

# WOODLEA FREE TRIAL SHUTTLE SERVICE

**MONDAY 4TH JUNE - FRIDAY 31ST AUGUST**

## **How many people can the shuttle take per service?**

Our shuttle bus has only 12 seats and there is absolutely no capacity to take additional passengers.

## **How can I book my ticket?**

Advance bookings are necessary. Please secure your seat directly via the Woodlea website. Departure times are listed on the website. <http://www.woodlea.com.au/news-events/a-free-shuttle-service-is-coming-to-woodlea>.

## **I no longer need a ticket that I pre-booked?**

In the event that you can no longer make a service, please ensure you cancel your ticket via eventbrite to ensure the seat is available for other residents to book.

## **I am running late**

Please note the bus will not wait for late passengers. In the event you will not be able to make the pre-booked service, please try and cancel your ticket in advance. Passengers who pre-book and do not show up to the specific service will be removed from future bookings.

## **I don't have a ticket**

Due to limited seating capacity, only passengers with pre-booked ticket will be able to travel on the service. All passengers will have to present their ticket either via print out or digitally on their phone.

## **Getting on the bus**

All passengers will be asked to present their pre-booked shuttle ticket to the driver upon entering the bus. Only passengers with tickets will be able to travel on the service.

## **Food and drink.**

The consumption of food and drink on the bus is not permitted.

## **Weekends**

No service will be offered on weekends or Public Holidays.

## **V Line service delays**

The Woodlea shuttle operates on an out and back rotation in alignment with V-Line published service times, with modest time buffers. In the event of a delay of 10 minutes or more on a scheduled service FROM the city, please be aware that the connecting bus is unlikely to be there for you and you are encouraged to make alternative arrangements for a Rockbank station collection prior to getting on the train.

## **Our RSL friends**

The Woodlea shuttle bus is only possible through the assistance of the Caroline Springs RSL, who own and maintain the vehicle. Drivers are members of the RSL who have given of their time to assist you to and from your destination.

Please show our drivers the respect they deserve and comply with any directions. They retain the right of refusal of carriage at their absolute discretion. Please do not attempt to coerce the drivers to carry passengers that have not booked.

## **Other destinations**

The Woodlea shuttle is a dedicated service between Rockbank Railway Station and the three designated Woodlea stops. There is no capacity to service alternative destinations outside of the nominated stops.

## **Luggage and bags**

Please keep bags and luggage to a minimum. The driver has discretion to refuse carriage if it is deemed that luggage will compromise passenger safety and comfort .