

Cancellations

We ask passengers to contact us as soon as possible to cancel a journey. We have a 24 hour answer phone on which to leave a message outside normal office hours. This is to ensure we have sufficient time to prevent the driver setting out, otherwise a charge may be payable.

All requests and any changes to a journey must be made directly through the office.

Our drivers

Our drivers are all volunteers who use their own cars. All drivers are interviewed and undergo a Criminal Records Bureau check before they are accepted onto the scheme.

For more information
please contact the Transport team
on

0115 9699 060

Ext. 100

**Monday to Friday between
9.00am—12.30pm**

email: transport@rushcliffecvs.org.uk



Rushcliffe Community
& Voluntary Service

**Rushcliffe Community &
Voluntary Service
Level 3a, Bridgford House
Pavilion Road
West Bridgford
Nottingham NG2 5GJ**

**This leaflet can be made available
in large print on request**

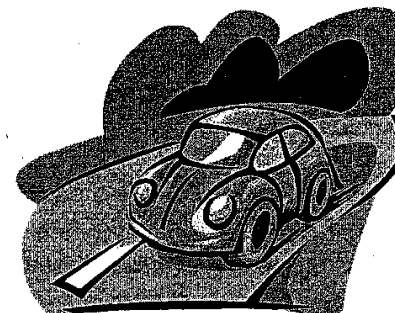
Please retain this leaflet for
reference as it contains all the
information you need to use the
Transport Scheme

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Rushcliffe Community &
Voluntary Service

Rushcliffe Voluntary Transport Scheme



Rushcliffe Voluntary Transport
Scheme helps people with no
alternative means of transport to
make necessary journeys. These
include visiting the dentist, GP,
opticians, chiropodists, shopping,
social clubs, college, and visiting
relatives/friends in hospital.

Who can use the scheme

To use the scheme a person must be unable to make their journey using public or any other means of transport. Reasons for eligibility might include geographical remoteness, disability or ill health.

Passengers need to be able to get in and out of a car unaided, or bring a helper (an escort) who can assist in doing this. Drivers can only offer an arm to lean on as they are not trained or insured to lift.

Drivers can take light foldable wheelchairs by arrangement. Children under the age of 14 must be accompanied by an adult.

How to join

There is a registration fee of £20 per person for 12 months from 1st September to 31st August. For a couple the fee is £30.00 for the year. It is necessary to complete a registration form (available from the office) and send it with the registration fee to the address on the back of the leaflet. As soon as we have received the registration form and payment, passengers can book journeys. Please note: We do not send confirmation of registration.

What journeys can be made

Passengers can request up to three return journeys per week. Journeys can be undertaken Monday to Friday between 8.30 am and 5.00 pm.

Calculating the cost of the journey

We endeavour to use a driver who lives close to the passengers home.

Passengers pay **47p per mile** for all mileage incurred by the driver.

There is a **minimum charge of £2.80** for journeys of less than 6 miles.

Drivers collect the fare and issue each passenger with a receipt.

Booking Transport

You will need to give **two working days notice** to book your journey to enable us to organise a volunteer driver.

You can request transport by contacting our offices Monday to Friday between 9.00am - 12.30pm. Telephone 0115 969 9060 Ext 100

Requests cannot be made at any other time.

We will need to know the date and time of the journey, the passenger's name and address, telephone number, the destination, whether a return journey is required and any other relevant details.

Only registered passengers and a named escort may use the service.

If the passenger has a Disabled Badge we ask them to use this. This is especially useful where parking is difficult.

If we are **NOT** able to fulfil your request for transport for any reason we will inform you as soon as possible.