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Tel: 01789 262889

## VASA COMMUNITY TRANSPORT SERVICE TERMS AND CONDITIONS (July 2023)

**The Community Transport Service** is a volunteer led service, with volunteer drivers using their own cars to transport people to medical or social inclusion journeys.

To be registered for the service you must:

- Be aged over 18 years;
- Live in Stratford District, Warwick District or Rugby Borough;
- NOT have regular access to a vehicle or are unable to use your vehicle due to health issues;
- Be unable to use public transport or not have regular public transport where you live;
- Have no other affordable means of transport;
- Have any available friends/family or neighbour to help.

Types of Journeys we will undertake:

- Health Journey- A visit to the GP, hospital, dentist, optician etc.
- Social Inclusion-A trip to a lunch club, a support group, or visiting family or friends in hospital or residential home.
- We are unable to undertake trips for shopping / hairdressers etc

Costs.

- A £3:00 admin fee is charged per journey
- A charge of 45p per mile is charged to and from the driver's location NOT from the passengers, F=for this reason, we will always try to find a driver who is located as near as possible to you.
- Payment is preferred in cash to the driver although other arrangements can be made.
- **MINIMUM CHARGE of £6** (which includes the admin fee (any journey between 0-6 miles)

How to request a journey

- Call 01789 262889, option 1, between 9:30am and 3:30pm, Monday to Friday
- Outside of office hours there is a voicemail for cancellations/emergencies
- We ask for a minimum of 3 days' notice for all requests – the more notice the better the chance of us finding a driver.
- Please note that we cannot guarantee a driver but will do our best and give you at least 48 hours notice if we are unable to fulfil the journey.

## How to cancel a journey

- If you need to cancel a journey, please try, and give us at least 24hrs notice to cancel –this can be done by telephoning and leaving a message if out of hours or by email to [transport@vasa.org.uk](mailto:transport@vasa.org.uk)
- VASA retain the right to charge a cancellation fee of £5 per journey to recover costs.

## Types of journey

- **Wait and Return** where the volunteer waits for the passenger for a short time – up to 2 hours. If the passenger ends up being delayed over 2hours, the driver may wait longer if they can, or will inform the passenger and ask them to contact the office and it may be possible for another volunteer to be sent out to collect them if required.
- **Drop off /In only**-perhaps you are being taken in for surgery and don't require the driver to wait - a return only journey is booked for later in the day (an additional admin fee applies to a second journey)
- **Pick up/Return only** perhaps you have a relative who can take you to day care, but they can't bring you home at the end of the day.

***Most journeys take place between office hours. However, some drivers are happy to carry out journeys earlier in the morning and work later in the evening and weekends, and bank holidays, so please phone and we'll do our best to find a driver for you.***

## Our Promise to you:

- We will always do our best to find a volunteer driver but cannot guarantee any journey.
- We aim to give you 48hrs notice if we are unable to find you one to allow you time to either amend your appointment or find alternative way of getting there.
- We will always try and find the nearest available driver to you in order to keep your journey costs to a minimum.
- All of our volunteer drivers wear ID badges and are insured and have undergone a DBS and reference checks and have their driving licence, MOT and insurances verified annually.
- Our Staff and volunteers will be polite and respectful and as such we ask for the same in return . Any Passenger found to be abusive will not be able to access the service.
- We will keep your personal information safe and stored securely in accordance to GDPR legislation at VASA, we take your privacy seriously and will only use your personal information to contact you about the service (s) we provide.
- Not share your data with any third parties unless we are required or permitted to do so by law.
- Only retain your data for as long as required by law, HMRC rules, our insurance etc. Y
- You have a right to see the personal information we hold on you. If you have any concerns over how we are using your personal information, or to make a request to see what personal data we hold about you, please email [transport@vasa.org.uk](mailto:transport@vasa.org.uk) or call us on 01789 262889.

