

Keep Mobile Community Transport CIO
Field House
The Green
Beenham
RG7 5NX
☎ 0345 544 0850
E-mail: admin@keepmobile.org.uk



Keep Mobile is an independent, charitable organisation (part funded but ***not*** run by local councils). Keep Mobile's services are available to you if you are *unable to gain access to mainstream public transport due to mobility impairment* and live in the area covered by Bracknell Forest Borough and Wokingham Borough Councils.

There is a cost which consists of

- A Registration fee and life membership
- Dial a Ride annual subscription
- Optional Day excursions Programme which includes three programmes every year and a periodic newsletter.

You can contact us as follows:

Telephone: 0345 544 0850

Opt 1 – For all enquiries.

Our office hours are 8:30 am to 4.30pm, Monday to Friday.

Occasionally the office may be unmanned at lunch time if a volunteer has been called out to drive or escort (our top priority). Please call back after 2 pm.

E-mail to admin@keepmobile.org.uk

Your question can be dealt with, but please remember we do not have spare staff able to deal with your enquiry immediately. We should respond within two working days.

Post

To the address as shown on the back cover.

Payments

Dial a Ride and Shopping- Full correct fare is payable at time of booking via debit or credit card.

Day Trips - Once tickets are issued payment is required within 14 days. If this is not received in the allotted time the ticket will be offered to others on the waiting list.

Departures Times

The bus can wait five minutes before moving on, so please be ready for pickup. Waiting will delay the bus for the rest of its schedule, also the driver could exceed the lawful hours they are permitted to drive if delayed. We may run late due to many problems including road works, traffic, driver shortage, vehicle breakdown and passengers not being ready.

Prices - Fares are for travel only and do not include, meals refreshments or entrance fees unless otherwise stated.

Cancellations All refunds are subject to the following:

Dial a Ride/Shopping All fares are due for a booking made unless we are notified before 4 pm the working day prior to the day of travel.

Day Trips Within 28 days a full refund only if you have taken out insurance on that trip.

On Day Excursions we offer insurance at a cost per trip to cover the fare should you need to cancel for whatever reason at any time up to 4 pm the day prior to travel.

Should **KEEP MOBILE** have to cancel any trip for whatever reason a full refund will be given.

Full Terms and Conditions are contained in the Members Handbook.

Extract from Terms and Conditions

Membership

Membership is open to anyone who is disabled (whatever age) unable to gain access to main stream transport or over the age of 70. Self certification is all that is needed. There is normally no independent evidence required, however we reserve the right to request this. You will also need to reside within the area we operate which is that covered by Wokingham or Bracknell Forest Borough Councils.

Bookings

Dial a Ride and Shopping trips may be booked by telephone during the hours between 9am and 12:30 Monday to Friday (excluding holidays).

Day trips are booked by returning the Application Form, in the addressed envelope provided, which is sent by post at the end of every month.

Dial a Ride bookings need a minimum of two working days notice, as our travel schedules do book up well in advance. Evening and weekend bookings rely on volunteer drivers and may take longer to arrange.

Out of Area need as much notice as possible as we need to make sure a bus is available together with a volunteer driver.

All transport is offered on the understanding that you will wear a seat belt and there is no smoking on or around our vehicles.

KEEP MOBILE belongs to its members, therefore if there is anything you would like us to do **tell us** and if it is possible we will provide it.

We are enclosing for you the following:

- Copy of Excursions Programme (for information only)
- Copy of a recent Newsletter (if available)
- This Guide on how we operate
- Membership Application Form

Membership applications have to be approved by our Management Committee before membership can be activated. There is no refund once the membership is issued.

Membership registration is for life, plus a yearly subscription, for our basic services. If you would like to receive the Day Excursions Programme and newsletter there is a combined subscription. For up to date costs please see the application form plus the initial membership fee. If you only need Dial a Ride you can pay the registration fee plus the yearly subscription. Which will also include receiving the newsletter available on the bus.

KEEP MOBILE has been in operation since the beginning of 1992 and registered with the Charity Commission. Keep Mobile are managed by trustees by way of a Management Committee made up of wheelchair users, other disabled people, carers and those with many years experience in providing accessible transport. All of our committee are unpaid volunteers.

