

## Green Community Travel Terms and Conditions:

The office is open from 9am-3pm, **(please note office hours are changing to 9am-2:30pm temporarily from 04.09.23)** Monday to Friday. If you want to visit in person, you must ring & book an appointment. Office Number - 01454 228706  
**Booking Line - 01454 227364**

### Our services

#### Ring and Ride:

Monday-Friday 07:30-17:00- this can be used for local journeys such as shopping, dentist, GP appointments, seeing friends & family, clubs & hairdressers. Passengers pay a fare for each journey, with a discount for bus pass holders.

#### Voluntary Car Services:

Primarily used to enable our passengers to get to hospital appointments.

#### Friends of GCT Trips:

A monthly programme of trips; leaflets will be on the buses, or you can join our email list, view them on our Facebook page & website or call us to ask what the trips are.

#### When can I book?

**Hospital appointments** - please book as soon as you have your appointment. The more notice the better! We ideally need two weeks' notice minimum 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 and social journeys whenever you like. We can also offer you a regular booking slot, 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 01454 227364 or 01454 228706 during office hours.

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

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

### 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. \*We do not allow E-Scooters on our vehicles\*

### 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.

### 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.

## Green Community Travel Terms and Conditions:

### How much does it cost?

£20 per year for membership. £10 from July onwards. Our preferred method is by card payment over the phone or bank transfer (please use your name as a reference so we know who it's from).

### Ring and Ride (within GCT operating area):

Distance - Home to Destination	Bus Pass Holder Price*
0-5 miles	<u>£6</u>
5.1 - 10 miles	<u>£7</u>
10.1-15 miles	<u>£8</u>

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.**

### Out of operating area charges:

Sometimes we will travel 'out of area' and these fares are slightly higher, please discuss with the office as a set price would be agreed in advance.

### 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

### Terms and Conditions:

- Loyalty cards can only be used on the Ring and Ride Service.
- For those passengers that travel 'out of area' the loyalty card cannot be used on the out of area journey.
- However, they can be used for local journeys.
- Loyalty cards cannot be used for carers.

### Voluntary Car Schemes (inc hospital transport):

To help towards our costs, there is an admin fee of £2.00 per request, 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 your booking is cancelled.

**Cost:** Using volunteer's own car = £0.50p per mile. Mileage is charged from the volunteer's home, to yourself and then on to the destination, plus the full return journey.

Using a GCT Vehicle = **£25.00** for a return journey (there and back) with the driver waiting up to 1.5 hours approx. **£50.00** for a double journey (where the driver returns to their base between your journeys).

**Double Journeys:** Whether you need a double journey or if the driver is going to wait for you, (depending on the expected length of time between your outgoing & return journeys) would be discussed fully at the time of booking.

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 on this service only, at no extra charge.

**Special Request Journeys:** We will also use the Voluntary Car Scheme for special requests, places that are out of our area or special occasions such as weddings or holidays etc. For these bookings a higher admin fee applies (£5). If we use our own vehicles the mileage charge is £0.60p per mile.

### Why the difference?

We have to ensure that we are covering the costs of running our own 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 it should only be used if your query cannot wait until the office is open. **Do not** use it 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.