

TRAVEL CLUB 2024 – TERMS & CONDITIONS

All our drivers are volunteers – we greatly appreciate them giving up their time to drive for the community.

Membership – The membership fee for 2024 is £6.00. Due to increased costs, we are asking Travel Club members to please pay the membership in advance if you would like to receive future posters. Once membership is paid, passengers will be added to the mailing list.

Trip information – if you need more information about a trip destination, accessibility, drop off points, or arrival/departure times, etc, please call the office and we'll do our best to help.

Cancellations - Please, please let us know if you will not be going on the trip – it can spoil everyone's day if the trip is delayed waiting for passengers who don't turn up. Call the office, **01576 203053** (leaving a message if you get the answer service) as soon as you need to cancel – if there is enough time we may be able to offer the seat to someone on the waiting list. If you are calling after 3pm on the day before the trip, or before 9am on the day of the trip please call the emergency mobile on **079 500 51239**. Passengers will be charged a cancellation fee if the seat is not cancelled.

Annan to Peebles service – this service can also be used to travel to Moffat and Dawyck Botanic Gardens.

Carlisle & Peebles services – these are registered bus routes so membership is not required and the timetables cannot be altered.

Gretna / Eastriggs – we can pick up in Gretna and Eastriggs when travelling south. When booking, let us know where you need to get on. This is not available for the Peebles or Carlisle services.

Connections – if you have a connecting bus please let us know and we will do our best to wait or get back for your connection (within reason).

Physical disability – if you have difficulty moving down the bus or if you are a genuine sufferer of **travel sickness** – please let us know. We will do our best to place you near the front, however we cannot guarantee seats for any companions travelling with you. We cannot reserve seats as in the past this has led to unpleasant situations for the driver to deal with.

Seatbelts – ALL passengers must wear a seatbelt throughout the journey. Seat belt extensions are available for comfort. ACTS' policy is that the bus does not move unless passengers are wearing a seatbelt. In the event of an accident an unsecured passenger can cause severe injury to others. Please notify the driver if you see anyone without a seatbelt on.

Bookings – please keep a record of trips you have booked. We usually contact all passengers in the days leading up to a trip to check they are still travelling but we cannot guarantee to remind you.

Donations are very welcome to support the service.

Tips - The drivers have no expectation of a tip; all volunteers can claim expenses for any costs on the day. It is up to the passenger's discretion.

Change of details – please keep us informed if your details change.

Something to say? We are here to help – if you have any questions, comments or suggestions throughout the year please get in touch; no need to save it for the annual evaluation! We rely on the feedback from our passengers - please let us know if there are any problems. All comments are dealt with in the strictest confidence and we will deal with the issue as quickly as we can.