



Your Local Community Bus Service

ABOUT US

ABILITY Northants is a 'not for profit' social enterprise, providing a community bus service.

Our voluntary organisation supports members of the community, in particular those who need transport for a variety of reasons, for example shopping, hairdressers, bank and getting out and about.

Come and Join us !



SERVICE BENEFITS

Our minibus service allows you to get out and about

Trips to Town and Supermarkets

Valid Bus Passes accepted (after 9:30am)

Trained drivers to assist keeping you safe

Easy Booking

Join for Less than 35p per week

Groups/Clubs can hire our minibus with driver

Space for shopping

07799 522097

Shopper Bus - Excursions - Days Out - Lunch Clubs

ABOUT US

ABILITY Northants is a social enterprise providing a community bus service, our aim is to reduce loneliness and social isolation.



WHAT WE DO

We help people to get out and about by providing transport for those who need it to reach services such as shopping, bank, hairdressers, libraries, social events, clubs and local places of interest.

**Don't miss out on a trip,
register today!**



TO USE THE SERVICE

1. All passengers need to be registered.
2. Journey's must be booked, in advance, booking office is open from 9am to 2pm.
3. Bookings accepted up to 4 weeks in advance.

07799 522097

Call us to register and book your journey
Open 9am to 2pm - Monday to Friday

HOW TO REGISTER

To register for the service please complete a **Registration Form**.

Forms available from the office on **07799 522097** or on the website **www.abilitycic.org.uk**

SERVICE

Select which level of service is required (see the back for details).

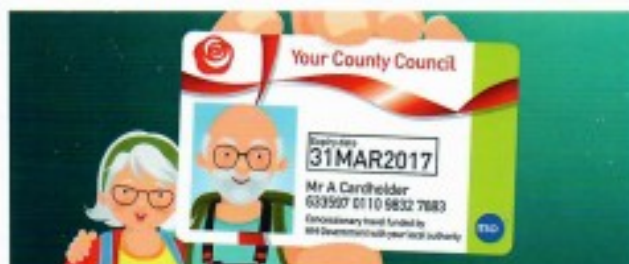
Gold Service - £36 per person (£48 per couple)
Silver Service - £24 per person (£36 per couple)
Basic - No annual charge £2 Booking Fee payable per return journey

Complete the form and return it to us, don't forget to include your payment to ABILITY Northants, Thank you.

FARES

Valid Concessionary Bus Passes are accepted after 9:30am.

If you do not have a bus pass, the normal fare applies.



DONATIONS

We are a voluntary organisation and rely on donations and other fundraising.

We welcome any donations or legacy contributions, please make cheques payable to ABILITY Northants, spare change welcome in the collection bucket on the bus.
Thank you





Do you need a bus?



**Your Local
Community Bus Service**

Register today
and book your journey

07799 522097

admin@abilitycic.org.uk



ABILITY Northants - Registration Prices							
	As of Jan 2019	Annual Registration Fee £	Pre Booking - Shopper Bus	Pre Booking - Other Journeys	Pick Up & Drop Off Location	Assistance Provided	ABILITY Trips Discount
Demand Response Transport	PLUS SERVICE for that extra help	Gold Single - £36 Joint - £48	Ongoing Booking call when you don't want to go	Pre bookings up to 5 days in advance	Home Pick Up & Drop Off	On/Off the Bus Shopping carried to the door	10% Off Trips and advance booking
		Silver Single - £24 Joint - £36	Advance Booking Up to 4 weeks in advance	Pre bookings up to 3 days in advance	Agreed Local Pick up point	On/Off the Bus if needed	10% Off Trips
		Basic Registration Single - Free £2 booking fee applies	Advance Booking 1 week in advance	Pre bookings up to 1 day in advance	At the Bus Stop	None	Not applicable

15 Whitegates
Northampton
NN4 9XA

www.abilitycic.org.uk

Registration Number 11448957

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other
First Name	
Surname	
Address	
Post Code	
Tel Number	
Mobile Number	
E-mail	
Date of Birth	
If you hold a bus pass for concessionary fares, please provide details below	
Bus Pass Number	
Bus Pass Expiry Date	/ / 20

Gender: Male Female

Registration Prices

- | | |
|--|--|
| <input type="checkbox"/> Single Silver £24 | <input type="checkbox"/> Joint Silver £36 |
| <input type="checkbox"/> Single Gold £36 | <input type="checkbox"/> Joint Gold £48 |
| <input type="checkbox"/> *Base Registration – Free | |
| * £2 Booking Fee per journey | |

When travelling will you be using any of the following? (Please tick box):

- Wheelchair
 Sticks/crutches
 Walking frame
 rigid shopping trolley

Do you travel in your wheelchair / Mobility scooter?

