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## Frequently asked questions

## Bus stops & villages

LinkUp connects the following villages and is perfect for anyone who doesn’t live close to an existing bus route.



Travel is bookable from the rural villages listed below to and from Lichfield or Burtnwood.

[**View our bus stops across the district**](https://www.google.com/maps/d/viewer?mid=1zgr1GlWRb8_rLBJeHZCHIQIiyLQkrBw&ll=52.69650276608714%2C-1.774809500000003&z=11).

1. Chorley
2. Clifton Campville
3. Colton
4. Curborough
5. Drayton Bassett
6. Edingale
7. Elford
8. Farewell
9. Hammerwich
10. Hamstall Ridware
11. Harlaston
12. Hill Ridware
13. Kings Bromley
14. Little Aston
15. Longdon
16. Mile Oak
17. Nethertown, Rugeley
18. Stonnall
19. Upper Longdon
20. Wigginton

LinkUp will collect you from your nearest physical bus stop, or in cases where this is some distance away, a number of ‘virtual stops’ are included within the operating area - [**view our bus stops across the district**](https://www.google.com/maps/d/viewer?mid=1zgr1GlWRb8_rLBJeHZCHIQIiyLQkrBw&ll=52.69650276608714%2C-1.774809500000003&z=11).

You will be able to see your [**nearest bus stop**](https://www.google.com/maps/d/viewer?mid=1zgr1GlWRb8_rLBJeHZCHIQIiyLQkrBw&ll=52.69650276608714%2C-1.774809500000003&z=11) when viewing in the app or this will be confirmed with you if booking by phone.

Please make sure you look out for alerts on the vehicle arrival time as the bus can only wait briefly before setting off to pick up the next passenger.

Link Up **does not offer a service between Lichfield and Burntwood** - if a route is not possible in the app or when you call to book, it means that the service does not cover that particular route.

### Have I got to pre-register before I book?

You do need to pre-register before booking a ride - this is really easy to do on the app (download the LinkUp app on [**Google Play**](https://url.uk.m.mimecastprotect.com/s/n7UuCgn1ZFoEABUNfgH4trDv?domain=play.google.com) or the [**App store**](https://url.uk.m.mimecastprotect.com/s/cKgNCj07ZIBonOCRh7Hmu_9M?domain=apps.apple.com)), call the booking line on [**0808 134 6632**](https://www.lichfielddc.gov.uk/roads-highways-pavements/linkup-bus/%2B440808%20134%206632) or visit [**linkup.lichfielddc.gov.uk**](http://linkup.lichfielddc.gov.uk/) Information on how your data will be stored can be found in our [**privacy policy.**](https://www.lichfielddc.gov.uk/privacy)

### Where will the bus pick me up from?

LinkUp will collect you from your nearest physical bus stop, or in cases where this is some distance away, a number of ‘virtual stops’ are included within the operating area.

You will be able to see your nearest stop when viewing in the app or this will be confirmed with you if booking by phone.

Please make sure you look out for alerts on the vehicle arrival time as the bus can only wait briefly before setting off to pick up the next passenger.

### How many people can I book for?

If you are travelling as a family or group, journeys must be booked at the same time and the maximum group size per booking is 8 passengers.

You can add additional passengers to your booking when using the app by tapping the +1 Rider button.

If you book over the phone simply let us know on the call how many will be travelling in total and their fare status so that we can add the additional passengers to your booking accurately.

### How long will my journey take?

​​​LinkUp is managed by powerful scheduling software which takes into account all booked journeys to calculate passenger journey times.

When booking your journey, you will be informed of your arrival time window and if you are happy with this, the booking will be confirmed.

You will then receive real time updates on the estimated arrival time for your bus through the app.

### Why can’t I book a trip between Lichfield and Burntwood?

The service has been set up to give residents who live in rural areas access to better transport. There are existing bus operators between Lichfield and Burntwood so the LinkUp service does not cover this route.

### I have an appointment booked for specific time or need to catch connecting public transport service. How can I be sure that I will get there on time?

You have the option of requesting a journey for a specific arrival time and provided this can be accommodated for the day/time needed, the system won’t accept any additional journeys that could compromise your arrival time.

When making your booking, ensure you use the 'arrive by' option when selecting your journey time rather than 'depart at'.

### Can my dog travel with me?

Only assistance dogs or assistance dogs in training are permitted to travel on LinkUp​​, and any such dogs must be clearly identified as service animals via a clearly marked harness or lead. These include:

* Guide dogs for the blind, including a guide dog in training with a registered puppy walker who has their ID card
* Hearing dogs for deaf people
* Disabled support dogs
* Canine partners for independence

### Can I bring my bicycle on board?

Yes, but please ensure you have ticked the box to show you are bringing a bike at the time of booking.

### Can I bring a pushchair / buggy on board?

Yes, but please ensure you have ticked the box to show you are bringing a stroller at the time of booking

### Can I bring a wheelchair on board?

Yes, but please ensure you have ticked the box to show you are bringing a wheelchair at the time of booking.

