

## Green Community Travel Terms and Conditions:

The office is open from 9am-3pm, Monday to Friday. If you want to visit in person, you must ring & book an appointment. Office Number - 01454 228706: Booking Line - 0845 241 0985

### When can I book?

**Hospital appointments** - please book as soon as you have your appointment. The more notice the better! We ideally need a minimum two weeks' notice for hospital appointments to give us time to organise our volunteers. It's useful to inform the hospital you are using Community Transport and also find out roughly how long you can expect to be. A volunteer will usually cover hospital bookings using their own vehicles or failing that, one of our GCT vehicles (*for costs, see overleaf*).

**Ring and Ride** - you can book for medical appointments whenever you like and social appointments up to a month ahead. We can also offer you a regular booking, so if you go to the same place each week you can book for the whole year.

*We will always give priority to medical appointments so be aware times may be subject to change.*

### How can I book?

Call either 0845 241 0985 or 01454 228706 during office hours.

### Emergencies:

We have an emergency phone - this should only be used if your transport hasn't arrived, to cancel your bus out of office hours or for changes to pick up points. The number is 07739 941820. Make sure you have one of our cards in your purse or wallet with the number on.

### What can I bring with me?

We allow passengers to have one shopping trolley OR three shopping bags, plus any mobility equipment.

### Guide / Assistance Dogs:

Guide dogs or assistance dogs are allowed on the vehicle. Please confirm on booking to ensure the driver has the correct harness.

If you are allergic to dogs, please also let us know so we can ensure you won't be travelling on the same vehicle / at the same time.

### Why can't I book & travel on the same day?

We use a section 19 licence, which has certain laws we need to follow.

### What if I need a wheelchair?

For wheelchairs and scooters, you must tell the office and we will arrange for one of our drivers to assess it before you want to travel. All wheelchairs & scooters must be a model that has been crash tested to enable travel (this is a legal requirement). We put a tag on your mobility device so all the drivers know it has been assessed. If you know you are getting a new device we can get this booked in for you so transport isn't disrupted.

### What days do you operate?

Monday to Friday - Ring & Ride

Voluntary Car - generally Monday to Friday but some of our volunteers can help on evenings and weekends for special journeys. Please ensure we have as much notice as possible to try and accommodate this.

### What we ask our passengers to do:

Please be ready ten minutes before your pick up time and allow ten minutes after in case buses are running late. You should book everything through the office, do not call the volunteers on their personal phones or tell drivers to do it.

Please be as flexible as possible for shopping & social bookings, it means we can help as many passengers as possible.

If you are experiencing financial hardship please give us a call as we will always try to do what we can to help.

### How much does it cost?

£20 per year for membership. £10 from July onwards. Our preferred method is by card payment over the phone.

\*fees will be reviewed Nov 2022\*

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### Ring and Ride:

Distance	-	Bus Pass
Home	to	Holder
Destination		Price
0-5 miles		£5.50
5.1 – 10 miles		£6.50
10.1 – 15 miles		£7.50

Passengers with a 'C' on their bus pass can have a carer accompany them. The carer's fare is £4.50.

If you are not a Diamond Travel Card holder please add £2.00 to the fare.

\*Fares will be reviewed in March 2022\*

### Loyalty Cards:

Available from your driver, these can be stamped each time you travel on the Ring & Ride service. After you've completed 9 journeys, present the card to the driver to get your 10<sup>th</sup> journey free. NB: Can only be used on Ring & Ride journeys. Excludes hospital / voluntary transport & trips. Cheapest fare free. Don't forget to ask your driver for a new card each time you fill one up

### Voluntary Car Scheme:

To help towards our costs, there is an admin fee of £1.50 payable at the time of booking. Staff will take payment via card over the phone when you book your journey. This is **non-refundable** even if you decide to cancel your booking.

**Cost:** Using volunteer's own car = £0.45p per mile. Mileage is charged from the volunteer's home, to yourself and then on to the destination, plus the return.

Using a GCT Vehicle = £20.00 for bus pass holders (£22.00 for non-bus pass holders) for a single journey. £40.00 for a double journey (£42.00 for non-bus pass holders)

Voluntary drivers will wait up to an hour and a half for passengers; if you need longer than this we will arrange a double journey. A volunteer using their own car would return home until you call them, and you would be charged for this mileage as well. You can take a companion with you using this service, at no extra charge.

We will also use the Voluntary Car Scheme for special requests, places that are out of our area or special occasions such as weddings. For these bookings a higher admin fee applies, that is specified on how many miles away the destination is:

- Payment to be made before booking date.
- Journeys of 20-30 miles - £6.00
- Journeys of 30-40 miles - £8.00
- Journeys over 40 miles - £10.00

If we do this using our own vehicles the mileage charge is £0.60p per mile.

\*The admin fee will be reviewed at the end of March 2022\*

### Why the difference?

The three cars we have are accessible so we can accommodate wheelchair and scooter passengers. We have to ensure that we are covering the costs of running the vehicles.

### When can I use the emergency phone?

- If your transport is more than ten minutes late.
- If you need to cancel something and the office is closed
- To check if the buses are running in case of adverse weather, eg. snow
- Please bear in mind the office staff take this phone home and should only be used if your query cannot wait until the office is open. It cannot be used to book transport or for general enquiries.

### Financial Hardship

If you are experiencing financial hardship and have concerns over affording transport costs, please contact the office in confidence and we will always try our best to assist. All calls are kept confidential.