

Your guide to Dial-a-Ride



Your membership number:

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Quick reference

Our telephone number:

0845 999 1 999

(020 7309 8900 if you don't want to use an 0845 number)

Textphone number:

18001– 0207 309 8900

Making a booking: option 1

Checking, changing or

cancelling a booking: option 2

Cancellations/ where is my bus? Hotline:

0845 300 4717

(020 7309 0015 if you don't want to use an 0845 number)

Bookings email:

DAR.reservations@tfl.gov.uk

Need to update your details?

DAR@tfl.gov.uk

Sign language telephone interpretation

A sign language video relay service is available on request. For further information on how this service can be set up please see www.interpreternow.co.uk or telephone SignTranslate on 01494 687630.

How to get the best out of Dial-a-Ride

Some of the most popular uses of Dial-a-Ride include shopping, visiting friends and family and other recreational activities.

Dial-a-Ride works best for **local journeys** (under five miles) **booked the day before travel**, that are **flexible** with respect to time. The more flexible you can be with your arrival time, the more likely it is that we will be able to accommodate your journey.

Please be at the pick up point 15 minutes prior to the time you have been given as vehicles will arrive **within 15 minutes** either side of that time.

Please note: Repeated 'no shows' may result in the cancellation of regular booking arrangements and/or the suspension and even termination of Dial-a-Ride membership.

Dial-a-Ride does not charge a fare to passengers and **our drivers are not allowed to accept tips**, so please do not put your driver in a difficult position by offering them one.

Dial-a-Ride badges

You can ask for a Dial-a-Ride passenger identification badge so you are more visible at busy locations such as supermarkets. If you would like one of these badges, please send a stamped, self addressed envelope to:

**DAR Badges
Passenger Services
Progress House
5 Mandela Way
London SE1 5SS**

You can also ask your uniformed Dial-a-Ride driver next time you travel on one of our Dial-a-Ride vehicles.

What you can expect from Dial-a-Ride

- Dial-a-Ride can provide journeys (subject to availability) between 06:00 and 02:00, 365 days a year
 - Dial-a-Ride is a **multi-occupancy bus service**, not a taxi service, so you should expect to travel with other passengers going to different destinations than your own
 - The average Dial-a-Ride customer receives **one return journey a week** from us, so this is a good benchmark of what you can expect
- Your **journey will often take longer** than you might expect in a taxi as it will include time to pick up or drop off others on the way; if you have a medical condition that limits the time you can be on our vehicles, please let us know
- Once you have agreed a booking with Dial-a-Ride, the vehicle that comes to collect you might be:
 - A minibus
 - A black taxi
 - A saloon car (ordinary car)
 - A people carrier style car
 - Dial-a-Ride will allocate a vehicle to you according to your mobility requirements.
 - **All Dial-a-Ride drivers wear a uniform and ID badge**; all other drivers working on behalf of Dial-a-Ride will carry a sign clearly displaying the Dial-a-Ride logo to help you identify them
 - **Our drivers can assist you to and from the vehicle** and can assist you with getting your bags to and from the vehicle to your door

All our drivers are trained in first aid and customer service to ensure you have a comfortable journey and provide assistance should you become ill while travelling.

Dial-a-Ride's limitations

Dial-a-Ride is just one of a number of door-to-door services available in London and is not intended to provide you with all your requirements.

Availability

Dial-a-Ride is frequently very busy, particularly in late mornings when people are going to luncheon clubs, etc. We cannot accommodate every request that we receive.

Sometimes Dial-a-Ride will only be able to offer one portion of your journey (ie the outward or return journey alone) because we are fully booked for the other portion.

Same day bookings rely on cancellations by other passengers, so they have a much lower success rate than our 'next day' service. To increase your chances of success, always use our 'next day' or advance booking services

Types of trips Dial-a-Ride cannot accommodate

Work

Contact your local Job Centre for details of the Access to Work scheme if you require this type of journey.

Hospital and clinic appointments

Contact the medical professional who referred you or the hospital/clinic for information about the alternative service for hospital journeys. You can, however, use Dial-a-Ride to visit your GP.

