



Terms and conditions for individual and family memberships

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 have booked a seat (12 people). If the minimum number has not been reached then the trip is cancelled, you will be contacted as early as possible prior to the advertised date. If there are less than 12 people attending the trip and are happy to split the cost of the extra seats we will continue with the trip. Standard rate of £13.50 per person.
- Advertised services are subject to driver availability and may be cancelled at short notice if a driver becomes unavailable. You will receive a full refund.
- 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.
- Passengers agree to wear a seatbelt at all times while using the service (unless valid medical exemption certificate held)
- Fares should be paid prior to the trip unless told otherwise.
- 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 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. You will not receive a refund if you cancel your seat. If the Villager admin call and cancel a trip, you will be entitled to a full refund.
- 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, abusive or otherwise inappropriate 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 membership form, 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.
- When booking your trips please make admin aware of any walkers, frames, trolleys etc. If you do not then on the arrival if you have one this may be refused due to lack of space. Certain types of electric scooter may not be carried on our minibuses. Please contact us for more information.