



Merseytravel

Merseylink

Frequently Asked Questions

How do I make my booking?

You can make a booking by calling our Customer Services team on **0151 332 4333** between **10am** and **2pm** 7-days a week.

You can request a journey between two and seven days before the date you want to travel.

Will I be in a phone queue?

Our dedicated Customer Services team aim to answer all calls as quickly as possible.

The busiest times are between 10am and 11am; to reduce any wait time on the phone you may want to avoid calling between these times.

How will I know if my booking has been confirmed?

You can check and confirm your booking the day before by calling our Customer Services team on **0151 332 4333** between 8am to 8pm on weekdays, and 8am to 6pm on Saturday, Sunday and Bank Holidays.

How do I cancel my booking?

You can cancel your booking by calling our Customer Services team on **0151 332 4333** between 8am to 8pm on weekdays, and 8am to 6pm on Saturday, Sunday and Bank Holidays.

We also have dedicated out of hours support available on **07836 381 757** between 8pm to 11pm on weekdays and 6pm to 9pm on Saturday, Sunday and Bank Holidays.

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

Will I be penalised if I cancel?

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



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Will you ever cancel my booking?

Not usually, but sometimes things happen that are beyond our control. Where your journey is impacted, a member of our Customer Services team will contact you directly.

Scheduling your journey

Our team 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 – so we ask that you are ready and waiting.

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.

Please Note: We always try our best to accommodate your requested booking date and time for your journey. However, due to high demand for Merseylink services, there may be occasions when we cannot fulfil a booking request. If that happens, we will unfortunately have to decline your booking.

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 are not able to take you to the following:

- Day centres run by the local council
- GP or Hospital appointments
- Dental appointments
- Attending school



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How far can I travel?

Merseylink journeys cover the Merseyside region – this includes Knowsley, Liverpool, Sefton, St Helens and Wirral.

Members usually use the service for short local journeys. If you want to go on a longer journey, we will do our best to accommodate this, but we cannot guarantee it.

We may offer you part of your journey on Merseylink and take you to an accessible public transport hub e.g. rail station or bus station, so that you can complete your journey using public transport.

Please Note: If your journey includes travel on rail services, you can request passenger assistance by calling free on **0800 0277 347**.

More information about Passenger Assist can be found online at:

<https://www.nationalrail.co.uk/help-and-assistance/passenger-assist/>

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.



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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 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.



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What if your vehicle doesn't turn up?

If our vehicle doesn't turn up, call our Customer Services team on **0151 332 4333** between 8am to 8pm on weekdays, and 8am to 6pm on Saturday, Sunday and Bank Holidays.

We also have dedicated out of hours support available on **07836 381 757** between 8pm to 11pm on weekdays and 6pm to 9pm on Saturday, Sunday and Bank Holidays.

Can I bring my mobility 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, we advise that you check with the relevant rail operator before you travel to understand if your mobility scooter can be accommodated.

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.



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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 directly to the driver or by calling our Customer Services team on **0151 332 4333**.

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.



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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. If you're not ready, the driver may be instructed to move on to minimise impact on other people's trips. If this happens, you will need to make alternative arrangements for your travel.

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

No. This affects other people's trips.

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:

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Merseytravel
PO Box 1976
Liverpool L69 3HN

Phone: 0151 332 4333

Email: ask@liverpoolcityregion-ca.gov.uk



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