Our mission is to help those in the Wokingham Borough and Bracknell Forest Borough areas unable to use ordinary transport (due to their disability and/or age) to reach their destination, wherever that may be, and have as much of an independent life as is possible with regard to transport.

We operate a fleet of accessible mini-buses all of which have flexible seating arrangements to suit varying needs (i.e. nos. of wheelchair passengers) and passenger lifts for those needing access other than the steps provided at the front of the bus.

All Keep Mobile's Drivers and Passenger Assistants are trained to the Nationally recognised MiDAS standard, (Community Transport Association's Minibus Drivers Awareness Scheme) as recognised by the Department of Transport and ROSPA. We have also achieved the status of having our own MiDAS DATs (Driver Assessor/Trainers) on this scheme. This allows us to ensure that we are training our drivers to the highest National Standard.

We provide the following services, all of which are **door to door**:

Dial a Ride (DAR) where members can telephone to book a journey within the Bracknell and Wokingham Borough areas they require at a time to suit them. We respond by offering a service as near to their requirements as possible. This is now partly funded by Wokingham Borough Council and Bracknell Forest Borough Council.

The **service** is booked by members telephoning with their requirements *at least* two days in advance.

Out of Area where a member requires travel to destinations further afield. Keep Mobile will transport members to any destination in the UK subject to availability. As this service is not supported by any funder we have to rely on voluntary unpaid drivers. The longer notice you give the more chance of us being able to have a driver come forward. All transport is subject to vehicle availability.

Shopping Trips, a regular service to local towns with sufficient time to shop or meet friends etc.

Day excursions, trips to places of interest as published in our programme. We visit many different types of venues near and far most days of the week.

Contract work for other voluntary organisations including Stroke Clubs, Arthritis Care, Polio Fellowship, Berkshire Blind, Alzheimer's Association and Social Services etc.

Group transport where regular transport for meetings or trips is provided. In addition the group can hire a vehicle and use their linked driver (that's a driver dedicated to the group) and the vehicle is used exclusively by the group needing it. In effect it is as a self-drive hire but the driver is trained to MiDAS and has familiarisation training on our vehicles. Bookings can be from an hour to a week.

Phone 0345 544 0850 if you need further information.

If you live in the area covered by Wokingham Borough Council and hold a current Bus Pass you are entitled to the concessionary fare rate. If you are not currently in possession of a Bus Pass you can obtain one directly from the council. You must register the Pass with us prior to travelling to obtain the concession.

Office use only	
Payment £	Card Only
Membership No	M
Services	D O E A S
Entered by:	

Mr/Mrs/Ms/Miss	Name	Date of Birth
Address		
If you would like correspondence to go to an alternative address please let us know		
Telephone	Mobile Tel	Post Code
Do you have a Bus pass? If so what is the number		E-mail: Expiry date
If yes does this include a companion?		Yes/No
Emergency Contact		Relationship
Address		
Telephone No.		
Long term illness or disability		
Do you take any medication?		
Do you have any Dietary Requirements?		

Do you use any of the following aids (please ring)

Walking Stick	Frame	Wheelchair	Power wheelchair
Model of wheelchair. Scooters cannot be accommodated			
Do you use			
A) Breathing aids ?	Yes/no	B) Oxygen ?	Yes/no
Any others please give details:			
Do you suffer from travel sickness?	Yes/no	Can you use a ordinary seat on the bus?	
Can you gain access to your home on return?		How did you hear of Keep Mobile?	

We need to know your ethnic group (for funding) and would appreciate it if you could mark below the group you are nearest to.											
White British	White (other)	White Irish	Mixed Race	Indian	Pakistani	Bangladeshi	Other Asian	Chinese	Black Caribbean	Black African (others)	Other

I am applying for Dial a Ride/Dial a Ride and Day trips. (please delete as required)
I have received a copy of and agree to abide by the terms and conditions, of the Charity rules and amendments as they arise. I understand that the responsibility for the carrying and taking of any medication rests with me and that the above information is for emergency use only. Membership does not guarantee transport
I confirm that I am unable to gain access to mainstream transport due to my disability or I am over the age of 70. Should this not be the situation transport will be terminated immediately.
Sorry! there is no refund once registered.
We are a charitable organisation and are not able to afford returning registration or subscription fees.
Please return this form and the office will contact you for payment