Day centres and school

Contact your day centre manager or school administrator for details about alternative services.

Assistance

Dial-a-Ride drivers are unable to provide any assistance within the home (such as helping you to get dressed before you go out). If you need help of this kind, please contact your local authority social services department.

Baggage

Our vehicles have limited storage space so passengers can normally only bring up to two average sized bags of shopping or the equivalent (for example a small shopping trolley). If you require the delivery of more shopping than this or of bulky items such as furniture, contact the shop concerned for home delivery services.

Making a booking

Booking line: 0845 999 1 999
press option 1 and then 1 again
or call 020 7309 8900

Open Monday to Friday 09:00 to 16:00 except
Bank Holidays

Please note that your call may be recorded for training, investigation and security purposes.

Next day bookings

- Call the day before your journey to book; for Saturday journeys, call on Thursdays; for Sunday or Monday journeys, please call on Fridays
- Before you telephone us you will need the full details of your destination, including the postcode whenever possible
- You will also need your membership number and details of any companion you are bringing (limited to one companion per registered member)

We will ask you to confirm the mobility aids you will be using to ensure that we allocate the right amount of space; please also advise us if you will be carrying luggage

- If you are bringing children we will need to know if they are under 12 years of age and less than 135cm (4ft 5in) tall, so our driver can bring an appropriate child seat

You can ask for journeys:

By drop-off time

Tell us the earliest and latest times you want to arrive at your destination and we'll try to find a slot in our schedules that matches your requirement.

The more flexible you are, the more likely we will be able to accommodate your journey. For example, 'in the morning' may be more successful than 10:00.

By length of time you want to spend at your location

For example, you want to spend an hour at the supermarket, but are flexible about when you go. This can be a very successful way of asking for a journey, as it increases our chances of finding a space in our schedules that can accommodate your requirements.

Requesting an exact time (e.g. for an appointment)

This is the least flexible type of request you can make and is the hardest for us to accommodate. This type of booking can be made using our **advance booking facility** up to two weeks in advance of travel. (see page 11)

Telephone tips

- Our lines are very busy between 09:00 and 12:00 and you may be held in a queue; we will answer your call as soon as we can, so please continue to hold until one of our staff can take your call
- If you do not have a touchtone telephone, please hold on through the options menu and you will be put through to an operator
- Our staff will ask you a number of questions to confirm your identity; please have your membership number to hand

Continued »

Making a booking continued

Additional information

- If you want to travel with another member, you should make one booking for both of you); we cannot guarantee that we will always allocate you to the same vehicle but making one booking will increase your chances of travelling together
- If you have a mobile phone, please give us the number when you make your booking, so we can contact you if our vehicle is delayed or if our driver has trouble finding you
- If we are unable to accommodate your booking, we will offer to put your request on our wait and will contact you by 19:30. If do not hear from us by that time, it means we could not accommodate your request

Advance bookings

Advance bookings

Use the advance booking option to book a journey for a specific time, for example an appointment. This is the least flexible type of request you can make and is the hardest for us to accommodate.

Requests for advance bookings can be made after 12:00 on our usual booking line, by using our email booking facility (see page 12) or by post to

**Dial-a-Ride
Progress House
5 Mandela Way
London, SE1 5SS**

Requests for advance bookings can be made up to two weeks in advance of travel.

When booking, please remember that your pick up time may be earlier than if you were travelling alone, for example in a taxi.

There is a limit of two advance bookings at any one time.

Regular bookings

If you need to travel to the same place at the same time each week, we can sometimes offer regular booking arrangements.

Requests for regular bookings can be made after 12:00 on our usual booking line, by using our email booking facility (see page 12) or by post.

Availability of regular bookings

The buses used for regular bookings also provide advance or next day journeys. To be fair to all our customers, we cannot allocate all our seats to those wanting regular arrangements, particularly for journeys at the most popular times.

If we cannot offer you a regular booking, you can still request the journey every week using our next day service and our staff will do their best to accommodate when resources permit.

Continued »

Advance bookings continued

Demand for regular bookings is quite high, and sometimes it can take us a number of weeks to respond to these requests. While you are waiting for a response, you can continue to use our next day or advanced booking services to request the journey.