Yes No

Is your wheelchair:

Manual Electric

Is the wheelchair or Scooter Collapsible?

Yes No

(n.b. On occasions a separate wheelchair assessment may be required)

Payment methods

I enclose a cheque for £ _____ payable to: "ABILITY Northants cic"
ABILITY Northants cic, 15 Whitegates, Northampton NN4 9XA

Emergency Contact	Name Contact No. Relationship to you
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Acceptance of service:

- ✓ I understand that while every effort will be made to provide me with transport as requested, there may be occasions when the service is limited or unavailable.
- ✓ I acknowledge that fares can only be accepted in cash and that payment will be made to the driver on commencement of the journey or in advance.
- ✓ I will comply with the conditions of carriage as amended from time to time
- ✓ I declare that the information given on this form is correct.
- ✓ Although this information is private and confidential, I give my permission for ABILITY (Northants) cic to use any appropriate information in the case of an emergency and when necessary to pass on any relevant information to the driver or statutory authorities

To comply with the Data Protection Act (1998) we must ask for your permission to store and process your personal and sensitive information for this purpose.

- ✓ I give my consent to ABILITY Northants cic to record my personal information.
Please note we cannot process your registration without your permission.
- ✓ I confirm that I have read and retained the enclosed terms and conditions.

Name:
Signature: Date:

If signing on behalf of another person, please specify your name and relationship:

ABILITY Northants - Registration Prices						
As of Jan 2019	Annual Registration Fee £	Pre Booking – Shopper Bus	Pre Booking – Other Journeys	Pick Up & Drop Off Location	Assistance Provided	ABILITY Trips Discount
PLUS SERVICE for that extra help	Gold	Ongoing Booking <i>Call when you don't want to go</i>	Pre bookings up to 5 days in advance	Home Pick Up & Drop Off	On/Off the Bus Shopping carried to the door	10% Off Trips and advance booking
	Silver	Advance Booking Up to 4 weeks in advance	Pre bookings up to 3 days in advance	Agreed Local Pick up point	On/Off the Bus if needed	10% Off Trips
Demand Response Transport	Basic Registration Single - Free	Advance Booking 1 week in advance	Pre bookings up to 1 day in advance	At the Bus Stop	None	Not applicable

*** £2 Booking Fee per return journey**

SUMMARY TERMS AND CONDITIONS- *Please read prior to signing the application form*

PLEASE KEEP THIS INFORMATION SAFE

1. The office is open Monday to Friday 9am – 2pm, excluding Public Holidays. All requests for travel must be booked by **telephoning 07799 522097**. Please do not book travel direct with our drivers.
2. 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 with the driver.
3. Bookings should be made **IN ADVANCE** at least 24hrs prior to the day you wish travel and is subject to driver and vehicle availability.
4. Charges and payment: Fares are paid in cash to the driver on each trip.
 - **£2.00 BOOKING FEE** applies to those on basic membership, payable on each return journey to the driver.
5. Cancellation: All cancellations must be made to the office at least two hours before you are due to travel.
 - **If you do not inform the office of a cancellation, then a fee of £3.50 will be applied.**
6. The scheme is unable to provide Passenger Assistants to assist with travel. Passengers must be capable of transferring to their seat on the bus, drivers will be able to provide a steadying hand but will not lift passengers. Smoking is not permitted in any of the buses and seat belt must be worn.
7. ABILITY Northants cic reserves the right to cancel any travel in the event of unforeseen events or unavoidable circumstances.
8. ABILITY Northants cic is not responsible for any personal possessions left unattended in a minibus. ABILITY Northants cic is not liable for any consequential loss, financial or otherwise, incurred by passengers, following the loss, theft, breakdown or non-availability of a vehicle, or the failure by ABILITY Northants cic to provide a vehicle.
9. ABILITY Northants cic operates a Diversity & Equal Opportunities Policy.

Data Protection and Privacy Policy is also available on our website.

❖ *What is personal and sensitive information?*

Personal information is data which can be used to identify you. This may include your name, date of birth and address.

❖ *Where will you store my information?*

Your information will be stored in a password protected database system accessed by employees and consented volunteers of ABILITY Northants cic on a server in the EU. Paper copies will be filed in a locked cabinet and only accessed by employees and consented volunteers of ABILITY Northants cic.

❖ *How will you use my personal information?*

We will only share your information with your permission. Your information will be used for scheduling journeys and is used as part of the process for Concessionary Bus Passes.

❖ *Can I withhold my consent?*

Yes, but ABILITY Northants will not be able to process your registration and provide you with transport.

❖ *The information, we hold on record*

The information we hold is available to you at any time, you have the right to obtain a copy and make any corrections. Please write to The Manager, ABILITY Northants cic, a fee of £10 is payable. Please note we will only be able to supply the information to the address we hold on record.