

# **MEMBERSHIP AGREEMENT**

## **LITTLE GREEN BUS** **(FORMERLY RIBBLE VALLEY COMMUNITY TRANSPORT)**

### **Bookings**

Only members can make bookings and all journeys must be pre-booked. If you are a member and would like to make a booking, please contact 01200 444484. The booking office is open from 9am to 3pm Monday to Thursday and 9am to 1pm on Friday. Membership is free for people who cannot use conventional modes of transport. You will need to give us a few personal details about yourself so that we can confirm your eligibility for membership. We also need a contact telephone number of your next of kin or warden or other appropriate contact.

### **Same day bookings**

We don't recommend you book on the actual day you want to travel as the availability of same day bookings is limited.

### **Advance bookings**

Many of our shopping runs are very popular, we recommend that you book at least two days in advance or you may be disappointed.

### **Regular bookings**

Passengers travelling for shopping or to lunch clubs, training sessions, etc are treated as regular bookings. Once you have been established on the regular schedule, you do not need to ring to book your journey.

We will come for you unless you tell us different. Therefore it is important that you ring us on 01200 444484 if you are not going. If you do not cancel we reserve the right to charge you for the journey.

### **Types of trips allowed**

Community Transport can be used for all sorts of journeys, such as shopping, visiting friends, or doctors or dentists appointments. It does not cover trips for a group of friends wishing to visit a particular venue.

You cannot use Community Transport to take you to hospital appointments as there are other transport services provided by the NHS for this purpose. If you need help getting to hospital for an appointment, please contact your doctor or consultant for details of transport services provided by the NHS. Or ring Patient Transport to Hospital 01772 903903

Community Transport is not currently suited for trips to work, as it cannot guarantee to provide a trip to work every day of the week.

To make sure that the service is available to as many people as possible, Community Transport operates in neighbourhoods throughout the Ribble Valley on designated days. We are a "Demand Response" service, this means the bus runs to a loose timetable, if we are in your area you can book your journey and travel with us.

We also will do Dial-a-ride on a limited basis, where it fits in with the schedule.

### **What help can Community Transport drivers provide?**

Drivers can provide assistance to and from your door to the vehicle – for example to help you with shopping bags. However, our drivers are not expected to provide any assistance within the home, nor can they provide passengers with personal assistance such as helping you to get dressed before you go out.

If you need help over and above the help that we can offer, you should contact your local authority social services department.

### **Bringing a friend - can I bring someone with me when travelling with Community Transport?**

You can bring someone with you on Community Transport as long as there is a seat available on the bus and they are travelling to and from the same address as you are. If you would like someone to accompany you on your journey, please let us know at the time of booking. They will be subject to our fare structure.

### **Is there a limit to the amount of shopping or luggage I can travel with on Community Transport?**

As we only have limited storage facilities on board our vehicles, passengers cannot normally travel with more than **three average (carrier) sized bags** of shopping or their equivalent.

If you think you may want to travel with more shopping than this, or if you are intending to bring a shopping trolley or luggage with you, please ask our staff at the time of booking whether space will be available.

It is your responsibility to ensure that you have all your bags/luggage when you reach your destination. We cannot undertake to return goods left on the vehicle on the same day.

### **Can I bring my wheelchair on Community Transport?**

All our vehicles are equipped with tail lifts or ramps so that we can carry wheelchairs. You can stay in your wheelchair throughout the journey. For safety we will restrain your wheelchair using specialised equipment and we will also provide a seatbelt for your use. Alternatively you may transfer to a seat if you wish.

If you have a power wheelchair we will need to assess it to ensure that we can restrain it safely on the vehicle. Before you travel the first time with us we will make an appointment to check your wheelchair in your home. As space on the vehicles is limited we only carry two wheelchairs on any one journey.

### **Can I bring my Walking Frame on Community Transport?**

Yes you can. However you do need to advise the booking clerk when you book your journey that you intend to bring it. As space is very limited on the vehicles and all equipment has to be restrained we do have to limit the number of frames allowed on any one journey.

