

Green Community Travel Voluntary & Community Group Transport Information Pack

Green Community Travel, The Yard, 390 North Road,
Yate, BS37 7LW
Tel - 01454 228706

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- Annual fee:** £30.00 for year 2022 to December – mileage rate
£2.25 per mile
- £275.00 for year 2022 to December – mileage rate
£1.60 per mile
(GCT partnership scheme only)
- Minimum Charge:** Minimum charge of £40.00 for any trip where
total mileage charge falls below that amount
- How to pay:** **Bank transfer:** Green Community Travel (Co-Op Bank)
Sort code: 08-92-99 **Account no:** 65319794
Debit/Credit card: **Phone:** 01454 228706
By cheque: Made payable to “Green Community Travel”

What you need to return to us:

Registration Form
Signed copy of the Terms & Conditions
Signed copy of the Vehicle Rental Contract

Please keep all other paperwork for your reference

Green Community Travel

Booking Voluntary & Community Group Transport Services

Please see Terms & Conditions of Use of Vehicles and enclosed Policy Statements

1. To avoid disappointment please book your vehicle as early as possible. This gives us more time to source a driver for you, especially if you would prefer a volunteer. It is also essential on booking to provide specific details of any wheelchairs and mobility equipment as this will impact on space available on the vehicle and reduce the number of seats.
2. To book, you can either telephone 01454 228706 or email us at admin@greencommunitytravel.co.uk. Once we have found a driver for you, we will contact you to confirm the details.
3. If you are using your own driver, a log sheet will be prepared and kept in the safe the evening before your booking date. It is his / her responsibility to check all of the details are correct before taking the vehicle as bus allocation can change.
4. We will always try to find a volunteer first but if we are unable to do so, we will contact you to ask if you would like a paid driver instead; volunteers give their time freely and without financial remuneration, so we cannot guarantee a booking with a volunteer.
5. In case of emergency please refer to the driver's folder. The emergency (out of hours) number is 07739 941820.

Jenny Bright
Green Community Travel Manager

Green Community Travel

We also offer some specialist memberships for community groups that may want to use our vehicles out of hours.

Evening and Weekend Group Scheme:

1. Registration fee - £20.00 per year. Mileage rate: £1.60 per mile
2. This membership entitles the group to use the vehicles from 17:30 onwards and any time on a Saturday or Sunday.
3. Groups must have their own driver who has undertaken a MiDAS assessment. (A copy of their certificate and licence will be taken by GCT's office before the booking).
4. Familiarity driving courses can be arranged for a driver to observe the different vehicles and specifications. Drivers will also be shown where to collect the keys etc., and will be given keys to GCT's premises. Cost is £25 for one hour (we do not anticipate more than an hour would be necessary.)

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Registration Form – User Groups

Name of Group	
Name & Address of Main Contact	
Telephone Number	
Email Address	
Name & Address for Billing / Invoicing (if different from above)	
Telephone Number:	

Please confirm if you are a: not for profit company charity / voluntary

If your group does not fit into either of these categories please get in touch so we can ask some more questions to ensure your group fits within our Section 19 Licence rules of operation.

Purpose of group: To enable us to determine if your group trips qualify us to claim Bus Service Operators Grant, please tick one of the following:-

Our group consists mainly of the following people:

A	People aged 60 or over
B	Disabled people defined in the Disability discrimination Act
C	People on Income Support
D	People on Job Seekers Allowance
E	People suffering a degree of social exclusion (Manager check)
F	Persons who feel unsafe using public transport (Manager check)
G	Carers or children under 16 accompanying any of above
H	None of the above

Please also sign the enclosed Terms & Conditions and return one copy to us

Signature of Group Leader / Contact: _____

Date: _____

Green Community Travel Terms & Conditions of Use of vehicles 2022

****Sign & return – remember to take a copy for your records****

- 1) Vehicles can only be used for the purposes for which they are booked.
- 2) All passengers must wear seat belts provided.
- 3) Only GCT approved and registered drivers can drive the vehicle.
- 4) The User Group is liable for any charge or claim arising from damage caused by negligence, (except that which can be covered by insurance), or where GCT Driver blame can be proven.
- 5) The User Group and Driver shall abide by the rules laid down in the Highway Code and Minibus Permit Act.
- 6) It is the Driver's responsibility to ensure that the Log Sheet is completed and returned with the vehicle.
- 7) The User Group agrees to payment of invoices from GCT within 14 days of the date of the invoice as shown. After 28 days an additional charge of £15.00 will be added. After a further 28 days a charge of £20.00 will be added and this will continue every 28 days thereafter until the invoice is paid. *Further bookings will not be accepted while unpaid invoices are outstanding.***
- 8) Vehicles should be returned to GCT (or Owner Group) at the time stated when booking the vehicle.
- 9) Vehicles must be returned in a clean and tidy state. Failure to do so will result in a £30.00 cleaning charge being added to the User Group's next invoice.
- 10) The driver's decision is final.
- 11) It is the responsibility of the User Group to pay substance (food and refreshment) to volunteer drivers after four hours. Failure to do so will result in a £15.00 charge being added to the next invoice.
- 12) All GCT drivers are DBS checked.
- 13) GCT will do its best to provide the service required but cannot guarantee the minibus or volunteer driver.
- 14) GCT must be informed in advance of any special requirements. eg: wheelchair clamps or special seat belts.
- 15) GCT should be given passengers' addresses where applicable at least two days before the journey date.
- 16) The User Group is responsible for providing adequate escorts.
- 17) Failure to cancel a booking more than 24 hours in advance will incur a £25.00 charge.
- 18) Road tolls, parking and relevant congestion charges are the responsibility of the group.