Email bookings

You can book via email for advance and regular bookings. Please email the details of your booking request to DAR.reservations@tfl.gov.uk.

Email requests are processed between 09:00 and 16:00 alongside telephone bookings in the order in which they are received.

Booking for a group

Dial-a-ride is primarily for individuals, but we will try to accommodate groups of members (three or more). Fulfilling these requests will depend on the resources we have available and we cannot guarantee our ability to fulfil all group booking requests.

Booking tips

- If you want to arrive 'no earlier than' or 'no later than' a particular time, please let us know at the time of the booking
- Special booking arrangements apply during Christmas and Easter periods. Details are provided in the In Touch newsletter and as a recorded message on the telephone lines in the weeks before Christmas and Easter each year
- Regular bookings are suspended on Bank Holidays so you will have to make a special request to travel on your usual regular journey on a Bank Holiday.

Cancelling an existing booking

0845 300 4717

(Or 020 7309 0015 if you don't want to use an 0845 number)

Open seven days a week 06:00 to 00:00

Please note that your call may be recorded for training, investigation and security purposes.

This line is only for cancelling an existing booking and is generally answered very quickly. Staff on this line will not take booking requests.

It's important to let us know as early as possible if you want to cancel your booking, as another passenger can use the space instead.

Failure to cancel

If you repeatedly fail to cancel unwanted journeys, your regular booking arrangements may be cancelled. In addition, your membership could be suspended or terminated.

Not cancelling an unwanted booking results in a wasted journey and means other passengers don't get the opportunity to travel in your place.

To check or change an existing booking

Ring 0845 999 1 999, selecting option 2 then option 3. Alternatively you can ring 020 7309 8900.

This line is for checking or changing an existing booking only.

Travelling with Dial-a-Ride

Where is my bus?

If your vehicle is more than 15 minutes late, please call 0845 300 4717 or 020 7309 0015 to check the progress of your vehicle.

Please be ready to give us your membership number.

My bus has arrived but I am not ready

You should always be ready 15 minutes before your scheduled time, as our vehicle may arrive any time within this window. If you are not ready, the driver will have to move on to the next job. If the bus arrives more than 15 minutes before your scheduled pick up time, you can ask the driver to wait until 15 minutes before your scheduled time.

Is this the right vehicle?

If we send a vehicle from another company and you would like assurance before you get into their vehicle,

- Check that the driver knows your name, your Dial-a-Ride number and the details of your booking destination
- Alternatively, contact our office on 0845 999 1 999 or 020 7309 8900 and one of our staff can confirm that the driver has been sent by Dial-a-Ride

Companions and essential escorts

You can bring one other person with you (eg a carer, relative or friend), plus any dependant children that you have, as long as they are travelling to and from the same address as you are.

Sometimes, for reasons of safety, Dial-a-Ride **may require you to travel with someone** (an 'essential escort') who can provide personal support while travelling, as Dial-a-Ride does not provide this service. You will be advised by Dial-a-Ride if this requirement applies to you.

Travelling with infants and children

You can bring your dependent infants and children with you on Dial-a-Ride, provided that they are travelling to and from the same address as you. Children must wear the appropriate seat restraints, so you must advise us of any infants and children you will be travelling with when booking.

Infants (under 12 months old) require special rear facing seat restraints. Please contact us on 0845 999 1 999 option 3 to make an appointment for our staff to visit you to assess your specific requirements.

We will need to ensure the driver also brings an appropriate seat restraint for any child who is

- Over 12 months old but under the age of 12, **and**
- Weighs less than 79lbs/36kgs, **or**
- Under 4.5ft/1.35m tall

Travelling with animals

You can bring your pet with you when you travel, provided that it is suitably restrained or carried in an appropriate container and does not pose any hygiene issues. Animals are not allowed on the seats or to block any aisles of the vehicle and remain your responsibility at all times. You must advise us of any animal that you intend to bring with you when you make your booking.

Frequently asked questions

I am finding it hard to get through to the call centre, can you offer me any advice?

