



## *Upper Wharfedale Venturer – Frequently Asked Questions*

### **General Questions**

#### **Can I use my bus pass?**

Yes – bus passes are accepted at all times of day

#### **Why don't you go up Littondale?**

We have investigated the possibility of running up Littondale, although it doesn't really work as a detour as we can only just work with a 35 minute run from Buckden to Grassington and still make the connections. The Wharfedale Packhorse runs a service to Littondale on the 5<sup>th</sup> Saturday of the month in the summer.

In the mean time the Venturer will stop on request at the lay-by at Littondale Lane End.

#### **What about fares?**

Fares have not increased since April 2016, and comparison with rural services in North Yorkshire suggests that the new fare structure still represents very good value.

#### **Will you accept the Dales Rambler Train/bus ticket?**

No – unfortunately we are not able to accept this ticket on the Venturer.

#### **Will you allow dogs to travel on the Venturer?**

We will allow dogs to travel on the Venturer as long as they are well-behaved. There is no fare for dogs, but we appreciate a donation of £2. Dogs aged over 65 may travel free.

#### **Can you take wheelchair passengers?**

We are not able to carry wheelchair passengers at present. There are two key reasons, for this:

- The wheelchair lift takes too long to use when running a scheduled service and if we allowed for this in the timetable, we would not be able to make the connections
- Our drivers are not trained to use the wheelchair lift

Before the Covid pandemic we were working with NYCC to establish an accessible service. This has been put on hold due to the crisis, but we hope to be able to pick this up again towards the end of 2020.



### **Where can I get a timetable?**

There are timetables on the bus, at bus stops, local businesses (pubs, shops etc) as well as on the Venturer website at [www.upperwharfedale.com](http://www.upperwharfedale.com)

### **Is the “One pound - one way” ticket still available for under 19s?**

Yes – but it is not be a through ticket and will only work as far as Grassington. To continue to Skipton, people will need to buy another ticket from Keighley Bus Company.

### **Can we hire the bus for community activities?**

Bus hire is not available at present due to the Covid19 restrictions. Normally, if the bus is not in use it may be possible to hire it for community activities. This will only be on Sundays and in the evenings, and will be subject to availability of a driver. Contact 01756 636161 or email [info@upperwharfedale.com](mailto:info@upperwharfedale.com) for details.

### **Why are you still asking for volunteers – haven’t you got enough?**

We have now trained more than almost 20 drivers – however the bigger the pool of drivers, the less demand there is on individuals. Furthermore this is a community scheme and relies on the support and participation of the community.

### **Will you only stop at bus stops or can I hail the bus?**

The bus will stop on request if the driver believes it is safe to do so – i.e. on straight sections of road, which are sufficiently wide and with good visibility

### **What happens if the bus is full?**

We will try to make alternative arrangements

### **Is it possible to reserve seats?**

No – this is a local bus service and as such operates on a first come first served basis

### **Is it true that the costs of the service are fully-funded by NYCC?**

No – the bus is provided by NYCC together with a fixed subsidy which is substantially less than the cost of running the service. The shortfall has to be made up by fare revenue, sponsorship, advertising and donations.