

Green Community Travel Limited

Terms and Conditions 2019

Membership: For new passengers, an annual membership costs £23 (£18 membership plus an initial one-off £5 registration fee). Membership runs from January to December, but if you are joining after July, the fee is reduced to £14 (£5 registration plus £9 membership) for the remainder of that year only. For passengers renewing their membership, the fee is £18.

Ring & Ride: From 2019 bookings will be taken a week in advance. Details of bookings will be taken and if necessary we may call passengers back to adjust their booking time. This will be to ensure we are using the most economical routes and have maximum passenger capacity. Medical appointments will be given priority and we will take these bookings as soon as you have your appointment. Call the booking line on **0845 241 0985**; which is open Mon - Fri from 9.30am - 2.15pm. The buses operate 6 days a week (except Bank holidays) Mon to Fri 8:30am - 5:00pm & Saturday 9:00am - 5.00pm. **We are not licensed to take same day bookings.** The charge is variable, depending on distance, and payable on the outward journey (it is the same fee regardless of whether it is a single or return journey). For non-bus pass holders, the fare will be £2.00 more. Registered carers pay £3.50 per journey Children or young people without bus passes pay half fare; they still need to be registered with us prior to travel.

Passengers should be ready 10 minutes before the designated pick-up time and allow 10 minutes afterwards, in case the driver is running late. There is a restriction of 3 shopping bags per passenger due to space. If you are using a shopping trolley please advise us on booking. **You must also tell us if you have a new/change of wheelchair or any other mobility aids.**

As we are Community Transport we will always endeavour to transport as many passengers as possible. Passengers are asked to be flexible with their pick up times.

Failed Journeys: Cancelling at the door or failing to inform the office if a journey is no longer required will incur a charge of the fare amount plus a £10.00 administration fee. To cancel a journey, please ring 01454 228706, the day before if possible. During out of office hours you can leave a message on the answer phone or ring the emergency number below.

Hospital Transport Scheme: A non-refundable £1.00 administration fee per booking is charged for this service, payable to the driver on the day of travel. The journey cost is 30p per mile for medical appointments (45p for non-bus pass holders) and 45p for non-medical trips (60p for non-bus pass holders). Drivers will usually wait for an hour, but if the appointment time is longer they will leave and return at an agreed time (a double journey). All payments must be made to the driver on the day. Passengers who cancel at the door will be invoiced for any costs incurred by the volunteer, plus a £10.00 administration fee.

If there are no car volunteers available, we will endeavor to cover your journey by minibus. *See overleaf for full details and prices.* **Hospital transport must be booked as early as possible via the office, to give us time to find a driver. UNDER NO CIRCUMSTANCES should bookings be requested directly through drivers.**

Long distance holiday and social requests will be considered on an individual basis, but priority is always given to medical appointments.

Voluntary Car Journeys - Administration Charges:

- ☞ Payment to be made before booking date.
- ☞ Journeys of 20-30 miles (for whatever reason) - £6.00
- ☞ Journeys of 30-40 miles - £8.00
- ☞ Journeys over 40 miles - £10.00

Day Trips: Trip lists are available on the buses, please ask the driver for one. You can book as many trips as you wish, as soon as the list is out. It's advisable to book early as our trips are popular. You should then ring 2 days before the trip date to check your pick up time. Alternatively, you can ask to be put on our emailing list.

Emergencies: During out of office hours, you can call this number in case your transport has not arrived or in cases of bad weather, e.g. snow; to check the buses are running.

Emergency phone number: 07739941820

Hospital Transport – Further Information

For Cossham only:

As this hospital is within the Ring & Ride area, passengers can book via the booking line three days before the appointment, as per medical appointments.

Voluntary Car Journeys - Administration Charges:

To help cover our costs, an administration fee of £1.00 is payable for each booking made, and this is to be given to the driver on the day of travel, together with the journey fare.

Using GCT Vehicles:

For one way or single journeys (where the driver waits for you) the fare is £16.00 for bus pass holders and £22.00 for non-bus pass holders

- ☞ For a double journey (where the driver drops you off and returns for you at a later time), the fare is £32.00 (bus pass holders) and £42.00 (non-bus pass holders) please always ask the hospital how long you will be as they are able to provide this information for the NHS Patient Transport Services, and it ensures you have a lower fare if the driver can wait for you.

Ring & Ride Fare Structure: (subject to review in December 2018)

Distance - Home to Destination	Bus Pass Holder Price
0-5 miles	£4.50
5.1 – 10 miles	£5.50
10.1 – 15 miles	£6.50

Financial Hardship: While we try to keep our running costs to a minimum, we understand that sometimes it may be difficult for some passengers. If you are having difficulty, please do give us a call so that we can try and help you.

Office Opening Hours:

Monday – Friday 9am – 3pm (except Bank Holidays)

If you wish to come into the office, please ensure you make an appointment first as we cannot guarantee someone will be available if you just drop by.