Dial-a-Ride has additional staff available to take bookings during our busiest times, but you will sometimes experience long waiting times between 09:00 and 12:00 due to the number of calls we receive.

If you are making an advance or regular booking request, you must ring after 12:00. Or you can try one of the alternative booking channels:

Email:

DAR.reservations@tfl.gov.uk

Post:

Dial-a-Ride
Progress House
5 Mandela Way
London, SE1 5SS

I am finding it very expensive to make my bookings due to the 0845 number. Do you offer an alternative phone number?

If your telephone operator charges extra for 0845 numbers, you can book on 020 7309 8900 instead. Both of these numbers go to the same call centre.

How can I check if my journey is a local one ?

If you want to check in advance whether your journey is less than five miles long you can use the AA route planner website: <http://www.theaa.com/route-planner/index.jsp>. Simply type in the postcode of your starting point and destination to get an approximate distance.

I wanted to cancel my booking, but could not get through. Do you offer a separate line for cancellations?

We offer a dedicated cancellation line: 0845 300 4717 (or 020 7309 0015 if your telephone operator charges you extra for 0845 numbers). Please do not use it to try to make a new booking as staff on this line are unable to take booking requests.

My vehicle has not arrived as expected, what should I do?

To check the progress of your vehicle, ring: 0845 300 4717 (or 020 7309 0015 if your telephone operator charges you extra for 0845 numbers).

I requested a booking but Dial-a-Ride could not accommodate it. Why?

Dial-a-Ride has a limited number of buses and drivers available. If you can be flexible with the time you want to travel, more often than not we will be able to arrange a journey for you. The difficulty we face is when people ask for a very specific time. As we are mainly a multi-occupancy bus service and not a taxi service, when we are given a request with little or no time flexibility it can be very hard to fit it in with the requests of other customers.

We are more likely to be able to accommodate your journey if you ask to go shopping 'in the morning' or to be taken to a club 'tomorrow afternoon'.

Continued »

Frequently asked questions continued

I asked Dial-a-Ride to take my group for an outing to the theatre but only some members could be accommodated. What can I do?

Unfortunately Dial-a-Ride cannot guarantee to provide transport for all members of a group wanting to attend a particular event, although we will always do our best to accommodate as many members as we can. Contact your local community transport provider (details can be obtained from our membership enquiry line) who may be able to provide a vehicle and driver for your group.

Does Dial-a-Ride offer regular booking arrangements?

Dial-a-Ride can sometimes offer regular booking arrangements, depending on the resources available. We cannot accommodate all requests for regular arrangements, as we have to keep some of our resources free to accommodate one-off bookings as well.

When can I use the advance booking facility?

The Dial-a-Ride advance booking facility is for bookings where you need a time-critical journey, for example to attend an appointment, meeting or ticketed event. You can make this type of request up to two weeks in advance. Our staff will do their best to accommodate the request and will respond within 48 hours of receiving your request.

Will Dial-a-Ride be able to accommodate my wheelchair?

Dial-a-Ride can carry most manual wheelchairs without any difficulty (for sports wheelchairs you will have to transfer to a vehicle seat for the journey). We can also carry most electric wheelchairs up to 76cm wide by 137cm long (37" by 54"). Contact us on 0845 999 1 999 option 3 if you would like to check that we can carry your particular make of wheelchair.

Can I bring my mobility scooter with me on Dial-a-Ride?

Dial-a-Ride can secure mobility scooters up to 76cm wide by 137cm long (37" by 54") on our minibuses, as long as you can transfer to a vehicle seat for the journey.

I have moved house/ been given a new mobility aid, how should I inform Dial-a-Ride?

Please email us or telephone our membership enquiry line (see page 20) to update your details accordingly.

I would like to notify Dial-a-Ride of my mobile phone number. What should I do?

Email us or telephone us on our membership enquiry line (see page 20).

Membership enquiries

Visit our website: www.tfl.gov.uk/dialaride

Email us at DAR@tfl.gov.uk

Telephone us on: 0845 999 1 999 option 3

(or 020 7309 8900 Monday to Friday 09:00 to 16:00)

Please note that your call may be recorded for training, investigation and security purposes.

