

WE JUST GOT BETTER!

connect with
MANNgo

Download
the app here



You can now book, pay
& track your on demand
bus using **MANNgo** App.

TERMS & CONDITIONS OF FREE RIDE

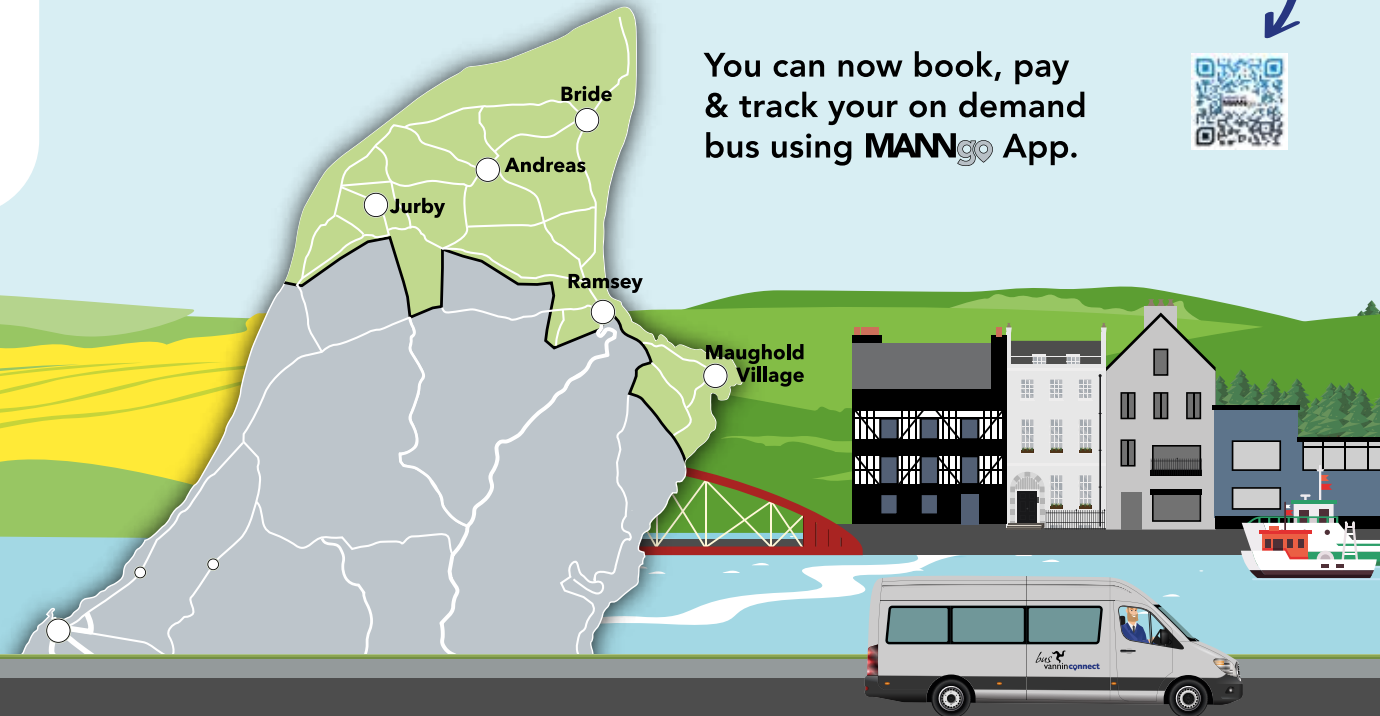
The MANNgo Free Ride Promotion is available from
26th Oct 2021 to 30th Nov 2021 (both dates inclusive).

The promotion is open to all customers who
download, register and book through the app.

One free ride on first booking using the
app will apply to an eligible trip.

The offer is non-transferable and cannot
be exchanged or redeemed for cash.

Offer is subject to availability.



WHERE CAN I GO TO/FROM?

You can be picked up from
anywhere in our service zone, as
long as the minibus can get down
the road. You can also connect to
our schedule bus service,
if you want to go out of the
zoned area.

I USE THE JURBY FLEX SERVICE WILL THIS STILL OPERATE?

Yes, for the time being we will continue to
operate fixed pick up times in Ramsey and
Jurby. You don't have to book for these
services, just be waiting at the bus stop at the
scheduled time. These services will continue to
be flexible and passengers can be collected
from their homes along the way. Times can
be found at www.bus.im/connect

HOW MANY PEOPLE WILL I SHARE A RIDE WITH?

The number of passengers
you will share a ride with varies
depending on who is headed
in the same direction at the
same time.

I DON'T WANT TO USE THE APP CAN I STILL BOOK?

Of course... give us a call
on 01624 697440

HOW DO I KNOW WHERE TO MEET MY DRIVER?

The app will show
you in real time
where your driver
is, you'll also be
updated with text
messages.

HOW FAR IN ADVANCE DO I NEED TO BOOK?

You can book whenever you want,
we take bookings up to 28 days in
advance, to on the minute!
Just go on the app and see
the availability.

CAN I BRING SOMEONE WITH ME?

Yes! You can add additional
passengers when booking
through the app or by
indicating to the customer
service agent.

I HAVE A MOBILITY IMPAIRMENT REQUIRING A WHEELCHAIR. CAN I USE THE NEW ON-DEMAND SERVICE?

