



SECTION 5

Door-2-Door

About Door-2-Door



Door-2-Door is a local service for people living in towns or cities who find it difficult to use public transport.

You can use this service to take you to your work, local shops, town centre, hairdressers, the doctor or just to visit your family or friends.



To use Door-2-Door services you must become a member of the scheme. To become a member you need to apply at www.nidirect.gov.uk/door-2-door-transport or by phoning 0845 9 800 800

Planning your journey



When you are a member you can book a service by phoning up the booking centre.

To find out how to contact your local booking centre:

Phone: 0845 9800 800

Textphone: 028 9054 0642

Email:

door2door@drdni.gov.uk

Fax: 028 9054 0598

Make sure you phone the booking centre at least 24 hours before you want to travel. When you phone up make sure you:

- Have your membership card ready;
- Know where and when you want to go, and when you want to come back; and
- Tell them if you want someone else like a relative or friend to travel with you.

Before you travel



Make sure you have your membership card with you.



Make sure you have the right money to pay the driver. This is usually £1.50 for each journey.



Store the booking office number in your mobile phone.

When you travel



The driver will pick you up outside your house. They will then make sure you get into the bus and have your seatbelt on.

The driver will take the payment from you for your journey.

When you arrive at your destination the driver will make sure you get out of the bus safely.



The same will happen when the bus is due to pick you up on the way home.

When you are waiting to come back home the driver will again wait outside where you are being picked up.

If you need to cancel your booking, please call your booking office as early as possible.