### Do I have to use the LinkUp app?

Whilst the Link Up app (download the LinkUp app on [**Google Play**](https://url.uk.m.mimecastprotect.com/s/n7UuCgn1ZFoEABUNfgH4trDv?domain=play.google.com) or the [**App store**](https://url.uk.m.mimecastprotect.com/s/cKgNCj07ZIBonOCRh7Hmu_9M?domain=apps.apple.com)) is very easy to use, we are more than happy to create an account and take your bookings over the phone Monday-Friday 0900-1700 on [**0808 134 6632**](https://www.lichfielddc.gov.uk/roads-highways-pavements/linkup-bus/%2B440808%20134%206632) or visit [**linkup.lichfielddc.gov.uk**](http://linkup.lichfielddc.gov.uk/)

### How old do you have to be to book the LinkUp bus?

There is no minimum age limit for using LinkUp although children under the age of 5 must be accompanied by an adult when travelling and all journeys must be booked with a valid debit/credit card.

### Can you drop me off outside the district?

Unfortunately not - [**find out where the service operates**](https://www.lichfielddc.gov.uk/roads-highways-pavements/linkup-bus/2).

### Can I add additional passengers to an existing booking?

You can add additional passengers by booking an additional space at least 30 minutes before your journey, subject to space on the bus.

Sadly we cannot allow additional passengers on the bus if they have not been added to your booking in advance.

### Can I pick up my friends on the way?

A booking can only have a single pick-up and drop-off point. If other passengers are wanting to be picked up at a different location, they are welcome to set-up their own account with LinkUp and book.

### What if I miss the bus?

The service provided by LinkUp is unique as the bus makes a specific journey to collect passengers from their chosen pick-up location.

If passengers do not show up for a booking, this has a negative effect on time, fuel costs and can prevent the bus from being available to other passengers.

If a booked journey is no longer required, please cancel with as much notice as possible to avoid the bus making any unnecessary journeys.

If you become aware of any reason you may be late to meet your bus or encounter any problems with your booking, please contact us as soon as possible and we will endeavour to re-book your trip subject to availability.

You can contact us on our helpline on [**0808 134 6632**](https://www.lichfielddc.gov.uk/roads-highways-pavements/linkup-bus/%2B440808%20134%206632) between 9am and 5pm Monday to Friday, or by replying to any automated text message you receive from us (outside of these hours) and an agent on duty will respond.

### Can I set up automatic payments?

Call our booking line on [**0808 134 6632**](https://www.lichfielddc.gov.uk/roads-highways-pavements/linkup-bus/%2B440808%20134%206632) for a unique reference number and details of how to set your payments.

Once this is set up, you can simply call to book all journeys and your fares will be automatically processed when your journey begins. This keeps your information safe and you will never need to share your personal banking details with us.

### How can I change the payment card used for trips?

If you are using the app, you can manage payment card changes in the app itself.

If you are booking by phone you will need to call us so that we can refer you to our payment partner to securely register your new card using their automated system.

Your payment method will then be stored in our system for use.

### I have a concessionary bus pass, can I travel free on LinkUP?

Yes, but you will still need to book. Please remember to show your pass to the driver when you get on the bus.

### What is demand responsive transport (DRT)

[**Demand responsive transport**](https://www.gov.uk/government/publications/demand-responsive-transport-local-authority-toolkit/demand-responsive-transport-local-authority-toolkit) is a form of shared public transport which has no set timetable but runs on routes tailored to the needs of passengers, picking up and dropping off according to passengers’ requested journeys. It is a more flexible and environmentally friendly way to travel as it responds directly to specific journeys requested by passengers, rather than following a set route where journeys are limited to start and end at defined points and times.

### Why is the service being introduced?

We recognise the importance of reliable, affordable transport for all residents, especially those in our rural communities where options can be limited.

The introduction of a demand responsive transport (DRT) service will provide a convenient and flexible travel solution, helping people in more remote areas reach local high streets, essential services, and amenities more easily.

By bridging the gap in transport availability, this service will enhance connectivity, reduce isolation, and support local economies by making it easier for everyone to access the resources they need.

### Who can use LinkUp?

The service is designed to support people in rural areas by providing access to employment, further education, healthcare appointments, essential shopping, and social activities. It’s particularly beneficial for those who don’t have a car and find it challenging to meet their travel needs due to limited or unsuitable traditional public transport options. People within the service area can use​​ Link-Up to conveniently reach their destinations.

### Who is wemove?

We are delighted to be partnered with **[wemove](https://wemove.io/about-us)** who are delivering the LinkUp service.

wemove began in 2020, when CEO Dan Mould reflected on how lockdown and transport restrictions had isolated people, families and communities across the UK.

The team believe DRT and shared commuting are the transport languages of the future and want to continue to drive modal shift by offering smart and convenient transport services that give people better options than the single-occupancy car.

They are addicted to innovation and use operational excellence and technological products to help local councils, schools, business parks and universities move their staff and people better.

They deliver similar services for councils across the country including West Midlands Combined Authority, Cambridgeshire and Peterborough Combined Authority, East Sussex County Council and more.

### Contact us

You can get in touch with the team by calling us on [**0808 134 6632**](https://www.lichfielddc.gov.uk/roads-highways-pavements/linkup-bus/%2B440808%20134%206632) or **link-up@wedrt.com**, Monday to Friday 9am and 5pm, not including bank holidays.

### How do you process my data?

For more information download our [**Linkup bus privacy notice**](https://www.lichfielddc.gov.uk/roads-highways-pavements/linkup-bus-privacy-notice).