Yes, ConnectVILLAGES is wheelchair
friendly. However not all of our buses
are low floor loading so please let us
know at the time of booking or add
this to your profile.

We can then make sure to send a
vehicle that can accommodate you.

WHAT HAPPENS IF I FORGET TO CANCEL MY RIDE?

We will wait for you for no more than 5 minutes.
If you're not at the pick up location we will have
to leave. We will send you a text to let you know,
and if you need to book again you can... its good
to note you can cancel your trip on the app at any
point, so please do this rather than not showing,
so we can move onto our next customer. If
you're a serial 'no show' we may have to
block you from the system.

Travel by minibus from outside your doorstep in Andreas, Bride, Jurby,
Maughold Village and Ramsey and take any journey within these areas...

It's public transport but not as you know it.

call **01624 697440**
or visit **www.bus.im/connect**

bus
vannin**connect**

Download the app and
get your first trip free*

*Valid from the
26th Oct – 30th Nov.
Full T&Cs of deal on reverse.

The new smart way to book and travel



WHAT IS connectVILLAGES?

connectVILLAGES by *bus vannin* is a unique bus service with no fixed 'timetable', instead, it responds to passenger requests and it collects multiple passengers all heading in the same direction. Routes are different each day depending on the bookings made by passengers. The service is designed to improve transport in the north of the Island.

WHAT'S CHANGED?

connectVILLAGES has partnered with a software provider to launch a new system called MANNgo. The system helps riders book, pay and track in real time our connectVILLAGES on-demand minibus service in the North of the island.

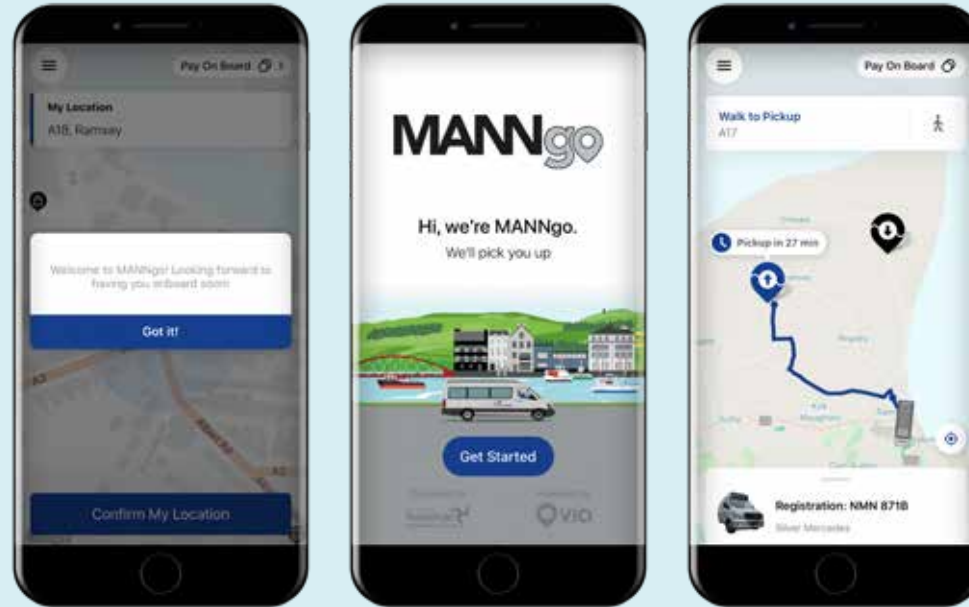
You no longer need to book 24hours in advance, just tell this handy app where and when you want to go and it will give you what the availability is straight away.

WHERE DOES IT OPERATE?

We operate between Andreas, Bride, Maughold Village, Jurby, The Cronk and Ramsey. We offer a door to door service and can pick you up from your front door, as long as the location is accessible by the bus. There may be some occasions when we ask that we pick you up from a slightly different location in order to maintain journey times for all users.



How to ride with us:



CREATE AN ACCOUNT

Search 'MANNgo' in the app store or google play store (or scan the QR code on the front page) & tap the down load icon.

Open the app, press 'Get Started' and enter your personal information.

SERVICE

Hours:
Mon-Fri 08:40-19:00
Saturday and Non School days (Nsch)* 06:30-19:00

Cost: Normal bus fares and Go cards apply

*Excludes Sundays and Bank Holidays

MAKE A BOOKING

Create an account:
By entering your personal information you will create an account.

Book a Ride:
Enter your pick up and drop off location and choose the ride option that works for you.

Meet your driver:
Check the app to find out exactly where your vehicle is in real time.

Useful tips:



If you live or work in the eligible area you can set your home address/work address, just click on favourites and add them by dropping a pin on the map, then these will always appear for you to booking.



If the map can't find your address don't worry, just click on 'set on map' and drop the pin on where you want to go to/from.



You can book recurring trips and return trips.



You can tell us if you plan to use a go card, so it will calculate your ticket fare correctly.



If you're not in the app don't worry, we will send you a text to confirm your booking.



Track your minibus, you can physically see where your booked minibus is and its registration, so you know you'll be boarding the right one!



Want more help with the app, call us on 697440 or visit one of our road shows at Ramsey Townhall on Friday 29th October between 12-2pm or Saturday 30th October between 10am-12pm.



Leave us some feedback: once you've finished a ride the app will ask for some feedback, if you have time please let us know how we did, and how we can improve our service to you.