Ring & Go
Howgate, Loanstone and Maybank to/from Penicuik

Conditions of Scheme
[updated from Thursday 1 October 2009]

Taxi/Private Hire Car journeys will be provided between the Howgate, Loanstone and Maybank areas, and Penicuik:
- Somerfield / Lidl
- TESCO
- Penicuik Medical Centre
- The Penicuik Centre [Library-Leisure Centre]
- Penicuik High School
- Beeslack School

Passengers
All passengers wishing to use this service must be registered with Midlothian Council and have been issued a Ring & Go photo ID card with a user number. This Ring & Go number must be quoted when the journey is booked by phone with the operator. Passengers are advised that in booking the service they do not have exclusive rights to travel on the vehicle and indeed may be required to share if other bookings arise. Visitors may also use this service as long as they are travelling with a registered passenger.

Operation of Service
The journeys will run as flexibly as possible. Journeys must be pre-booked with FM Private Hire on telephone number - 01968 677370. Bookings will be accepted up to one hour before the proposed trip. Persons travelling can be picked up or set down as required in the rural area and can travel to/from the specified areas within Penicuik. The service is available from 0700 to 1900, seven days a week [including Sunday]. A journey that has started before 1900 will continue until it is finished. There is no service on 1, 2 January or 25, 26 December.

Across the day, no more than 12 roundtrip journeys will be operated, an average of one per hour. However, if no one uses the 0900-1000 journey, for example, there can be two journeys between 1000-1100, etc. No more than two roundtrip journeys an hour should be operated, with users advised to share facilities rather than accepting a third roundtrip journey.
Fares and Receipts

All passengers aged 5 or over are charged £1.20 for each single journey from Thursday 1 October 2009. This is the first increase since 2006. Infants and children up to 4 years old travel free. There are no other discounts or concessions. The Scotland-wide free bus pass entitlement card is not valid on this Ring & Go service. The driver will ask to see your Ring & Go card and needs to note this in the receipt book. You will receive the top copy of the receipt [the other copies go to the Council and the operator].

In future, the fare on Ring & Go will be equivalent to the bus fare from Penicuik to Bilston on Lothian Buses. This is a similar distance to the Ring & Go journey from Penicuik to Howgate.

How Do I Apply?

Application forms can be obtained from the Travel Team in Bonnyrigg. You can phone to ask for application forms to be sent to you – call 0131 561 5442. Or e-mail your request for application forms to ptu@midlothian.gov.uk with “Ring & Go” in the message title.

Completed application forms should be sent to:

Ring & Go, Midlothian Council
Travel Team, Room 9
Dundas Buildings
62a Polton Street
Bonnyrigg
EH19 3YD

Each applicant should enclose a colour passport-style photograph and current proof of address. For example, this could be a utility bill, bank statement or DWP letter showing proof of child benefit. There is no charge for a Ring & Go card.

Lost or Stolen or Damaged Cards

We need a written statement to explain how the card came to be lost, stolen or damaged [e.g. a card left in clothes that have been through a washing machine will be illegible and will need replacement]. A damaged card should be returned with your written statement. A fresh colour passport-style photograph will be required to allow a replacement card to be issued. There is no charge for a replacement Ring & Go card.

If you have any queries, or require further information on the scheme please do not hesitate to contact Stella Waugh on 0131 561 5442.