Please do not use this option to try to make a booking or to check, change or cancel an existing booking as staff on this line are unable to deal with booking matters.

Get involved – Local Area Meetings

Dial-a-Ride wants to involve its members in the continuous improvement of the service. We hold Local Area Meetings, covering each of the London boroughs, where customers can have input into service development. The meetings are not for individual complaints, but for general service issues and policies.

Local area meetings are held in various locations around London and Dial-a-Ride can provide transport so you can attend.

For information on the next meeting in your area, see the latest issue of In Touch, our membership newsletter, or visit our website.

www.tfl.gov.uk/dialaride

Dial-a-Ride Customer Charter

Our mission statement

‘Enhancing integrated travel in London by delivering, through our people, safe, reliable, efficient and innovative public transport services.’

Our service standards

London Dial-a-Ride will strive to achieve its mission by considering the requirements of our customers, our staff, our operational and financial efficiency and our need to be environmentally responsible.

In seeking to achieve a balance between these requirements, we will deliver to our customers by:

- Accepting requests for journeys from individual members or their representatives, or organisations booking on behalf of a number of individual members
- Doing our best to satisfy all requests for journeys of less than five miles
- Doing our best to satisfy requests for longer journeys when we are able to
- Not altering a pick up time by more than 15 minutes either side of the time we have agreed with you, without letting you know in advance
- Letting you know as soon as possible if your vehicle is going to be delayed by more than 15 minutes

Continued »

Dial-a-Ride Customer Charter continued

We will always do our best to satisfy as many requests for transport as we can however there will be occasions when we may have to:

- Decline a request for a journey when we do not have the resources available to provide it
- Cancel a journey for a reason we cannot control – such as bad weather, a vehicle breakdown or the actions of other people

If we have to decline an advance booking request we will always try to let you know within two working days of receiving your request.

We will also:

- Process your fully completed application form as soon as we can – within five working days of receipt if you have applied under automatic eligibility and within eight weeks if you have applied under non-automatic eligibility

- Respond promptly to enquiries about membership
- Send out an application pack within one working day of receiving a request
- Offer you an alternative means of communication if a disability or language barrier makes using the telephone difficult or impossible
- Ensure that our staff treat you with dignity and respect at all times
- Provide information about our service in alternative formats and languages if you ask us to
- Provide assistance to and from the vehicle
- Allocate you a vehicle suitable to any requirements you have, related to your disability

What we ask of you

We will always do our best to meet the service standards we have set out in this Charter. In return we ask you to:

- Tell us as soon as possible if you wish to cancel a booking you have made to enable us to offer the seat to another passenger
- Be ready to travel at the earliest time our staff have told you that our vehicle may arrive
- Let us have a telephone number, preferably a mobile telephone number, so that we can contact you in case of problems with your booking
- Respect the fact that our staff and other passengers have a right to work and travel without having to tolerate aggressive or abusive behaviour

If we fail to meet our service standards

If you feel that we have failed to meet any of the service standards set out in this Charter, you can raise the matter:

- **By telephone on**
020 7446 0251
Monday to Friday
08:00 to 20:00
- **By textphone on**
18001 020 7446 0251
Monday to Friday
08:00 to 20:00
- **By email**
DAR@tfl.gov.uk
- **By letter:**
London Dial-a-Ride Passenger Services
Progress House
5 Mandela Way
London SE1 5SS

Our complaints policy

Our policy is to:

- Welcome comments, complaints and suggestions
- Investigate all complaints
- Find an appropriate solution
- Use comments, complaints and suggestions we receive to improve our services

We will do our best to reply fully to a comment, complaint or suggestion within 10 working days of receiving it. If we cannot give you a full answer within this time, we will contact you within 10 working days to tell you why.

How well are we performing?

Dial-a-Ride regularly publishes a number of performance indicators on the TfL website (www.tfl.gov.uk/dialaride) to show whether we are meeting our service standards.

Terms and conditions of carriage

1 November 2011

1. Introduction

1.1 This document sets out your rights and duties as a customer of London's Dial-a-Ride service and provides supplementary information to that included in the London Dial-a-Ride Customer Charter.

