

# Introducing the new app to book Dial-a-Ride services

An easy way to book, check and cancel journeys



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## An easy way to book, check and cancel Dial-a-Ride journeys



Have a better customer experience with our new Dial-a-Ride app.



London Dial-a-Ride continues to offer a free, door-to-door transport service.



The service is for older Londoners and disabled Londoners who cannot always use public transport.



The app should mean:



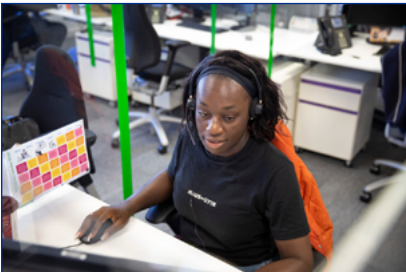
- ♦ the service is easier to use



- ♦ a better service



- a better customer experience.



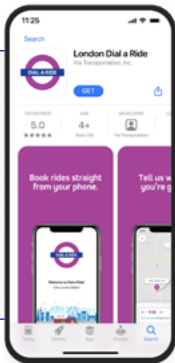
You can still book by calling the Dial-a-Ride team.



# Step-by-step guide

## Step 1:

### Step 1



Download the London Dial-a-Ride app by searching for 'London Dial-a-Ride' on your device.

 Download on the  
**App Store**

If you have an iPhone you will find it on the App Store.



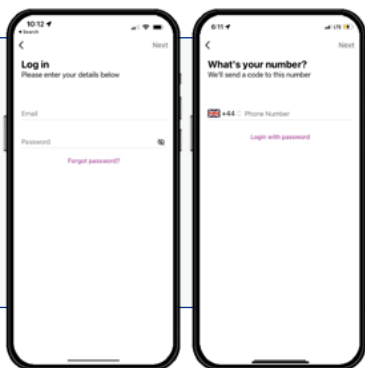
If you have an Android device you can find it on Google Play.

## Step 2:

## Step 2



Once you are on the London Dial-a-Ride app.



You will be asked to log in using your Dial-a-Ride registered phone number or email address.





New Dial-a-Ride members will get a text message so that they can login.



Existing Dial-a-Ride members can:

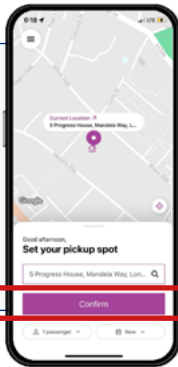
- ♦ sign in using their registered mobile number



- ♦ call in to get a password to use with their email address.

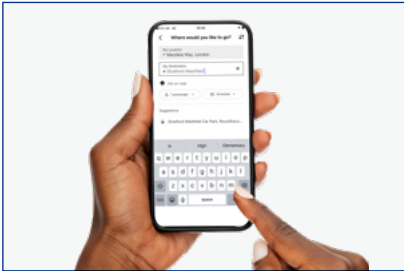
## Step 3:

## Step 3



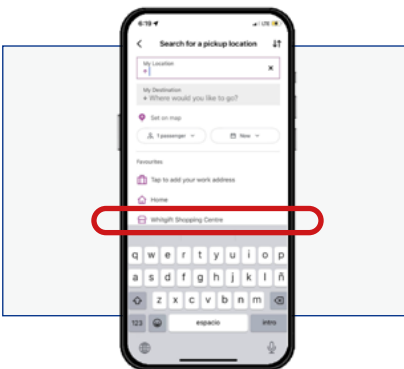
To make a booking enter the place where you want to be picked up from.

Then enter the address or name of the place you want to go to.



There are a few ways to select the place you want to go to, you can:

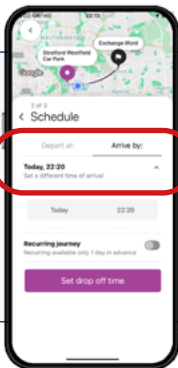
- ♦ pick a point of interest on the map
- ♦ type in the address



- ♦ choose a suggested destination from the list of recently visited places or saved favourites.

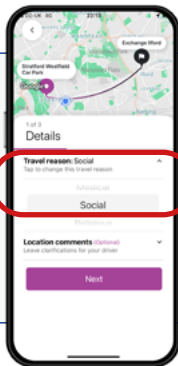
## Step 4:

## Step 4



Now you can:

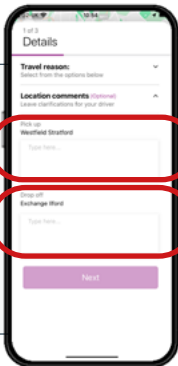
- ◆ set the times you would like to leave or arrive and add anyone who is going to travel with you



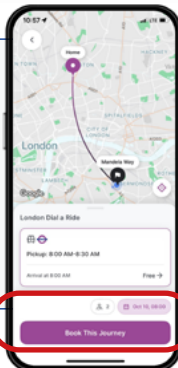
- ◆ add the reasons for your journey such as shopping or visiting friends



- If you are registered as needing to travel with an escort, they will be added to your journey - they do not need to be a Dial-a-Ride member



- add any comments about the place you are going to for pick up and drop off.

