

Community Car Scheme User Guide

1. The scheme office hours are Monday – Friday 9am – 4.00pm. Bookings should be made during these times on 01609 780458 or email to carscheme@hambletoncommunityaction.org
2. Please do not ask our volunteer drivers to do other journeys for you, all journeys MUST be booked through the office. Journeys carried out without going through us are not covered by our insurance.
3. A minimum of four or more working days' notice is required for a volunteer driver/shopper.
4. There is a minimum charge for a journey of £3.00 and a £5.00 charge for delivery of shopping. The charge of Shared journeys will split between the passengers, the minimum charge even of a shared journey will be £3.00 each
5. If the driver goes home between dropping you off and picking you back up this is classed as two separate journeys.
6. The Community Car Scheme is available for social trips as well as medical appointments. During busy periods medical appointments may be prioritized.
7. You will not be charge more than £20.00 for a day return journey to an NHS medical appointment.
8. If you have a blue disabled parking badge, please take it with you to make parking easier.
9. You the client and not the driver are responsible for any car parking charges incurred on your trip.
10. Although we'll make every effort to find you a volunteer driver for your journey, we cannot guarantee a driver every time, as this service relies on volunteers who may not always be available.
11. Please do not ask our drivers for their contact details, volunteers are not allowed to give out their personal details.
12. Repeated cancellations of journeys when a driver has already been allocated will be charged at £10.00 per journey