1.2 This document also sets out our rights and duties as the provider of London's Dial-a-Ride service and any references to 'we', 'us' or 'our' means London Buses Limited, which is part of Transport for London ('TfL').

1.3 The terms of this document will apply to the Dial-a-Ride service and your travel on the service (together with any person who accompanies you on the service). Our staff and drivers have no authority to make individual exceptions to the terms of this document.

1.4 We may update and amend the terms of this document from time to time in order to assist with the proper delivery (including improved delivery) of the Dial-a-Ride service and for security, legal or regulatory reasons. We will notify you of any changes to the terms of this document.

Continued »

Terms and conditions of carriage continued

2. Contacting us

2.1 We try to be fair and helpful in all dealings with our customers. We always welcome comments, complaints and suggestions for improvement. You can contact us to raise any such issues about the Dial-a-Ride service.

By telephone:

020 7446 0251
08:00 to 20:00
Monday to Friday

By textphone:

18001 020 7446 0251
08:00 to 20:00
Monday to Friday

By post:

Dial-a-Ride Passenger Services
Progress House
5 Mandela Way
London SE1 5SS

By email:

DAR@tfl.gov.uk

2.2 If you are not happy with the way that we have dealt with your comment, complaint or suggestion you can contact London TravelWatch, the independent transport watchdog set up by Parliament. Contact details are shown below:

London TravelWatch

**6 Middle Street,
London EC1A 7JA**

www.londontravelwatch.org.uk

Tel:

020 7505 9000

Textphone:

18001 020 7505 9000

Fax:

020 7505 9003

Email:

enquiries@londontravelwatch.org.uk

3. Membership

3.1 Only a registered member of the Dial-a-Ride service or a person accompanying a registered member may travel on London's Dial-a-Ride service.

3.2 If you would like someone to accompany you when you travel on the Dial-a-Ride service you must notify us of this requirement when you make a booking. Any non-member accompanying you must travel to and from the same locations that you are travelling to and from and you must ensure that they comply with your obligations in this document.

3.3 If space is limited on the Dial-a-Ride service, it may not always be possible for us to accommodate a non-member on the Dial-a-Ride service and we will notify you at the time of your booking if we are unable to carry a non-member.

3.4 Membership of London's Dial-a-Ride service is available to individual residents of London boroughs and visitors to London who are temporarily resident in a London borough who meet the Dial-a-Ride automatic eligibility criteria. Information on and a copy of the current eligibility criteria can be requested using the contact details set out above at paragraph 2.1 and can also be found on the TfL website at www.tfl.gov.uk/dialaride.

3.5 If you are a registered member and have not made a booking request for three years your membership will be cancelled. If your membership is cancelled you will need to make a new membership application.

Continued »

Terms and conditions of carriage continued

4. Bookings

4.1 All journeys on the Dial-a-Ride service must be pre-booked through the Dial-a-Ride contact centre. Booking requests can be made by an individual member or by another individual or organisation acting on behalf of an individual member.

4.2 Booking requests can be made for journeys taking place between the hours of 06:00 and 02:00 every day of the year including public and bank holidays.

4.3 To make a booking you should contact Dial-a-Ride with details of your required destination and your preferred time of arrival. We will then review the Dial-a-Ride service schedule in your area and, where possible, will offer you an estimated pick up time within a flexible time window, which means that we may arrive up to 15 minutes before or up to 15 minutes after the estimated pick up time.

4.4 The use of a flexible time window allows us to properly deliver the Dial-a-Ride service to all of our passengers travelling that day. If we need to alter your estimated pick up time by more than 15 minutes either side of the estimated pick up time, we will inform you of such alteration as soon as reasonably practicable prior to your scheduled journey.

4.5 We cannot guarantee that you will reach your destination within or at a particular time due to factors outside of our control such as traffic congestion, road works, accidents etc. Please ensure that you allow for this when stating your preferred time of arrival in order to allow sufficient time to reach your destination.

