**Booking Procedures**

Please contact the office by letter, telephone (10am – 4pm, Monday to Friday) or in person. We only accept bookings from affiliated User Groups. We operate a strictly first-come-first-served system and may seek written confirmation of a telephone booking. We will accept single or block bookings.

Please update us on the members of your User Group who are authorised to make bookings.

NB. If one of our own vehicles is not available we will endeavour to hire another on your behalf.

Collection Arrangements.

The standard items issued for a booking are one vehicle key and a Vehicle Log sheet, both in a plastic envelope. When a driver comes to collect these please bring a South Gloucestershire Midas Certificate or I.D. Card. If a driver is not known to us we may refuse to let them drive in the interests of safety and security.

Vehicle keys and documents must be collected from the Four Towns & Vale Link Community Transport office, Coniston Road, Patchway between 9am and 5pm Monday to Friday unless otherwise agreed in advance.

Drivers will be advised where the vehicle will be garaged when the key is collected.

**Charges**

Affiliation fee

There is a charge of £15.00 when a User Group first becomes affiliated to Four Towns & Vale Link Community Transport. This is renewable on an annual basis.

Hire charges

|  |  |
| --- | --- |
| ½ day | £49.50 + 20p per mile |
| Full day | £74.00 + 20p per mile |
| Weekend | £123.00 + 20 per mile |
| Week | £310.00 +20p per mile |
| Mileage rate | £1.15 per mile minimum of £15.00 |

**If you plan to commit to several bookings throughout the year, do contact the office for a special discounted rate.**

Other Charges / notes

There is a minimum charge of £15.00 per hire.

A User Group will be charged at the cheapest rate, whether this is per mile or a daily rate.

A cleaning charge of £50.00 will be levied if a vehicle is left in a dirty condition.

A cancellation fee of £50.00 may be levied if a booking is cancelled with less than two working days notice.

A fee may be levied if a vehicle is returned late, as this may cause inconvenience to Four Towns & Vale Link Community Transport and force us to buy-in another vehicle to cover existing commitments.

Invoicing and Payments

User Groups will be invoiced during each month for the previous month’s hire.

Invoices should be paid within 7 days of receipt. Non-payment without reason may result in transport services being suspended.