

KEEP MOBILE

Accessible Transport

Unit 8,
171 Evendons Lane
WOKINGHAM
RG41 4EH
Enquiries: 0845 3456696
E-mail: admin@keepmobile.org.uk

OUR charity begins at YOUR home

Thank you for enquiring about our organisation. We are enclosing for you the following:

- (a) Copy of Excursions Programme (for information only)
- (b) Copy of a recent Newsletter
- (a) Description of the organisation
- (b) Terms and Conditions
- (c) Membership application form (please complete as fully as possible to enable us to provide a service to fully fit your needs)

Membership costs £1.00 for life, plus a yearly subscription, currently £5.00(2009) for our basic services. If you would like to receive the monthly programme and newsletter the combined subscription is currently £20.00 (2009)total per year plus the initial membership fee. If you only need Dial a Ride you can pay the £1.00 plus yearly subscription. Cheques payable to KEEP MOBILE please. There is no refund of these amounts once accepted.

Please note that we are an independent, charitable organisation (*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.

Booking Line: 0845 3456696 - This line is usually manned between 9 am and 1 pm, Monday to Friday (excluding Bank Holidays) for Dial a Ride and Shopping trips only. Please do not leave your transport request on the answerphone.

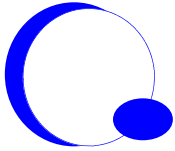
General enquiry Line: 0845 3456696 - For all enquiries . Our office hours are 8.30am to 5pm, Monday to Friday. Occasionally the office may be unmanned if a volunteer has been called out to drive or escort (our top priority). Please leave a short message on the answerphone and someone will call you back.

May we remind you that **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 look forward to you using our service.

Yours sincerely

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Résumé

OUR charity begins at YOUR home

KEEP MOBILE has been in operation since the beginning of 1992 and registered as a charity through the Industrial & Provident Society in February 1993. We are run by 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 adaptable seating arrangements to suits varying needs (i.e. nos. of wheelchair passengers) and passenger lifts.

All Keep Mobile's drivers and escorts 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 all **door to door**

Dial a Ride (DAR) where members can telephone to book a journey **anywhere** 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 operated by members telephoning with their requirements *at least* two days in advance. We will transport members to any destination in the UK subject to availability. All transport is subject to vehicle availability.

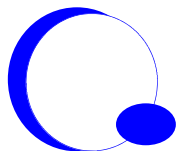
Shopping Trips, a regular service to local towns with sufficient time to shop or meet friends etc.

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

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 0845 3456696 if you need further information or details.



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'. There is a lifetime membership fee of £1.00 which enables you to use our Dial a Ride service. plus an annual subscription (as determined by the Society) for the services. There is no refund available once the registration has been made.

Bookings

Dial a Ride and Shopping trips may be booked by telephone on 0845 3456696 during the hours between 9am and 1pm Monday to Friday (excluding holidays).

Day trips are booked by returning the application form which is sent by post at the end of every month..

Dial a Ride bookings need a minimum of two working days notice. Out of Area or out of hours trips need at least two weeks notice.

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

Payments

Dial a Ride and Shopping- Full correct fare is payable on the outward journey.

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. Also the driver may exceed their hours if we are delayed. We may run late due to many problems including road works, traffic, driver shortage, vehicle breakdown and passengers not being ready.

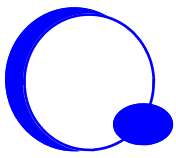
Prices - Fares are for travel only and do not include, meals refreshments or entrance fees unless otherwise stated.

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 day prior to the transport is booked for.

Day Trips Within 28 days a 90% refund only if your ticket can be sold to another member. Within 48 hours there is no refund. 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.



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Membership Application

OUR charity begins at YOUR home

Office use only	
Payment £	Cheque/Cash
Membership No	M
Services	D O E A S

Mr/Mrs/Ms/Miss	Name		Date of Birth		
Address			Post Code		
Telephone		Mobile Tel		E-mail:	

Do you have a Bus pass? If so what is the number		Expiry date	
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Emergency Contact	Relationship	
Address		
	Telephone No.	

Long term illness or disability		
Do you take any medication?	Yes/no	If yes please provide details:

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

Walking Stick		Frame		Wheelchair		Power wheelchair	
Make and model of wheelchair if known							

Scooters cannot be accommodated on our vehicles without special arrangements

Do you use			
A) Breathing aids ?	Yes/no	B) Oxygen ?	Yes/no

Any others please give details:	
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Do you suffer from travel sickness?	Yes/no	Can you use a ordinary seat on the bus?	Yes/no
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Can you gain access to your home on return? Yes/no	How did you hear of Keep Mobile?
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I am applying for membership of a group, the name of which is:

If completing the above there is no need to answer the following questions

I am applying for Dial a Ride/Dial a Ride and Day trips. (please delete as required)

I enclose enrolment fee of £1.00 plus annual subscription as advised by the society. I have received a copy of and agree to abide by the terms and conditions, of the society 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.

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.

All cheques to be made payable to Keep Mobile - there is no refund once registered..

signed

Date