4.6 Dial-a-Ride accepts telephone bookings for journeys within the Greater London Area (defined as the London boroughs).

4.7 The opening hours of the Dial-a-Ride booking lines and details of the types of booking that can be made can be found in the ‘making a booking’ section of this guide and can also be found on the TfL website at www.tfl.gov.uk/dialaride

4.9 If you have agreed an estimated pick up time with our booking office, but are no longer able to make your scheduled journey, you must, where you are reasonably able to do so, contact our booking office in advance to cancel your scheduled journey.

4.9a If you fail to advise us of a cancellation of a regular booking on more than three occasions we may withdraw any agreed regular bookings we have with you.

4.9b If you fail to advise us of a cancellation of an ad hoc booking on more than three occasions we may suspend and/ or terminate your membership.

4.10 We do not accept bookings for transport to hospital appointments or other forms of medical treatment at a hospital or clinic where a patient has been referred by a medical professional for an appointment or treatment.

4.11 We do not accept bookings for home to school transport or for transport to local authority day centres where the local authority has the obligation to provide transport.

4.12 Transportation is subject to availability. A journey request may be refused by the booking office due to a lack of available resources, scheduling constraints or other constraints that affect our ability to deliver the service to the required standards.

Continued »

Terms and conditions of carriage continued

5. Services and Safety

5.1 We will always try to run a reliable service and honour agreed bookings. However, there will be times when, due to reasons beyond our control or that of our contractors, we will be unable to fulfil an agreed booking and, if this happens, we will do our best to tell you why. We reserve the right to delay or cancel a pick up if this is beyond our control.

5.2 We want to make sure that all your journeys are safe. Passengers must (a) wear or use a seatbelt and/or other relevant safety restraint as required by law whilst the vehicle is in motion (unless Dial-a-Ride have been notified in advance of a valid medical exemption certificate and provided with a copy upon request), and (b) follow any instructions given by our drivers in the interests of safety.

5.3 For reasons of safety in some circumstances we require passengers to be accompanied on our vehicles by an 'essential escort' as our vehicles are not staffed with passenger attendants. Examples where we require a passenger to be accompanied by an 'essential escort' include to provide personal assistance, support or to be responsible for the passenger's behaviour are: children under 11; passengers with behavioural problems and passengers with degenerative illnesses such as dementia. 'Essential escorts' must be over the age of 16 and cannot be provided by Dial-a-Ride. We will inform you by letter if this requirement applies to you.

5.4 Smoking is not permitted in any of the Dial-a-Ride service vehicles.

5.5 Due to space constraints we request that you travel with no more than two average sized bags of shopping/one shopping trolley or the equivalent. Luggage must not be placed on seats or block the driver's view or block any aisles, steps, lifts or exits. If you need to take additional luggage, for example a suitcase, please advise our staff at the time of booking. Our drivers can refuse permission for you to take any item onto our service for safety reasons.

If you require delivery of more shopping than this or of bulky items such as furniture, please contact the shop concerned for home delivery service.

5.6 You can travel with an assistance dog or any other dog or inoffensive animal, unless there is good reason for us to refuse to carry the animal for reasons of safety, hygiene or if the animal is likely to upset other passengers. Any animals travelling with passengers must be appropriately restrained or carried in a suitable container and are not allowed on seats or to block any aisles or exits. You must advise us at the time of booking if you are intending to travel with an animal. You will be responsible for any animal that you bring into the Dial-a-Ride service vehicles.

5.7 For safety reasons, in the Dial-a-Ride service vehicles, you must not (a) take flash photographs, or (b) use emergency exits except in an emergency or when instructed to do so by our drivers.

Continued »

Terms and conditions of carriage continued

5.8 When using Dial-a-Ride you and any accompanying non-member must not:

- Swear or use offensive language
- Behave offensively or bully, intimidate or threaten others, including our staff
- Drink alcohol
- Use or carry illegal substances
- Carry a weapon, blade or pointed article
- Damage the vehicle or any other property in any way
- Commit a crime

You and any accompanying non-member must also observe a reasonable standard of personal hygiene and must be fully dressed.

To ensure the continued safety and security of our passengers and staff if (a) you fail to comply with the above rules of behaviour, we may suspend or withdraw your membership to the Dial-a-Ride service upon written notice to you, and (b) an accompanying non-member fails

to comply with the above rules, we may refuse to carry them on the Dial-a-Ride service or future services.