Definition: GCT = Green Community Travel.
User Group = a group affiliated to Green Community Travel.

We agree to the above terms & Conditions of Use.

Signed: _____

Date: _____

Group Name: _____

Green Community Travel Vehicle Rental Contract/Conditions of Use 2022

****Sign & return – remember to take a copy for your records****

1. GCT vehicles must only be used for the purpose for which they are booked and not for profit or personal gain.
2. Only GCT MiDAS approved and registered drivers may drive GCT vehicles
3. User Groups must adhere to all GCT Policies & Procedures.
4. In the event of any accident or mechanical breakdown, which either GCT or its Insurance Company deem to be the fault of the group's own driver, the User Group agrees to pay the excess as laid down by GCT's Insurance Company Wrightsure – which is currently £250 (subject to change in accordance with Insurance Policy Renewal), with the exception of GCT's own drivers.
5. In the event of a dispute between the User Group and a driver causing own fault damage to a GCT vehicle(s) the responsibility for paying the insurance excess will be met by the User group.
6. The group hiring the vehicle(s) agrees to abide by the rules laid down in the Highway Code.
7. All vehicles must be returned to GCT's Yard at the time agreed on booking. Extra charges may be incurred for returning vehicles late.
8. If it is deemed necessary to clean a vehicle returned in an untidy and dirty condition, a charge of £35.00 will be imposed to clean the vehicle and bring it back to a condition fit for hire. If it is necessary to call in an outside cleaning company, the total cost of their charges will be payable by the User Group.
9. The User Group hiring the vehicle(s) agrees to report all damage and/or defects to vehicles occurring during the hire period, to a member of GCT staff as soon as possible by contacting the Emergency Mobile on **07739 941820**
10. During the hire period, the User Group agrees to liability as owner of the vehicle in respect of any offences or any excess charge under the Road Traffic Act 1974 & 1975. The User Group acknowledges this liability extends to any vehicle hired under the agreement, and to any period by which the original period of hire may be extended.

Signed by Group Leader: _____

Print Name: _____

Group / Organisation Name: _____

Green Community Travel

Using our Volunteer Drivers and Passenger Assistants

We encourage groups to provide their own drivers, as this makes it easier for you, particularly if you do a lot of trips. In the event of GCT providing a driver we request that you follow these guidelines.

1. All drivers should be treated in accordance with our Equal Opportunities Policy.
2. Drivers are allowed to work at their own pace and plan their own route if this is practicable.
3. Any accidents involving our drivers should be reported to the office manager, (telephone 01454 228706) or for out of hours emergencies **07739 941820**. Please see the Driver's pack on the bus for more details of the emergency procedure.
4. Volunteers' out of pocket expenses and extras should be covered by the group on the day; this includes parking, entrance costs, etc. and £15.00 towards refreshments (when out for more than four hours). Unpaid expenses will be added onto your invoice, together with an administration charge of £5.00.
5. Drivers not staying at the venue will drop you off and return to collect you at an agreed time. Please remember you will be invoiced for the mileage incurred in between. If paid drivers remain at the venue with you, the group is responsible for paying them during this time. As volunteers are giving up their own time, they are not expected to wait for more than an hour unless prior agreement is made with them. **The rate for paid drivers is £12.00 per hour.**
6. Our drivers are expected to treat all passengers with respect, and we expect the same courtesy in return. Any issues concerning GCT staff should be brought to the attention of the manager. Likewise, any issues arising from passengers will be discussed with the group.
7. Not all our volunteer drivers are trained to secure wheelchairs, so you must state on booking if there will be wheelchair passengers. This is also important for bus configuration as it's necessary to take seats out to accommodate wheelchairs. You must also inform GCT of the make and model of any wheelchair where the passenger cannot transfer as it must be a crash tested model for insurance purposes.

Green Community Travel Complaints Procedure

In the event of a grievance concerning Green Community Travel, please follow the correct complaints procedure. This is to ensure that the Manager/Management Committee are made aware of any issues and investigate them accordingly.

