

Information to keep

SUMMARY TERMS AND CONDITIONS

Please read these Terms & Conditions prior to signing the application form

1. The office is open Monday to Friday 9am – 2pm, excluding Public Holidays.
2. All requests for travel must be booked by telephoning 07799 522097.
3. Please do not book travel direct with our drivers.
4. 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.
5. Bookings should be made IN ADVANCE at least 24hrs prior to the day you wish travel and is subject to driver and vehicle availability.
6. Charges and payment: Fares are paid in cash to the driver on each trip.
7. 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.**
8. 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.
9. Smoking is not permitted in any of the buses and seat belt must be worn.
10. ABILITY Northants cic reserves the right to cancel any travel in the event of unforeseen events or unavoidable circumstances.
11. 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.
12. ABILITY Northants cic operates a Diversity & Equal Opportunities Policy.

Key statements about our data protection and privacy policy.

Our full Data Protection and Privacy Policy is 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. Sensitive information is related to racial or ethnic origin, political or religious beliefs, health, sexuality, convictions.

❖ *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. We are obligated to collect this information on behalf of the Traffic Commissioner and the Local Authority. It is used as part of the process for Concessionary Bus Passes and helps us to improve our services.

❖ *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.

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
	Single - £36 Joint - £48					
	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
	Single - £24 Joint - £36					
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