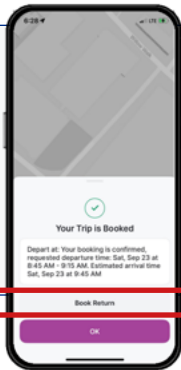


Next, select the trip you wish to book from the available options.

Select 'Book This Journey' to complete your booking.

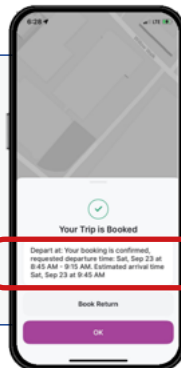
## Step 5:

## Step 5

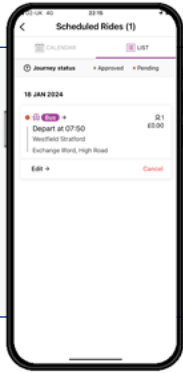


After you book you will get a message so that you can:

- ♦ book your return journey by doing the same thing that you did when you made the original booking

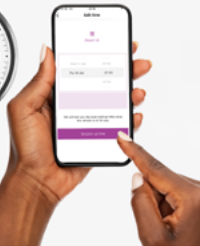


- ♦ check the details of your booking.

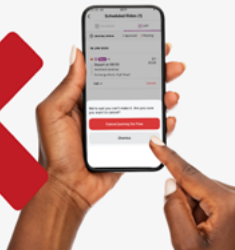


In the Scheduled rides section you can:

- ♦ check your booking details



- ♦ change your booking



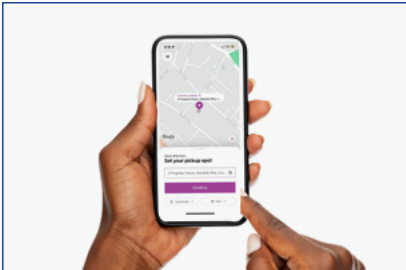
- ♦ cancel your booking.



## Benefits of booking with the new app



It is easier to book

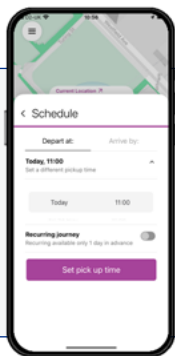


The new app makes it easier to:

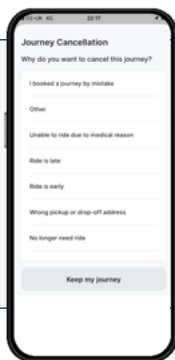


- book your Dial-A-Ride trips up to a week before or on the same day, if a driver is available

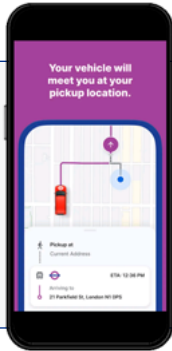




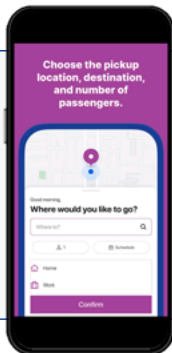
- ◆ select the time you want to be picked up



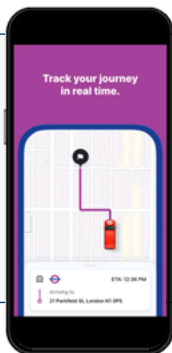
- ◆ cancel or change bookings.



Get updates until the driver arrives



The app means you can now:



- ♦ check where your driver is on the map and see what time they should arrive



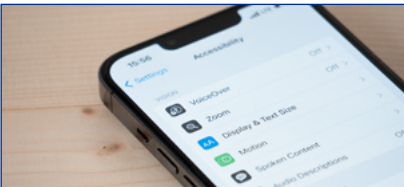
- ◆ get a message when the driver is nearby



- ◆ plan your time better.



## A new and better experience for all



You can change the settings on your device to make it more accessible for your needs:



- it can read information on the app out loud



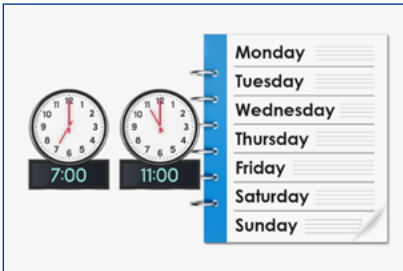
- it is easy to change the size of the text.



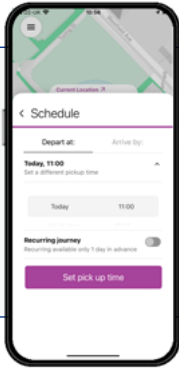
## Questions about the new app and website



## When is the Dial-a-Ride service available?



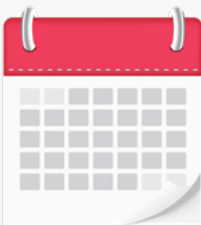
Dial-a-Ride runs between 7am and 11pm seven days a week.



