



# EPPING FOREST COMMUNITY TRANSPORT (INCORPORATING HARLOW COMMUNITY TRANSPORT)



Charity No: 1148539 Registered Company by Guarantee No: 7983448  
Website: [www.efcommunitytransport.co.uk](http://www.efcommunitytransport.co.uk) Email: [efct@efcommunitytransport.org.uk](mailto:efct@efcommunitytransport.org.uk)

## Terms and Conditions of Registration

**Office opening hours:** phone lines are open Monday to Friday **09.30am – 4.00pm** for all general enquiries and cancellations, excluding Public Holidays.

**Bookings:** phone lines will be open Monday to Friday **09.30am – 12.30pm** for booking all your trips, excluding Bank Holidays. Please Telephone 01992 579556 or 01279 798876 to make your bookings.

\*\* All bookings are subject to driver and vehicle availability.

\*\* Customers are required to provide 3 days' notice of any intended travel.

**Drivers:** please do not book travel direct with our drivers. Any concerns should be taken up with the office and **NOT** the driver. Travel can only be altered with the prior approval of the office and **NOT** the driver.

**Registration fee:** to make use of the charity there is a **£15.00** registration for all individuals.

**Seasonal Excursions:** our seasonal excursions are booked on a first come, first served basis. Bus passes cannot be accepted and there is a charge depending on the distance travelled which **MUST** be paid in full upon booking, either by BACS transfer or Cheque.

\*\* Please note - Payments are non-refundable should you need to cancel.

**Charges and Payments:** A monthly invoice account will be opened for all customers.

**Cancellations by you:** All cancellations made on the '**Day of travel**' will incur a cancellation charge of the full cost of one-way travel.

**Cancellations by us:** Epping Forest / Harlow Community Transport (EFCT/HCT) reserves the right to cancel any travel in the event of unforeseen events or unavoidable circumstances, possibly without notice.

**Assistance:** drivers are **NOT** trained in passenger assistance and are only expected to provide a steadying hand or assist carrying bags where necessary (you should only buy what you can carry as our drivers should not be expected to carry several bags of heavy shopping). Our drivers are **NOT** permitted to enter your property or provide any first aid.

**Escorts:** Please note that EFCT/HCT do not provide escorts for customer travel. Should you require an escort to travel, this person will also have to register as your escort which again attracts an annual **£15.00** fee. An Escort registration form will be sent on request.

**Drivers' Tips:** Drivers are **NOT** permitted to accept any form of gratuity or monetary tip. There is a collection box in every bus, or you can forward a donation to either office, should you wish to donate to the charity. These funds go towards keeping the charity and its services accessible to you all.

**Lost items:** EFCT/HCT are not responsible for any personal possessions left unattended in a minibus / car.

**Liability:** EFCT/HCT is not liable for any consequential loss, financial or otherwise incurred by passengers, following the non-availability of a vehicle, or the failure by EFCT/HCT to provide a vehicle.

### **Epping Forest and Harlow Community Transport**

Social Care Building, 2<sup>nd</sup> Floor, St Johns Road, Epping, Essex, CM16 5EB  
Telephone: 01992 579556/01279 798876