280 and 283	Monday to Saturday	Saturday service
289	Monday to Saturday	Saturday service
429	Monday to Saturday	Amended Saturday service
474 and 475	Monday to Saturday	Amended Saturday service
Dart1 and 2	Monday to Saturday	Saturday service

**For further details
check go-coach.co.uk or
give customer services a
call on 01732 463 964.**

**Alternatively email us at
office@go2now.co.uk**