

Individual membership: terms and conditions

Please read the following terms and conditions before applying for individual membership of The Villager. Receipt of a completed application form constitutes understanding and acceptance of these terms.

- Seats are offered on a first come, first served basis. Membership of The Villager does not guarantee you will be able to travel on any particular journey.
- Trips will only run if the minimum number of passengers has booked a seat. If the minimum number has not been reached and the trip is cancelled, you will be contacted as early as possible prior to the advertised date.
- Advertised services are subject to driver availability and may be cancelled at short notice if a driver becomes unavailable.
- The Villager will not be held responsible for the late arrival of any journey for any reason.
- The Villager drivers are responsible for the passengers only while they are travelling in the vehicle. They are responsible for the safe loading and securing of wheelchairs, and for the safe passage of all our disabled passengers who travel in their wheelchair.
- Passengers agree to wear a seatbelt at all times while using the service (*unless valid medical exemption certificate held*)
- Fares should be paid to the driver on boarding the vehicle.
- Please note that unless advertised otherwise, all prices are for bus fares only and do not include meals or entrance fees where applicable.
- Passengers are requested to ensure that they allow enough time to get back to the bus for the return journey. On arrival at a destination, passengers will be reminded of the time the return journey will leave. Buses will wait for a reasonable period of time for late arrivals, but we reserve the right to set off on the return journey after this time without all passengers on board.
- If a booking is no longer required it should be cancelled as early as possible. Repeated late cancellations of seats or failure to notify seats no longer required may result in the cancellation of a membership.
- Individual membership is open to everyone over the age of 16. Children under the age of 16 can travel but only as part of a family membership, and must be accompanied by an appropriate adult at all times.
- Threatening or abusive behaviour towards the driver or other passengers on board a Villager service will not be tolerated and we reserve the right to cancel memberships for this reason at our discretion.
- Fares for trips reflect the cost of providing the service and as such there are no concessionary fares offered.
- If you have listed a medical condition on the form overleaf you must ensure you have appropriate medication or care available to you. Villager drivers are not responsible for administering first aid and will call for medical assistance in the event of an emergency.
- When a service becomes fully booked a reserve list will be maintained. In the event of a cancellation people on the reserve list will be contacted. If demand is particularly high a second vehicle may also make the journey.
- Certain types of electric scooters may not be carried on our minibuses. Please contact us for more information.

This information is available in other formats and languages from **(01634) 333333**

Supported by:



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Information on our regular excursions, including a membership application form

To find out more about The Villager, call **01634 890100**

Booking office open 9.30am – 12.30pm Mondays to Fridays

Or visit our website: www.villager.org.uk



THE VILLAGER
Community transport for rural Medway

