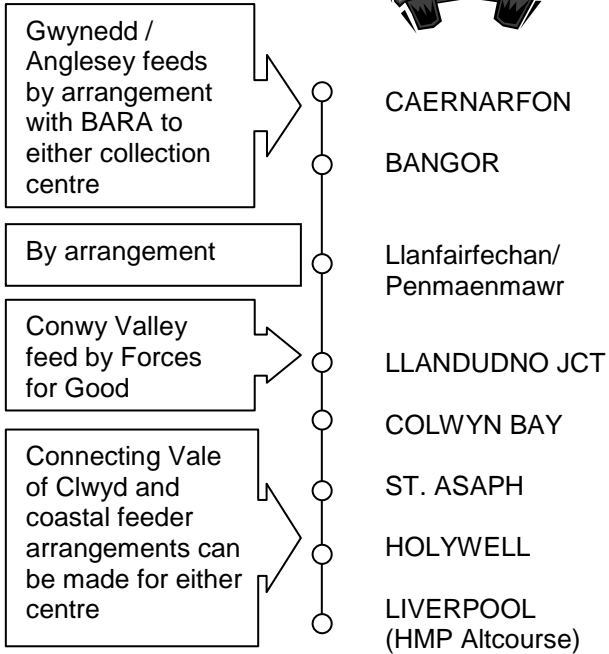


Route and Timetable

A55 Corridor and links



TIMETABLE - Saturdays weekly

<u>Collection Centre</u>	<u>Depart</u>	<u>Return</u>
Caernarfon (Morrison's)	10.00am	5.00pm
Bangor (railway station)	10.30am	4.30pm
Llandudno Junction stn	11.00am	4.00pm
Colwyn Bay station	11.15am	3.45pm
St Asaph - Plough	11.30am	3.30pm
Holywell - McDonalds	11.45am	3.15pm
HMP Altcourse	12.30pm	2.30pm

Scheme Benefits

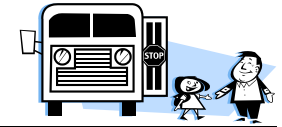
- *Helping to make your journey easier*
- *Simple telephone booking system*
- *Simple fare structure*
- *Reduces journey times*
- *Associated rural links service*
- *One through route – no need to change buses or trains*
- *Helps to keep families together*

FARES

One price return fare from all collection centres:

- *Adult* £25.00
- *Child under 5 years* free
- *Child, 5yrs to 16 yrs* £10.00

Booking Number: 07715 328984
(Monday to Friday 9.00 am to 5.00 pm)



How to use the service

1. **Please make sure that you have a visiting order valid for the day of travel and make sure that you follow the payment instructions detailed below.**
2. To book your seats on the bus, please ring:
JIGSAW – 07715 328984
(between 9am & 5pm Mon/Fri only)
3. Please note that to be sure of your seats on any Saturday service, bookings must be made by 5pm on the preceding Wednesday.
4. Once you have done this, phone the Altcourse Visitor Centre on 0151 522 2196 or 0151 522 2042 and advise them that you wish to book a visit using the North Wales Families Block Booking Scheme

Payment and tickets

5. When you ring the Jigsaw number, you will be quoted a price dependent on the number and ages of your passenger group.
6. Once you have this information, the amount identified must be paid as cash into a convenient branch of HSBC bank, as soon as possible, for credit to the following specially designated Jigsaw Prison Bus bank account:
40-18-08 41520911
7. Please make sure that you also quote your VO number on the credit as this will be the means by which we can confirm receipt of your payment.
8. Our real time bank facilities mean that we can identify your payment immediately and your tickets will then be sent to you.
9. **Please note that if payment is not received, the fare cannot be paid on the bus and your reservation will be invalid.**

About JIGSAW

Services User Group

Originally formed in 2008, the Jigsaw name was adopted in 2010. The group seeks to help and support anyone who may have become involved in the criminal justice system – whether directly or indirectly.

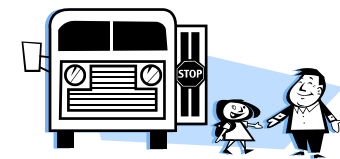
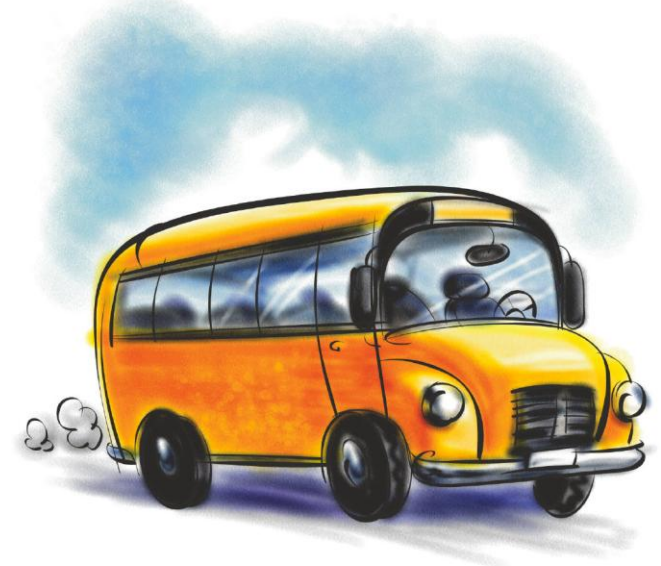
- You can join a local forum / group and get together with other service users or their family members and have your say.
- Comment on policies and procedures and help with planning.
- Talk about your experience with the services and help improve the way they work.
- Gain access to a wide range of social activities, hobbies and pastimes – to include walking, climbing, fishing, music, drama, art and painting, photography and other interests.
- Access peer mentoring, training and find work opportunities.
- Use your own experiences to help other service users and their families.
- Find out more by joining us over a coffee, and enjoy an informal chat about how to improve services for everyone. Further information about the group, including details of when and where we meet, can be found on our website.

North Wales Families Prison Bus Service Conditions of Travel

1. Passengers will only be collected from and delivered to designated collection points.
2. Transport will only be provided for those in possession of tickets valid for the day of operation.
3. It is the responsibility of passengers to ensure they are at the designated collection points in good time, as drivers are not required or expected to wait for late arrivals.
4. The North Wales Families Prison Transport Service and/or the vehicle supplier will endeavour to ensure that passengers are delivered to Altcourse in good time for their scheduled visits, but cannot accept any responsibility for delays caused by circumstances outside their control.
5. Individual seats cannot be reserved, and there is no guarantee that all group members will be able to sit together.
6. Passengers are advised that their transport to and from Altcourse is subject to their good behaviour on the vehicle, and drivers have full authority to refuse or decline transportation in the event of foul, abusive or aggressive behaviour.
7. Adult passengers are deemed to be fully responsible for any children in their care or who may be travelling with them.
8. No alcohol may be carried or consumed on the vehicle.
9. The use or transport of any prohibited substances of any kind on the vehicle will not be allowed and the journey of any offending parties will be terminated forthwith without any associated fare refund.
10. The final transport decision in respect of any conflict will be at the sole discretion of the driver.
11. Decisions concerning the administration of the scheme will be the sole responsibility of Jigsaw.

Anyone for the prison bus?

NORTH WALES to LIVERPOOL



JIGSAW



Services User Group