6. Policy on compensation and refunds

6.1 Our policy for paying refunds for alternative transport you may arrange in lieu of an agreed Dial-a-Ride booking is outlined in the table opposite.

If :

We are unable to accept your booking request due to capacity, scheduling or other restraints that affect our ability to deliver the service to the required standards.

We will...

Not compensate you for any losses you may suffer nor refund the cost of alternative transport.

What you can do:

Try to be as flexible as you can with the times you request in future bookings.

If :

Your vehicle arrives within the flexible time window quoted by our booking staff at the time of booking, but you were late for an appointment.

We will...

Not compensate you for any losses you may suffer nor will we refund the cost of alternative transport.

What you can do:

When you book next, make sure you tell us about any time constraints relating to your requested journey.

Continued »

Terms and conditions of carriage continued

If :

Your vehicle has departed (without picking you up) earlier than, or arrived later than the flexible time window quoted by our booking staff at the time of booking.

We will...

Arrange for alternative transportation booked by us at our cost to get you to your destination as soon as reasonably practicable. If this is not practicable, we will refund the cost of reasonable alternative transport arranged by you (on production of a receipt) on request, where this has been agreed in advance by our booking staff.

What you can do:

Inform our contact centre immediately by telephone of any problem. If our staff have advised you to arrange your own alternative transport, please do so, making sure you ask for a receipt.

Contact Dial-a-Ride Passenger Services to request a refund of the cost of any alternative transport you have had to arrange. (see paragraph 2.1 for contact details). A refund will only be issued where our staff have specifically advised you to arrange your own alternative transport.

If :

Your vehicle fails to arrive within the flexible time window quoted by our booking staff at the time of booking.

We will...

Arrange for alternative transportation booked by us at our cost to get you to your destination as soon as reasonably practicable. If this is not practicable, we will refund the cost of reasonable alternative transport arranged by you (on production of a receipt) on request, where this has been agreed in advance by our booking staff.

What you can do:

Inform our contact centre immediately by telephone of any problem. If our staff have advised you to arrange your own alternative transport, please do so, making sure you ask for a receipt.

Contact Dial-a-Ride Passenger Services to request a refund of the cost of any alternative transport you have had to arrange. (see paragraph 2.1 for contact details). A refund will only be issued where our staff have specifically advised you to arrange your own alternative transport.

Continued »

Terms and conditions of carriage continued

If :

Your vehicle breaks down or is involved in an accident, which renders it unable to complete your requested journey.

We will...

Arrange for alternative transportation booked by us at our cost to get you to your destination as soon as reasonably practicable. If this is not practicable, we will refund the cost of reasonable alternative transport arranged by you (on production of a receipt) on request, where this has been agreed in advance by our booking staff.

What you can do:

Inform our contact centre immediately by telephone of any problem. If our staff have advised you to arrange your own alternative transport, please do so, making sure you ask for a receipt.

Contact Dial-a-Ride Passenger Services to request a refund of the cost of any alternative transport you have had to arrange. (see paragraph 2.1 for contact details). A refund will only be issued where our staff have specifically advised you to arrange your own alternative transport.

6.2 The above table does not limit our liability to you if we or our contractors fail to provide a journey as agreed, or if a journey is delayed or cancelled as a result of our breach or default. However, we will in no circumstances compensate you for:

- Losses you may suffer that were not foreseeable to you or us at the time we accepted your booking;
- Losses that were not caused by any breach on our part; or
- Business losses, including all losses relating thereto.

6.3 Nothing in this paragraph 6 will act to limit or exclude our liability for death or personal injury caused by any act or omission by us.

7. Lost property

7.1 Please keep your luggage and possessions with you at all times.

7.2 If you lose something on one of our vehicles, please get in touch with Dial-a-Ride as soon as possible. We will keep items of lost property for a maximum of six months or 48 hours in the case of perishable items.

7.3 If you find any lost property in any of the Dial-a-Ride service vehicles, please tell your driver immediately.

