

Basingstoke Community Transport

Terms and Condition for Individual Users

1. **Affiliation** – All individual users of our vehicles must be affiliated members*
2. **Acceptance** - It is deemed that as an affiliated member you have read and accepted these terms and conditions and our Privacy Notice.
3. **Usage** – Any affiliated member can book transport with us as far in advance as they like. Please understand we are NOT a taxi company and don't have a fleet of vehicles and drivers sat waiting for your call, so the more advanced warning we have of your travel, the greater the guarantee that transport will be available to meet your needs
4. **Travel** – You may be accompanied by a registered carer who will not have to affiliate with us*
If more than a registered carer accompanies you, then they must be registered affiliated members and may be subject to the same charges for travel as yourself (This is not our policy to charge but currently there is an EU legislation that states that all passengers must be charged equally at the same price).
5. **Data Protection** – As per our Privacy Policy we will only collect information about you that we deem necessary to operate our services to you
6. **Self Drive** – It is possible for individual users to hire one of our accessible vehicles (subject to availability and certain criteria being met), however the terms and conditions for use are the same as those from group affiliation
7. **Additional Charges** – Unfortunately should you make a mess in the vehicle or anyone accompanying you that you are responsible for, makes a mess then you may be liable for the cost of the vehicle to be cleaned. The current charge is £60
8. **Cancellation** – Please give as much notice as possible of any cancellations. If our driver has already come into our office to get the paperwork for your trip and or has turned up at your home then you are still required to make payment for that trip. No charge will be made to you if enough notice is given. Remember another member may not be able to travel because you have already booked and persistent cancellation may deem that we cancel your affiliation
9. **Fees** – Please ensure any fees (including fees for parking where necessary) are paid to the driver at the start of your journey and remember our drivers do not carry money with them.