

## **MONKSILVER MOVERS CAR SCHEME**

**Contact Telephone Number 07340656182**

### **Additional Information for new Users (Passengers)**

We hope the following notes give you the information you need regarding the Monksilver Movers Car Scheme.

The service is provided by a group of Monksilver volunteers to transport residents of the parish on various journeys who would not otherwise be able to do so.

We are not a taxi service and there will be occasions when, due to lack of available drivers or weather conditions etc. we may not be able to undertake the journey.

**Who is included?** The service is primarily aimed at elderly residents without their own car or who are unable to get a lift from family members or friends. However, any parishioners over the age of 12 who find themselves temporarily in transport difficulties due to illness of themselves or other family members can be included. Children and teenagers up to the age of 18 must be accompanied by an adult. If you find yourself stranded please give us a ring and we will see what we can do.

**What can I use the scheme for?** Journeys can be both practical and social so pretty much everything from a hospital appointment to spending an hour (or more) enjoying a stroll along Minehead's Esplanade! (Just remember we cannot guarantee the weather!)

**What area do we cover?** Our area of operation includes destinations within about 45 minutes drive from Monksilver. This means places such as Bridgwater, Taunton, Wellington, Tiverton, Dulverton, Minehead and Porlock are accessible. Journeys longer than this may be considered under special circumstances.

**How much will it cost?** Monksilver Movers is a nonprofit making operation and each journey will generally cost 40p per mile each way so the 10 mile journey say to Minehead will cost a total of £8. If, of necessity, the journey requires the driver to pay for parking then you will need to reimburse this cost to the driver. There will also be a £2.50 annual membership fee.

### **Can I use my Bus Pass (English National Concessionary Travel Scheme Pass) ?**

Yes. Provided the journey starts after 9.30am the full cost of the return journey will be reduced by a half (50%). If however, the outward journey starts prior to 9.30 am but the return leg starts after 9.30am then the 50% discount will only apply to the return journey. If both legs start before 9.30 am then no discount will be available.

**How long can I stay at the destination?** Generally, we would ask that your stay at the destination does not exceed 1 hour, however we appreciate that it may not be able to predict periods such as hospital appointments. Where the stay is known to be in excess of one hour the coordinator will consider the need for the Outward & Return journeys to be fulfilled by two different drivers or by the same driver returning to Monksilver during the stay. If this is necessary, the cost to the Passenger will, of necessity, be twice as much. Therefore, our example of a journey to Minehead for say 2 hours will cost £16.

**When does the Scheme function?** We would expect journeys to take place between 8am and 5.30pm, 7 days a week. Times outside these limits would be considered in special circumstances.

PTO

**How do I join?** Please ring the contact number,07340656182 and one of our volunteers will arrange to visit you to complete a short Registration Document. If you have a journey in mind, please mention this during your first telephone call.

**How do I request a journey?**Just ring the contact number,07340656182 and speak to the Coordinator regarding your journey request. **Journeys must be discussed at least 2 days before they are needed and if possible please give us as much notice as you can, even if this is months before the planned trip.** If you get through to the answer machine, please leave a short message including your name & phone number, and the Coordinator will ring you back when available. Once the journey has been discussed the following will happen:

1. You will get a phone call confirming that the journey has been arranged and who the driver will be.
2. You will receive a brown envelope which details the journey and confirms the cost. Please check the details on the envelope and call the coordinator if there are any errors.
3. We would ask you to place the payment in the envelope and seal it. Cash or a cheque made payable to Monksilver Motors.
4. When the driver arrives to pick you up, please give the sealed envelope to the driver.
5. Sit back and enjoy the journey!

We hope you find these notes & the scheme useful.

Anne, Brenda, Hilary, Ian, Phil & Tina