

## Vectare Frequently Asked Questions

### NovusDirect

<b>Q</b>	How often does the service run?
<b>A</b>	The Novus Direct service will provide a half hourly service into Leicester City Centre, seven days a week (excluding Christmas Day, Boxing Day, and New Year's Day) from 06:00 to 19:00. From 19:00 to 23:00 the service will operate hourly. <a href="#">Click to see the timetable.</a>
<b>Q</b>	What is the price of a ticket?
<b>A</b>	The cost of a single ticket is £3.00 (Under 19 £2.00) and an All Day ticket is £4.50 (Under 19 £3.00). <a href="#">Click to see the fare chart.</a>
<b>Q</b>	How do I buy a ticket?
<b>A</b>	Tickets can be purchased from the driver. Payment can via cash (change given) or contactless payment.
<b>Q</b>	Can concessions be used on the service?
<b>A</b>	Yes
<b>Q</b>	Where will the bus stops be in New Lubbethorpe?
<b>A</b>	Initially there will be a bus stop installed on Tay Road close to the primary school.
<b>Q</b>	What route will the bus take and where will the bust stop in Leicester City Centre
<b>A</b>	The service will run from New Lubbethorpe to Leicester via Thorpe Astley and Braunstone Leisure Centre. It will then travel along the A47 into central Leicester, Leicester Royal Infirmary and St Margaret's Bus Station. The Novus Direct service also passes close to the Leicester Railway station. <a href="#">Click to see the route map.</a>
<b>Q</b>	Will the vehicles have wheelchair access?
<b>A</b>	Yes
<b>Q</b>	Can I use the Leicester Flexi all operator bus ticket on the service?
<b>A</b>	Yes
<b>Q</b>	Will the vehicles participate in the Tap On Tap Off ticketing scheme?
<b>A</b>	Yes
<b>Q</b>	Why does the Direct service not go to Fosse Park or other local destinations?
<b>A</b>	60% of bus journeys on the ArrivaClick service go into the City Centre. The most direct and quickest route into the city is along the A47, which is why this route has been chosen for the Novus Direct service. You will be able to use Novus Flex service to travel to Fosse Park or any of the other destinations within zone 2.

### NovusFlex

<b>Q</b>	What area will the service cover?
<b>A</b>	The service will cover the same area as the previous ArrivaClick service. <a href="#">Click to see map of the Zone.</a>
<b>Q</b>	What are the operating hours for the service?
<b>A</b>	The service will operate seven days a week (excluding Christmas Day, Boxing Day, and New Year's Day) from 06:00 to 23:00.
<b>Q</b>	What is the price of a ticket?
<b>A</b>	The cost of a ticket will depend upon how many zones you travel through. <a href="#">Click to see details of fares.</a>
<b>Q</b>	Can concessions be used on the service?
<b>A</b>	No
<b>Q</b>	Will the vehicles have wheelchair access?
<b>A</b>	Yes
<b>Q</b>	Can I use the Leicester Flexi all operator bus ticket on the service?
<b>A</b>	No
<b>Q</b>	Will the vehicles participate in the Tap On Tap Off ticketing scheme?

<b>A</b>	No
<b>Q</b>	If I have credit remaining on my ArrivaClick app after the 31 <sup>st</sup> of July. Will I be reimbursed?
<b>A</b>	After the 31st has passed Arriva will begin manually refunding any taxed (paid for) credit on all accounts. Each passenger will receive an email giving them a breakdown of the refund and expected timeline.
<b>Q</b>	Can I buy weekly or monthly tickets?
<b>A</b>	No, you can't purchase weekly or monthly tickets. However, you can purchase bundles of credit, and save up to 20% if you buy your credit in bulk.