



## CUSTOMER POLICY

Epping Forest Community Transport aims are to provide transport for people who have restricted mobility, unable to use public transport, live in isolated areas not served by public transport, or have transport needs not met by existing time-tables.

The scheme relies heavily on team of **volunteers** who have kindly offered their time and commitment to meet the special transport need of Epping Forest District residents.

Our operating procedures are as follows:

An annual membership fee of £12 is required. This will be renewable each year. All users must be registered with the scheme, including escorts.

Journeys are booked with the Epping Forest Community Transport office only. Please quote your membership number when booking and have the full address of your destination including postcode.

All customers are encouraged to make bookings at least three clear working days prior to your travel date. However, if you have an emergency please contact the office and the team will endeavour to support you.

If you need to cancel your trip, please inform the office as soon as possible by calling the booking line number 01992 579556. If we are unable to contact our volunteer driver we will charge you a cancellation fee of £3.50.

When taking your journey please be ready 15 minutes each way of your pick up time.

The charity relies entirely on unpaid volunteer drivers, the provision of transport depends on a volunteer driver being available. Epping Forest Community Transport does not provide escorts.

**Booking line is open 9.30-12.30 Monday to Friday  
01992 579556 for booking your journeys**

We are a registered charity and a non-profit making organisation. Therefore the pricing structure is as follows: minimum fare of £3.50 within the Epping Forest District (up to 3 miles), for journeys over 3 miles please add 60p per mile.

For all journeys outside the Epping Forest District, assistance with the volunteer's return mileage needs to be covered by the passenger. Therefore, the minimum fare would be £3.50 (up to 3 miles), for journeys over 3 miles please add £1.00 per mile.

Fees are payable to the driver in cash only at the end of each journey.

When travelling with your partner/carer both parties will need to contribute towards the journey.

If you are a Blue Badge holder please take your badge with you on all journeys with EFCT.

All passengers over the age of 14 are personally responsible to ensure their seatbelts are fastened properly for the entire journey. This is a legal requirement under Section 14(3) Road Traffic Act 1988.

**Not following the above operating procedures may result in refusal of membership.**