**Can I make a booking on the same day?**



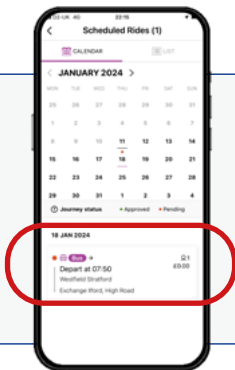
You can make a booking on the same day, as long as a driver is available or other rides are cancelled.



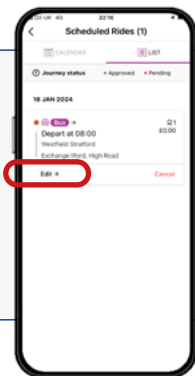
If you book a few days ahead you can be sure that a driver is available.



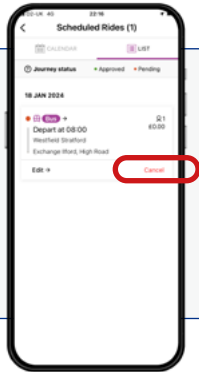
## How do I cancel or change my booking?



In the Scheduled Rides section, select the booking you would like to change or cancel.

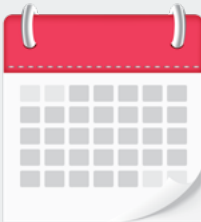


You can change the Scheduled Ride bookings by clicking on Edit.



You can cancel the booking by clicking on **Cancel**.

To avoid no shows or late cancellations please cancel any bookings you no longer need.

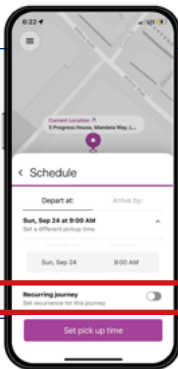


Please give as much notice as possible.

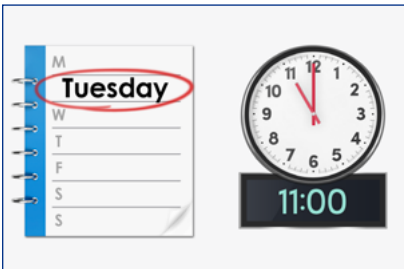




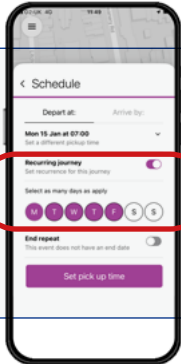
Can I make a regular booking?



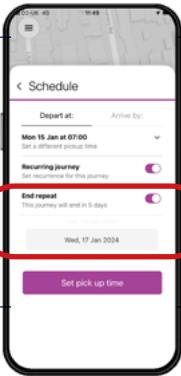
You can make bookings for regular journeys, which are called recurring journeys on the app.



For example, you might go shopping every Tuesday at 11am.



Just select Recurring Journey and the days you want to book.



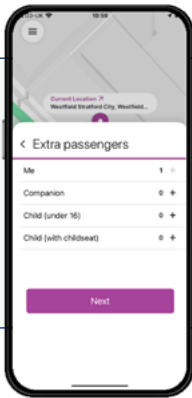
Then select the date you want the bookings to end.



Once you submit this information, the Dial-a-Ride team will let you know if your booking is okay.



Can I add another person to my booking?



You can add another person when you make your booking.



**Will I get picked up at the time I want?**

**Will I get a reminder?**

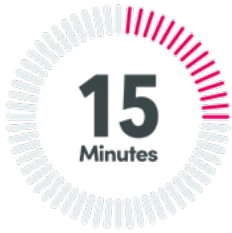


Dial-a-Ride is a shared service but we aim to pick you up within 30 minutes of the time you asked for.



You will get a text message reminding you about your booking:

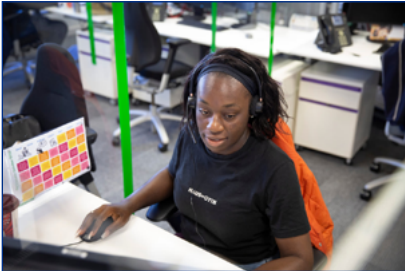
- ♦ the day before your journey



- ◆ 15 minutes before your pick-up time.



For more information



For more information  
about Dial-a-Ride  
please call:

**0343 222 7777**



or visit:

[tfl.gov.uk/dar-app](https://tfl.gov.uk/dar-app)



All information is correct  
at January 2024.



Check your travel

[tfl.gov.uk/travel-tools](https://tfl.gov.uk/travel-tools)



24-hour travel information

**0343 222 1234\***



Plan your journey

**Download the TfL Go app**

\*Service and network charges may apply. See [tfl.gov.uk/terms](https://tfl.gov.uk/terms) for details.