

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 - 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.

Regular Bookings: Regular bookings are done for passengers who wish to have the same journey each week, passengers must be flexible as we link journeys to accommodate as many passengers as possible. These bookings can be changed to accommodate another passenger. **Frequent cancellations may result in the regular booking being cancelled and needing to be rebooked weekly.**

Voluntary Car Service: 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 3-4 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 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.

How can I book? Call either 01454 227364 or 01454 228706 during office hours.

Emergencies: We have an emergency phone - this should **only be used** for emergencies as listed below. The number is 07739 941820. Make sure you have one of our cards in your purse or wallet with the number on.

When can I use the emergency phone?

- If your transport is more than ten minutes late.

*(Our fares and charges are reviewed annually in April) **Financial Hardship-** If you are experiencing financial hardship and have concerns over affording transport costs, contact the office in confidence and we will try our best to assist.*

- If you need to cancel something and the office is closed.
- To change a pick-up location
- 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 **MUST** only be used if your query cannot wait until the office is open. **Do not** use it to book transport or for general enquiries.

Failed Journeys: When passengers cancel at the door/do not travel they may be charged, we will use our discretion for exceptional circumstances. Passengers can cancel journeys with the office or call the emergency phone.

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.

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.

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

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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 (use your name as a reference so we know who it's from).

Ring and Ride:

Distance - Home to Destination	Bus Pass Holder Price
0-5 miles	<u>£6.50</u>
5.1 - 10 miles	<u>£7.50</u>
10.1-15 miles	<u>£8.50</u>

Passengers with a 'C' on their bus pass can have a carer accompany them. The carer's fare is £5.00.

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

Out of 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 10th journey free. Don't forget to ask your driver for a new card each time you fill one up

- Loyalty cards can only be used on the Ring and Ride Service.
- The loyalty card **cannot** be used on out of area journeys and trips.
- Loyalty cards cannot be used for carers.

Voluntary Car Scheme: To help towards our costs, there is an admin fee of £2.50 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.

If passengers are booking for a day where we have a high number of outstanding appointments, we will take the details, but the booking will be placed on a 'waiting list' this means we would advise you make alternative transport arrangements, but we will still endeavour to cover the booking. If we can cover the booking, the admin fee will then be taken.

Cost: Using volunteer's own car = £0.60p per mile. Mileage is charged from the volunteer's home to yourself and then on to the destination, plus the return mileage.

Using a GCT Vehicle = £25.00 for bus pass holders (£27 for non-bus pass holders for a journey there and back with the driver waiting 1.5 hours approx. £50.00 for a double journey (£52 for non-bus pass holders) whether you need a double journey or if the driver is going to wait for you 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 for this service only, 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/special social events. These will have a set fare depending on location which will be agreed in advance

Please be aware demand on this service has increased drastically we are at times linking passengers together so you may be asked to attend slightly earlier/wait slightly longer for a return journey. This means we can accommodate more passengers and help more of you get to hospital appointments.

***We are running a pilot of a hospital shuttle bus so please be aware you may be booked on to this, we will keep you informed of costs etc ***

Why the difference? We need to ensure that we are covering the costs of running our own vehicles.

GCT are a Cooperative and Community Benefit Society. If you would like to become a member please contact the office, you will need to pay a £1 share. Members are entitled to vote for the Board of Directors and may bring proposals to the annual general meeting in relation to the running of the CBS. Members can also stand for the Board of Directors. However, a CBS must not just serve its own direct community (i.e. their members) but also the wider community.

Members are considered to have a 'share' of a society, but they do not receive any dividend: CBSs are expected to ensure that any profits are used for the benefit of the community. There is thus no secondary purpose for the society.

*(Our fares and charges are reviewed annually in April) **Financial Hardship-** If you are experiencing financial hardship and have concerns over affording transport costs, contact the office in confidence and we will try our best to assist.*