



Merseylink

Our dial-a-ride bus service for people with disabilities

Questions and answers



Any questions?

How do I make my booking?

You can make a booking by phone or by email.

Who do I email?

Send your email to Merseylink-Bookings@merseytravel.gov.uk.

To make a booking you need to let us know:

- where you are travelling from and to;
- what time you want to be picked up or dropped off;
- if you need to bring someone to help you; and
- if you are taking a walking aid, self propelled wheelchair, transit or travel wheelchair or mobility scooter.

Our staff will plan a journey using the most suitable type of transport. This may be a combination of one of our vehicles and regular buses or trains.

If you can be flexible about the time you want to travel, this will help us to offer you a journey.

When we offer you a journey on one of our vehicles, we will give an estimated pick-up time. This means that the driver may arrive up to 15 minutes earlier or 15 minutes later than the time we give you.

Who do I phone?

[Booking line](#)

Phone: **0151 330 1001** (open all week from 8am to 2pm)

[For general questions and cancellations](#)

Phone: **0151 330 1002** (open all week from 8am to 8pm)

When can I phone and book?

You can phone any day from 8am to 2pm.

You can ask for a journey between two and seven days before you want to travel.

If you need to go out unexpectedly, you can phone the booking office. We may have something available if someone has cancelled.

Will I be in a phone queue?

We aim to answer all calls as soon as possible.

How do you give out or share trips?

We try to make sure that we share out journeys equally and make best use of our resources to provide the service to as many people as possible. Demand for Merseylink is high. This means that we may not always be able to give you all the journeys you want, but we will do our best.

Where can you take me?

We are often used to take people shopping, to visit friends and relatives, to places of worship, to health centres, to visit someone in hospital and so on.

We can't take you to day centres which are run by the local council or to appointments for example hospital, doctors' or dentists' this is because we cannot guarantee pick-up and drop off times. Also, you cannot use our services to get to school, except to events after school.

How far can I travel?

We cover Merseyside. Usually people use the service for short local journeys. If you want to go on a longer journey, we will do our best to accommodate this. We may offer you part of your journey on Merseylink so you can take accessible public transport for the rest of your journey.

Why can't I have all my journeys on one of your vehicles?

Demand for Merseylink is high and we need to share out journeys as fairly as possible.

If you can use regular public transport for some or all of your trip, we can help more people get around. For example, our vehicle may take you to your local railway station instead of taking you all the way on the bus.

Instead of taking me door-to-door, you've given me a trip on Merseylink to the railway station and then you are meeting me when I get off the train to take me to my destination. Is this classed as one trip?

Yes.

Will I have to pay for the public transport part of my journey?

Yes, unless you have a travel pass. If you are over 60 or you have a disability, you may be entitled to a travel pass. If you have a travel pass, you will be able to use it as normal on your public transport journey.

Do I have to show my membership card to the driver?

Yes. Drivers will refuse to take you if you cannot show them your up-to-date membership card.

How much does it cost?

There is no charge for the Merseylink service.

What time do your services run?

Our services run from 8am to 11pm every day, except on Christmas Day when our service will be between 10am and 4pm. Please remember that you must finish your journey before 11pm, and before 4pm on Christmas Day.

Will my journey be direct?

We will usually have to pick up and drop off other people along the way, but we will aim to keep your journey to less than one hour.

Will I always get the journeys I ask for?

We will always try to give you your journey, but this depends on what we have available on the day.

Can I stop along the route to pick up prescriptions and so on?

No. This affects other people's trips.

What if your vehicle doesn't turn up?

If our vehicle doesn't turn up, please phone the relevant numbers below.

Between 8am and 8pm
Phone: **0151 330 1002**

Between 8pm and 11pm
Phone: **07836 381 757**

How do I cancel a trip?

If you would like to cancel a trip, please phone the relevant numbers below.

Between 8am and 8pm

Phone: **0151 330 1002**

Between 8pm and 11pm

Phone: **07836 381 757**

Please give us as much notice as possible, as we may be able to give a trip to another person.

Will I be penalised if I cancel?

Not usually, as we understand that sometimes people have to cancel. But, we do monitor how many times and how often you cancel.

Will you ever cancel my booking?

Not usually, but sometimes things happen that are beyond our control.

Can I get help at the rail station?

Yes. You will need to call the train operator before you travel.

- For Northern Line and Wirral Line, call **0860 0277 347** (Monday to Friday, 9am to 4pm) or **0151 702 2704** (any other time).
- For City Line, call Northern Rail on **0845 600 8008** (Monday to Saturday, 8am to 8pm, and 9am to 5pm on Sundays).

Can I bring my scooter with me?

Yes. but only if it can be secured safely and you can move to a seat on the vehicle. If you are going on the train as part of your trip, you must have permission from the rail company to take the scooter on the train. Currently, only Merseyrail Electrics allow scooters on trains.

How do I get permission to take my scooter on the Merseyrail Electrics trains?

To get permission to take your scooter on the train, you should phone the customer relations manager on **0151 555 1111**.

Do I have to wear a seat belt on your vehicles?

Yes – unless you have a medical exemption certificate, in which case you must travel in a seat or wheelchair that faces the back of the vehicle.

I am under 16 – can I travel alone?

No, you must be with a parent, carer or guardian.

If I am bringing my baby or child, do I need to bring a baby seat or child seat?

Yes. You must tell us when you book your journey how many children will be travelling with you. We will allow you to travel with the children if there is space on the vehicle. You must bring a suitable baby seat or child seat. You must fold any buggies or prams so we can store them securely.

Can I travel if my wheelchair tyres are not pumped up properly?

No. Your wheelchair must have working brakes and the tyres pumped up for a safe journey. This also applies to regular buses and trains.

Do I have to move from my wheelchair to a seat?

If you can move easily and without help, we would always encourage you to do so for your comfort and safety. Please let us know when you book if you can move yourself.

How much shopping can I bring on your vehicle?

For health and safety reasons, you can only bring two shopping bags.

Can I bring luggage onto your vehicles?

If you mention when you book that you need to take luggage, our staff will do everything they can to help you.

Can I smoke on your vehicles?

No.

What happens if someone is abusive on your vehicles?

We do not accept any abuse towards our staff or our customers. If you see or hear any abuse, you must report it to our office.

Can the driver come into my home and help me?

No. The driver is only allowed to help you from the front door to the vehicle.

Who can travel with me?

You can bring a carer or a companion with you. If you want to bring more than one person, we will do our best to help, but you must tell us when you book a trip.

If you are responsible for children or elderly relatives who cannot or should not travel alone or be left unsupervised, we will do our best to help you travel with them.

Will the driver wait for me if I am not ready?

No. This affects other people's trips. You should be ready at your pick-up point 15 minutes before the agreed time.

I am meeting my carer when I get off the bus. Will you wait with me if they are late?

No.

Am I expected to tip the driver?

No – tipping or offering gifts is not allowed.

If you have any complaints or there is anything you want to tell us, please let us know as this will help us to improve the Merseylink service.

You can contact us at:

Merseylink
Merseytravel
PO Box 1976
Liverpool
L69 3HN

Phone: **0151 330 1002**

We can provide this information in different formats, such as in Braille or large print, if you ask us.

For more information

Please contact our office at:

Merseylink

Merseytravel

PO Box 1976

Liverpool

L69 3HN

Phone: **0151 330 1002**

Text Relay If you use a textphone,
dial **18001** then **0151 330 1002**.

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such as in Braille or large print, if you ask us.