The procedure is as follows:-

The complaint must be in writing and sent to the office for the attention of The Complaints Officer, Green Community Travel, The Yard, 390 North Road, Yate BS37 7LW in an envelope marked "Private and Confidential".

The Management Committee Officer will then independently investigate the complaint thoroughly, contacting everyone concerned as necessary.

Please note:

Anyone phoning the office to complain will be directed to the correct procedure. We hope that by putting this procedure in place, the User Groups and Individual Members of Green Community Travel will feel assured that any complaints are dealt with fairly by the Management Committee.

Jenny Bright
Green Community Travel Manager

Green Community Travel Equalities Act Policy

The Management, employees and volunteers at Green Community Travel recognise that many people are disadvantaged by society. We believe that everyone has the right to be treated fairly, and to make their own contribution to society.

We therefore resolve that in the provision of our service, no individual or group of people shall be discriminated against on the grounds of:-

- Age
- Gender, marital status, caring or family responsibilities
- Physical or mental requirements, mental illness
- Race, colour, ethnic or national origin
- Political or religious beliefs
- Employment status
- Sexuality
- Unrelated criminal offences

We aim to ensure that no individual or organisation using the services of Green Community Travel knowingly practise discrimination on any of the above grounds.

Jenny Bright
Green Community Travel Manager

Green Community Travel Health & Safety at Work Policy

1. Under the new Health & Safety Regulations, which came into effect on January 1 1993, Green Community Travel accepts its responsibilities as an employer for providing a safe & healthy environment for all of its employees & volunteers. It also accepts its responsibilities for providing a safe & healthy environment to members of the public & visitors.
2. Green Community Travel is taking all reasonable steps to meet this responsibility, paying particular attention to the provision and maintenance of:
 - a) Safe equipment & working systems.
 - b) Safe arrangements for the use, handling, storage & transport, of equipment & materials.
 - c) Adequate information, instructions, training & supervision to enable all employees & volunteers to recognize & avoid hazards & contribute positively to their own Health & Safety at Work.
 - d) A safe place of work.
 - e) A healthy working environment.
 - f) Adequate welfare facilities.
 - g) Access to First Aid training for employees & volunteers.
3. Green Community Travel reminds its employees & volunteers that it is their duty to take reasonable care for their own health & safety at work and that of other employees, volunteers & members of the public and to co-operate with Green Community Travel so as to enable it to carry out its own responsibilities.
4. Every effort will be made to ensure that there is no risk to the health & safety of the general public, visitors & voluntary workers arising from the work & activities of Green Community Travel. In the event of any emergency employees & volunteers should guide visitors & members of the public to a place of safety.
5. This statement will be reviewed, added to or modified from time to time and may be supplemented when necessary by further statements relating to the work of Green Community Travel employees & volunteers.
6. Copies of this statement & appropriate supplements will be made available to all employees & volunteers. Green Community Travel shall appoint the person responsible for all matters affecting the health & safety of employees & volunteers of the organization.
7. The Green Community Travel Fire Drill is displayed on the main office notice board and copies given to staff.

Green Community Travel - Seat Belts & Passenger Safety Policy

1. Seatbelts **MUST** be worn at all times
2. If the vehicle is involved in an accident and our insurance company has reason to believe that you were not wearing your seat belt correctly, they will not pay out any compensation.
3. Do not remove the seat belt or stand up until the vehicle has completely stopped moving.
4. Do not attempt to open the door. This is either the trained driver or escort's responsibility. Wait until the side step has been extended. This is provided to ensure that you do not injure yourself getting in or out of the vehicle.
5. Please treat our drivers with respect.
6. Failure to adhere to our "Terms and Conditions" means we reserve the right not to provide transport for you.

Jenny Bright
Green Community Travel Manager

Green Community Travel Wheelchair Policy

1. In order for GCT to properly configure the bus, full details of wheelchairs must be provided on booking (using the forms provided). Failure to do so could result in the trip being delayed or even cancelled if there is no-one available on the day to take seats out of the bus.
2. All wheelchairs have to be "Risk Assessed" by Green Community Travel before they can be transported on any of our vehicles. Groups must provide us with the make and model of each wheelchair so we can ensure they are safe to travel.
3. All wheelchairs must be in good condition and crash tested, all tyres pumped and brakes working effectively.
4. All wheelchair passengers must have their wheelchairs clamped into the vehicles using our clamping systems. Any specialist requirements due to unusual wheelchairs must be supplied by the passenger and checked for suitability to our vehicles before use.
5. All wheelchair passengers must wear the separate seat belt provided by Green Community Travel, unless a medical exemption form is produced.
6. Green Community Travel reserves the right to refuse to transport any wheelchair on Health & Safety grounds at any time.
7. Wheelchair passengers can only be carried by drivers who have received Green Community Travel approved training.

Jenny Bright
Green Community Travel Manager