

OUR PASSENGER PROMISE



Clean, safe and comfortable
buses with friendly drivers

We'll never leave you stranded
- if your bus doesn't run, we'll
pay for your taxi home!*



Call our Service Delivery Centre for help and
support seven days a week: **0115 777 3187**

*Taxis must be authorised in advance by our Service Delivery Centre. We will pay for your taxi if we fail to operate a bus as scheduled, or one of our buses is full, and the next available bus is more than 30 minutes away. Taxis will be provided to any location within reasonable walking distance of the bus stop that you had planned to alight from your last Vectare operated service at, subject to the original journey you had planned to make achievable under normal circumstances.