



*Transport For Your Community*

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# BOOKING FORM

Group Name ..... Date of Booking .....

Contact Name ..... No. of Passengers .....

Address ..... No. of Wheelchairs .....

..... No. of Walking Aids .....

Post Code ..... No. of Shopping Trolleys .....

Phone No.....

Destination.....

Point of pick-up .....

Time of first pick-up .....

Time of bus departure from destination.....

Time of return to original pick-up.....

Cost of Booking.....

I accept the above quotation and agree to the terms and conditions printed overleaf.

Print Name ..... Signed.....

## FOR OFFICE USE ONLY

Hours Allocated .....

Cost per Hour .....

Total Cost.....

Discounts .....

COST OF INVOICE .....

Signed ..... Date .....

# CTLA MINIBUS GROUP TRAVEL POLICY

## INTRODUCTION

Our minibus group travel service is only available to non-profit making community and voluntary groups as well as individual users who are unable to access public transport due to infirmity or disability.

All minibuses are operated under the Small Bus Permit legislation. (CTLA) is the registered holder of a Small Bus Permit for each minibus, and every use is carried out under the terms of the Permit.

This means that:

A minibus can only be used by group members of CTLA. A minibus cannot be used by an individual or a member of the general public.

A minibus cannot be used for activities (or as part of activities) which are profit making. This means that a minibus cannot be used by a private residential home, a private nursing home or a private nursery; however, it can be used by a Residents Association or similar non profit making group within such an establishment.

Whilst being used, a minibus can only be driven by someone who is on the CTLA Register of Drivers.

It is important to realise that demand for group travel use of the minibuses in our fleet often exceeds the available supply and therefore, we cannot guarantee that a member will be able to make all the bookings they would like.

## MINIBUSES

All vehicles currently in the CTLA fleet are fully accessible and have the means of transporting clients in their wheelchairs

The saloon seats in each minibus are fitted with inertia reel restraint systems. Passengers are expected to use the available restraint systems at all times, unless they hold a medical exemption certificate

## PASSENGER SAFETY

It is the user's responsibility to assess each passenger's ability to use the steps or passenger lift when boarding or alighting from a CTLA minibus. Similarly, it is the user's responsibility (where applicable) to assess each passenger's ability to transfer safely from a wheelchair to a seat in a CTLA minibus, and from such a seat to a wheelchair.

It is a requirement that all children (up to 16 years) sit on forward-facing seats and wear seatbelts.

Remember that young children are required to use appropriate seating, and that CTLA does not provide baby carriers, child seats or booster cushions.

If your group is a voluntary child care organisation and CTLA's driver (either paid or unpaid) is likely to have substantial unsupervised access to children whilst driving a CTLA vehicle, you are recommended to consider requesting the Criminal Record Office to provide you with information about that person under the Criminal Conviction Information Scheme. It is not expected that CTLA will be asked to transport unaccompanied children.

## MAKING A BOOKING

Bookings are subject to vehicle and driver availability. Bookings must be confirmed in writing. Requests for regular bookings should be made in writing. All bookings should state dates, times, vehicle required, seating capacity, etc. Bookings are accepted at the discretion of CTLA.

It is important that careful consideration is given to the times for which you wish to use the vehicle, especially its return time.

Keeping a vehicle longer than the pre-booked return time could render the user liable to financial (or other) penalties. In the event of an accident, breakdown or unavoidable circumstances this does not apply.

## ESCORTS

CTLA is unable to offer an escort service for group travel bookings. It is, therefore, the responsibility of the user to provide a reliable and competent escort. An escort is desirable if children or other vulnerable passengers are to be carried. CTLA reserves the right to refuse a with driver booking if a suitable escort cannot be provided.

The escort's responsibilities include:

- Dealing with the needs of passengers
- Escorting passengers to and from the vehicle
- Assisting the driver in planning the route if the job involves multiple pick-ups.
- Assisting the driver in the event of an accident, breakdown or emergency by looking after the passengers.

## PASSENGER SAFETY

## CTLA MINIBUS GROUP TRAVEL POLICY

It is the user's responsibility to assess each passenger's ability to use the steps or passenger lift when boarding or alighting from a CTLA vehicle. Similarly, it is the user's responsibility (where applicable) to assess each passenger's ability to transfer safely from a wheelchair to a seat in a CTLA vehicle, and from such a seat to a wheelchair. CTLA reserves the right to make its own determination about the use of steps or a passenger lift, and similarly about a transfer to and from a minibus seat, if the driver believes that safety has been compromised by the user's assessment.

### BOOKING REQUIREMENTS

A group should give careful consideration to route planning when requesting a booking especially if it involves multiple pick-ups.

It is also important to be accurate about the number of passengers travelling in wheelchairs.

It is the user's responsibility to provide CTLA with accurate information about the destination and/or venue for a journey. This includes details about the precise address, identification of any hazards, and the provision (where necessary) of directions.

### EMERGENCIES

You MUST be able to provide a contact telephone number that will be staffed during the time of the booking. This is especially important for travel outside normal office hours. If you do not provide such a telephone number, CTLA cannot be held responsible for any failure to inform you about any emergency or other problem associated with the booking: e.g. a breakdown on the way to the first pick-up.

### CHARGES

CTLA charges take into account the time the vehicle and driver is away from base and will also include time allowed for setting up the vehicle for a particular journey, e.g. the removal of seats for wheelchair clients. Please contact the office for a quotation in respect of any journeys you may wish to undertake.

### CANCELLATIONS:

Journeys cancelled with less than 24 hours notice are subject to the full cost; cancellation less than five days notice carry 50% of the cost; cancellation notice up to 10 days carry 10% of cost. All other cancellations are subject to an administration cost of £5.

### GENERAL

01. Bookings for group travel are only accepted from members of CTLA. It is the responsibility of the member, not CTLA to ensure that bookings made in the name of the member are made by authorised personnel. A member is responsible for the payment of any reservation accepted in good faith by CTLA booked in its name.

02. The invoice for any particular group travel will be the responsibility of the member organisation.

03. Drivers and passengers are not allowed to smoke in any CTLA vehicle. CTLA reserves the right to refuse requests from groups who ignore this regulation and reserves the right to levy a charge of £15 for clearing up debris caused by smoking.

04. CTLA reserves the right to reject, cancel or vary any booking if the purpose for which the vehicle is to be used is inconsistent with the aims, objectives or rules of CTLA.

05. In the event of cancellation or change to a booking by CTLA no liability can be accepted for any loss, financial or otherwise, arising from our failure to provide a vehicle. and CTLA cannot be held responsible for breach of contract in such circumstances.