### **Seatbelts**

The law says that if seatbelts are provided on minibuses they must be worn. We expect all our passengers to use the seatbelts. If you have a medical condition that prevents you wearing a seatbelt we will need to see an exemption certificate which you can obtain from your doctor.

### **What if Community Transport does not arrive as expected?**

Community Transport is a door to door service. Because we are never sure until the journey commences just what route we will be taking, we cannot guarantee a pick up time. However, if you have been waiting more than 20 minutes for your vehicle, you should contact 01200 444484 to find out whether there is a problem, such as a delay due to traffic congestion.

## **Cost**

### **How much does Community Transport cost?**

The service is currently free if you are the holder of a NoW Card. Where fares apply, these are set with the permission of LCC, our funders and we try to keep them in line with the local buses. You can ask the exact cost of your journey when you make your booking.

Please try to have the exact money ready to pay to the driver at the start of each journey. If you will need a receipt, please let us know at the time you make your booking.

## **Children**

Children can accompany passengers but only by prior arrangement. We need to carry out a risk assessment on each child prior to their travelling with us for the first time. To enable us to do this we require at least three working days notice prior to the journey. The risk assessment will identify the correct booster seat to be used appropriate to the child's age and height. Children must be kept under strict control by the passenger and must use the booster seat provided and a seatbelt.

## **Dogs**

Dogs may accompany passengers by prior arrangement. They must be kept under strict control, be kept off the seats and on a lead.

### **I am considering buying an electric wheelchair, but I am worried whether it will be suitable to be carried on Community Transport. Where can I get further advice?**

If you are considering buying a new chair, we recommend that you consult us before you make a purchase. We can then advise you whether it can be carried on our vehicles, and help you avoid making an expensive mistake and being left with a chair that cannot be carried on our services.



## MEMBERSHIP APPLICATION FORM

(Please complete all sections of this form)

Title : Mr/Mrs/Miss/Ms/Dr		Name :		Date of Birth :	
Address :		Postcode :			
		Telephone :			
Special Access : e.g. FRONT DOOR, SIDE DOOR, GROUND FLOOR etc.					
Emergency Contact :			Telephone :		
Do you use/have :		A frame <input type="checkbox"/>	A stick <input type="checkbox"/>	A wheelchair electric/manual <input type="checkbox"/>	An assistance dog <input type="checkbox"/>
Are you :		Visually impaired <input type="checkbox"/>	Hearing impaired <input type="checkbox"/>	Speech impaired <input type="checkbox"/>	
Are you able to get on a bus ?		YES <input type="checkbox"/>	NO <input type="checkbox"/>	Do you require assistance to and from this vehicle ?	
		YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
		NO <input type="checkbox"/>	NO <input type="checkbox"/>	NO <input type="checkbox"/>	
Do you have a NoW Card ?		YES <input type="checkbox"/>	NO <input type="checkbox"/>	Do you have a seatbelt exemption certificate ?	
		YES <input type="checkbox"/>	NO <input type="checkbox"/>	Exp Date : .....	
Do you have a seatbelt exemption certificate ?		YES <input type="checkbox"/>	NO <input type="checkbox"/>		
What does your NoW Card say ?		Old Style Card	FLAT Fare <input type="checkbox"/>	NEW Style Card	BLUE Strip <input type="checkbox"/>
			HALF Fare <input type="checkbox"/>		Or
			FREE Fare <input type="checkbox"/>		YELLOW Strip <input type="checkbox"/>
Signature :			Date :		
<b><u>IMPORTANT PLEASE COMPLETE YOUR NOW CARD DETAILS BELOW :</u></b>					
NOW CARD NUMBER _____					

Once completed please forward to :

Ribble Valley Community Transport (Operating as LITTLE GREEN BUS)  
 Unit 3, Hawthorn Industrial Park, Upbrooks  
 Clitheroe  
 Lancashire  
 BB7 1PL  
 Telephone : 01200 444484

*Please note, the information you supply to us will be used only for the purposes of maintaining and monitoring our service. Your details will not be sold to external third parties. However, we would like to keep you informed about our other projects within our organisation, including potential training opportunities and updates that you may find of interest. If you do not wish to receive this information, please tick the box.*