

Cambridge Dial a Ride

Group Membership Application Form

Group Details	
Name of Organisation:	
Address of Organisation:	
Contact Telephone Number:	
Email Address:	
Postal Address for Invoices:	
Anticipated Number of Passengers per Trip	

Please identify the Legal Status of your Organisation			
Profit Making Organisation		Non-for-Profit Organisation	
Community / Voluntary Group		Statutory Body	
Registered Charity		Charity Number:	

Please Indicate who may part of your travel group (Tick all that apply)			
Physical Disability		Learning Disability	
Mental Health		Dementia	
Elderly		Other Relevant Conditions (Specify)	
Other Relevant Conditions:			

Please indicate how you wish your group to be collected			
Centrally from the Organisation's address above		Individually from private addresses	
Centrally from another location / address		Other Address:	

Please identify an official contact in case of emergency while using Dial a Ride	
Name:	
Emergency Contact Number	
Position within organisation	

On behalf of this organisation I wish to apply for Group Membership of Cambridge Dial-a Ride. I have read and accept the terms and conditions below. I enclose a cheque for the £25.00 annual membership fee payable to "Cambridge Dial-a-Ride".

Name _____ Signature _____

Date _____

Please send the completed application form by post to Cambridge Dial-a-Ride, Unit B Rene Court, 1 Coldhams Road Cambridge CB1 3EW or email to memberssupport@cambridgedialaride.org.uk

Group Membership of Cambridge Dial a Ride Supplementary information on Group Travel Arrangements

Making your group booking

Once your organisation has taken out Group Membership of Cambridge Dial-a-Ride, bookings from your group can be accepted. We would recommend that you contact us initially to discuss your plans so that dates can be agreed and the type and size of vehicle best suited to your group's needs can be identified. We are happy for organisations with Group Membership to make bookings well in advance of the date on which their group wishes to travel. Some groups choose to book ahead for the coming year so that they can plan and publicise their activities to their own members.

When you make a booking for your group it is **essential** that you inform us at the time of booking the maximum number of wheelchairs requiring space for the journey so that the bus seating can be organised accordingly.

At the booking time, we will also need to know if your members will be bringing any of the following:

- Manual wheelchair (passenger remains seated in wheelchair)
- Electric wheelchair
- Manual wheelchair (passenger transfers to a fixed seat while travelling)
- Walking frame or similar aid
- Scooters
- Escorts to provide personal assistance
- Guide dog

Cambridge Dial-a-Ride must be able to guarantee that sufficient space is made available for passengers using wheelchairs, which necessarily reduces the number of fixed seats in our vehicles. We must also ensure that buses are not overloaded with other mobility equipment, which must not be permitted to compromise doors or gangways or to block emergency exits.

Precise passenger numbers will be required when each booking is made in order to provide for sufficient seating and any necessary storage space in the vehicle to be used for your travel. We appreciate that the numbers travelling in a group of elderly or disabled people may change at short notice due to personal difficulties or health problems, but we would ask you to ensure that we are informed of any significant changes in the number of people travelling with your group so that we can make changes to our arrangements if necessary.

Organising your journey

When an organisation takes out Group Membership of Cambridge Dial-a-Ride we ask for information about the location where our driver is to meet and collect the group. If an organisation asks that the members of its group be collected from individual, private addresses, you must consider that this will require additional time to be planned into arrangements before the journey to your planned destination can commence. Cambridge Dial-a-Ride will not be held responsible for delays or lateness in your plans if changes are made to the collection arrangements without prior notification.

Passengers in group bookings will be returned to the point of original embarkation unless alternative arrangements have been agreed with the organisation by Cambridge Dial-a-Ride at the time of the booking being accepted.

Where delays occur during the journey due to traffic conditions or other circumstances outside the control of our drivers, every reasonable effort will be made to minimise the delay, but drivers will not under any circumstances take risks or contemplate violations of traffic laws in order to make up lost time.

Please note that Cambridge Dial-a-Ride cannot provide escorts for passengers with special needs. The Group Membership organisation must take responsibility for providing escorts where these are

necessary and are always responsible for the care and conduct of members while they are being transported by Cambridge Dial-a-Ride. Our drivers offer assistance where passengers may need help in boarding and alighting from the bus, or in fastening seatbelts. Drivers also take responsibility for operating the tail-lift to enable wheelchair users and those who cannot easily use steps to enter the bus, and they also ensure that wheelchairs are secured during transport. Animals other than guide dogs are not carried by Cambridge Dial-a-Ride.

Charges

The current charges set by Cambridge Dial-a-Ride for bookings by its Group Members are as follows:

- All group mileage will be calculated from and return to the Dial a Ride premises, your chosen destination, and return.

For advance estimate of costs, please contact Cambridge Dial a Ride office.

Cambridge Dial-a-Ride reserves the right to vary the charge according to the attached costs schedule and according to categories and circumstances.

Payment for travel undertaken Group Membership of Cambridge Dial-a-Ride is made against an invoice issued by Dial-a-Ride after completion of the journey. Please ensure that the appropriate recipient for invoices is identified by name and postal address.

Cancellations

Cambridge Dial-a-Ride advises its Group Members to secure their bookings well in advance of the journeys they wish to make. However, Dial-a-Ride acknowledges that planning in advance brings with it the possibility that a booking previously made may have to be modified if plans change. We would recommend that your organisation stays in touch with us in the weeks before a planned journey in order to ensure that as many variables and changes as possible can be anticipated. If unforeseen changes mean that a booking for group travel has to be cancelled, perhaps because reduced numbers make your plans no longer viable, we would ask that you keep us informed about the possibility of a cancellation at the earliest possible time.

Where an organisation cancels a group booking at short notice, Cambridge Dial-a-Ride has to cope with a significant disruption to its scheduling and income stream, and as a result we have reluctantly taken the decision to introduce a financial penalty for short-notice cancellations

The following scale of cancellation charges now applies:

- A cancellation made within 2 weeks of the booked date of travel will be charged at 50% of the due fee.
- A cancellation made within 1 week of the booked date of travel will be charged at 100% of the due fee.
- Bookings cancelled and notified in writing more than 2 weeks before the booked date of travel continue to incur no cancellation fee.

Contacting Cambridge Dial-a-Ride

You can contact us in the following ways:

Postal Address: Cambridge Dial-a-Ride
Unit B, Rene Court
1 Coldhams Road
Cambridge CB1 3EW

Telephone: 01223 506335

Email: memberssupport@cambridgedialaride.org.uk