



## APPLICATION TO REGISTER ESCORT WITH HARLOW COMMUNITY TRANSPORT

THE BOOKING LINE IS OPEN WEEKDAYS 9.30-12.30 Tel: 01279 798876

### ESCORT PERSONAL DETAILS

Title:	First Name:	Last Name:
Address:		
		Post Code:
Date of Birth:	Marital Status:	
Home Tel:	Mobile:	
Name of member to be escorted:		

#### General Data Protection Regulations [GDPR]

In May 2018 new legislation is coming into effect that means all organisations will need updated consent from all members to enable our continued correspondence with you in the future.

**I consent to GDPR and agree with the stay in touch scheme.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*We will never share, swap or sell personal details. If in the future you change our mind and would like to receive additional information or reduce communications you can do so by telephoning the office or by email to [efct@efcommunitytransport.org.uk](mailto:efct@efcommunitytransport.org.uk).*

### EMERGENCY CONTACT DETAILS

<b>Emergency Contact Name:</b>	
Relationship to you:	Home Tel:
Mobile:	Work Tel:

**PLEASE NOTE THAT YOU ARE ONLY ENTITLED TO TRAVEL WITH THE NOMINATED MEMBER**

**ANNUAL MEMBERSHIP £12.00**  
**PLEASE MAKE CHEQUES PAYABLE TO: HARLOW COMMUNITY TRANSPORT**



## **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.**