

## **Our community transport service can help anyone, regardless of age, who has mobility issues or has difficulty accessing**

### **Public Transport**

Whether you need to visit the dentist, want to go shopping or meet up with a friend, our friendly drivers aim to help you get out and about independently.

Our annual registration fee of £10 enables unlimited travel with charges for each journey starting from as little as £5, depending on how far you wish to travel. Journeys with us are more competitively priced than commercial alternatives. Most of our passengers rely upon us for regular local journeys but we are also available to take you on holiday or to visit friends and families outside Gloucestershire.

Once you have registered with us you will receive telephone confirmation and can start using the service immediately.

### **Booking a journey**

Journeys can be booked as little as 24 hours in advance or as far ahead as required. For short notice transport do ring us on the day as we often have drivers available.

**0345 680 5029**

Sometimes you may need to cancel a journey and we ask that you notify us as soon as possible. Please telephone the office as individual drivers cannot accept cancellation requests. Late cancellations may incur a charge.

### **Safety first**

Your safety is our first concern. All of our drivers carry official ID cards and have been enhanced DBS checked. They are trained to support vulnerable passengers and those with mobility issues. We take into consideration your specific needs when you book a journey. Our door-to-door service means that our drivers will see you safely to your destination.

Our vehicles are inspected each day and are subject to regular maintenance checks to ensure that they are safe and roadworthy at all times.

### **Wheelchair users**

We have wheelchair-accessible vehicles and we will assess your wheelchair to ensure it can be safely transported in one of our vehicles. All our drivers are fully trained in carrying passengers using wheelchairs and will have your safety in mind at all times.

### **Helping us to help you**

Our drivers will always aim to pick you up at the time requested. Sometimes heavy traffic or other hold-ups mean we may be a few minutes late. It would help if you could be ready to travel 15 minutes either side of your requested time. Drivers may only be able to wait five minutes if you are not ready to travel. If they have to leave without you please expect to be charged for the journey.