

# On demand bus service for Mole Valley



An electric bus for when you  
want it

This booklet has information about the new  
on demand bus service for Mole Valley

# Contents



Page 1	Title page
Page 2	Contents page
Page 3	What is Mole Valley connect?
Page 4	How to book
Page 5	You need to tell us
Page 6	More booking information
Page 7	Where can I go?
Page 8	Travel times
Page 9-10	How much it costs
Page 11	Important information
Page 12	Other formats and language



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.



For more information see:

[surreycc.gov.uk/molevalleyconnect](https://surreycc.gov.uk/molevalleyconnect)



You can read this booklet alone or with someone to support you.

## Acknowledgements

This booklet was developed by the Learning Disability and Autism Engagement Team at Surrey County Council and Get it Right!



October 2023

# What is Mole Valley Connect?



It is a safe bus that you can trust.



You will share with other people.



There's a short video about the bus service, you can find the [video on this link](#).



The bus is electric and is better for the planet than other buses.

# How to book



**You need to register before you can book.**

You need an email or phone number to do this.



You can register and book online on this website:

[www.molevalleyconnect.org.uk](http://www.molevalleyconnect.org.uk)



You can register and book on the Surrey Connect app.

Get this from Google Play (android) or App Store (iPhone).



You can [watch a video](#) that shows you how to use the app.



You can register and book on the phone:

0300 123 7741

Monday to Friday 9am to 5pm

# You need to tell us:



Where do you want to be picked up and taken to.



How many people will be travelling.



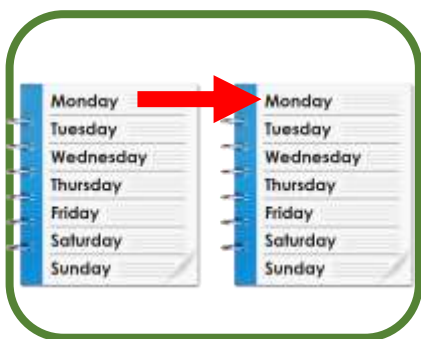
What time.

If you need to be somewhere at a set time, remember to select 'arrive at'.



If you use a wheelchair.

# More booking information



You can book up to 7 days ahead.



You must book at least 30 minutes ahead.



Plan ahead and make sure you are ready on time.



Drivers only wait 1 minute.

# Where can I go?

You can go around Mole Valley :



**EFFINGHAM JUNCTION**

**COBHAM**

**EPSOM HOSPITAL**  
Banstead

**LEATHERHEAD**

**DORKING HOSPITAL**

Effingham Junction Station.

Epsom Hospital

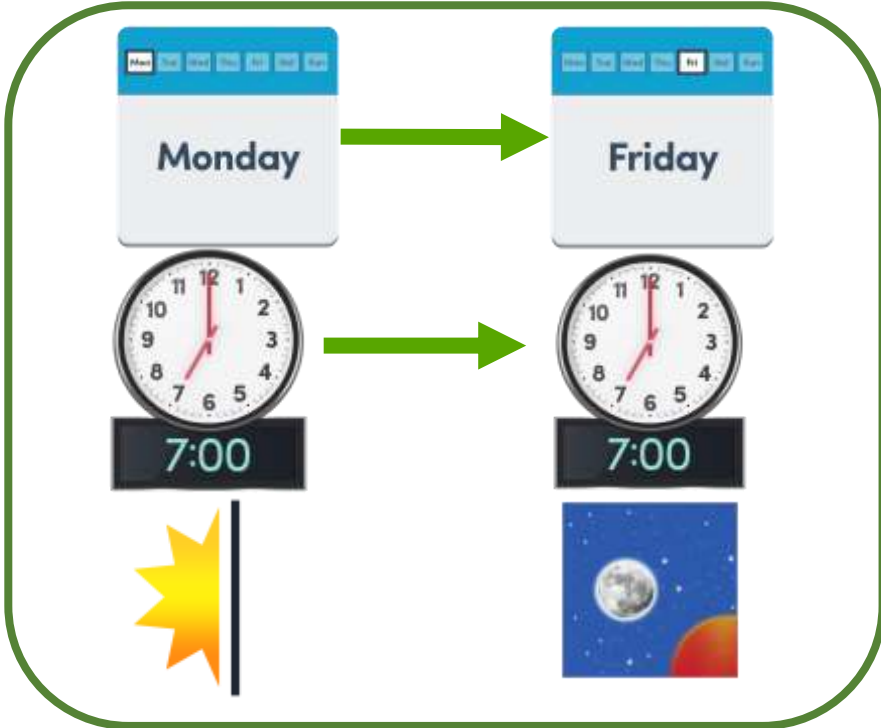
Cobham Waitrose and Sainsburys.



# Travel times



Saturday  
8am – 6pm



Monday to Friday  
7am – 7pm.

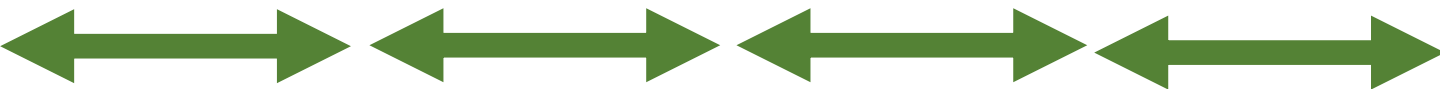


# How much does it cost for adults?

Adult Single



Under 5 miles - £2



5 to 7 miles  
£4

7 to 10 miles  
£6

10 to 12 miles  
£8

12 to 15 miles  
£10

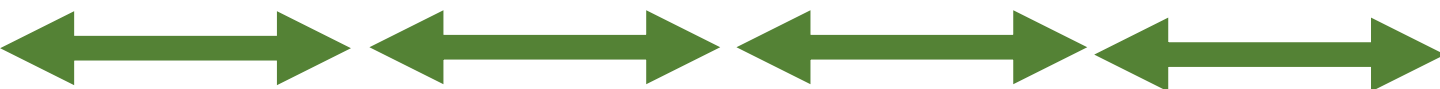
Over 15 miles £15

# How much does it cost for younger people?

20 and under  
single



Under 5 miles - £1



5 to 7 miles  
£2

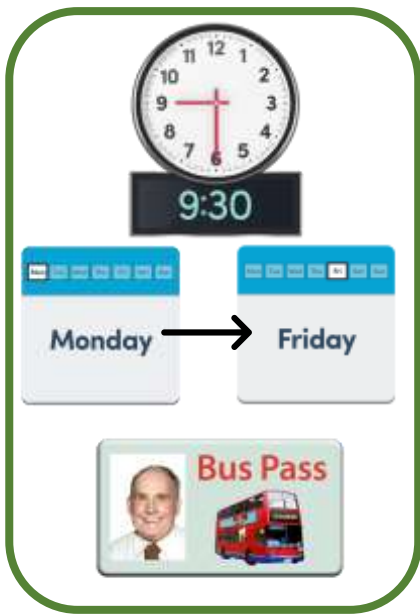
7 to 10 miles  
£3

10 to 12 miles  
£4

12 to 15 miles  
£15

Over 15 miles £7.50

# Important information



Please remember you can only use your bus pass after 9:30am, between Monday and Friday.



On the weekends (Saturday and Sunday) and during holidays, you can use your bus pass any time.

# Other formats and language

If you would like this information in an alternative format or language, please contact us on:



Telephone: 0300 200 1003



Text (SMS): 07860 053 465



Textphone (via Relay UK): 18001  
0300 200 1003



[Sign Language Video Relay Service](#)



Email:  
[contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk)