



## About Our Community Car Scheme

A volunteer-run service for people with mobility difficulties and those who need to make essential journeys (medical, shopping etc.) where there is no suitable public transport.

- Due to demand we need a minimum of one week's notice for each booking.
- Essential medical journeys will take priority.
- We will aim to match you with the nearest available driver.
- All bookings must be made via your nearest office for insurance purposes.
- All of our drivers are DBS checked and carry formal identification.
- Our drivers have the right to refuse any journey if they feel uncomfortable or intimidated. We will not transport any passengers who are under the influence of drink or drugs, or anyone who shows any signs of aggression.
- All pets must be appropriately restrained
- Our drivers are unable to take any passengers requiring additional support getting in and out of the vehicle.
- Fees are charged at 45p per mile from the driver's home (minimum £2), plus a £2 booking fee to cover the administration costs. The minimum journey fee is £4.
- Journey costs may vary to the same destination because of the difference in the start point for the driver.
- Where a return journey is requested our drivers will usually wait up to an hour. If a longer period is required drivers can arrange to return to collect you later. This is a double-return run and therefore the cost to the passenger is doubled.
- If we are on the phone during office hours the phone will go straight to voice-mail. Please leave a message and speak clearly, leaving your name and telephone number, details of the journey - destination, pick-up time and whether this is a single or return trip. We will call you back as soon as we are able.
- Please remember to tell us:
  - How many passengers the booking is for. There is no additional charge, but some of our drivers have smaller cars and prefer to take no more than 2 passengers.
  - If you use a wheelchair, wheeled-walking aid or have an assistance dog.

Once your journey is booked we will phone to confirm and tell you the name of the driver.

Thank you.