

Membership

The membership year runs from 1st January to 31st December. The cost is £5 per person.

Trip Prices

Fares are paid on the minibus on the day of the trip unless requested in advance. Entry fees are NOT included in fares unless stated. Children under 16 travel half price.

Bookings

- Bookings are taken from the first of the month prior to the trip, on a first come, first served basis. Please do not try to book before the first of the month. If you reach the answer phone, please leave a message with your requirements. Alternatively you can book by email to admin@actsbus.org.uk.
- We operate a waiting list for each trip once it becomes full. If a seat is cancelled we will contact people on the waiting list in order. If there is enough demand we may put on a second bus (although this may not always be on the same date).
- We regret we cannot reserve any seats but drivers will do their best to accommodate priority needs. Please be sensitive to the requirements of other passengers and move seats if necessary or when the driver asks.

Cancellations

If a passenger cancels 7 working days before the trip there will be a charge - 50% if over 48 hours notice, 100% if less than 48 hours notice.

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 as soon as you need to cancel, **01576 203053** (leaving a message if you get the answer service). 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**.

ACTS may need to cancel a trip due to a lack of interest.

Passenger Safety

Passengers must wear a seat belt throughout the journey and remain in their seats, with their belts on, until the minibus has completely stopped. Do not consume too much alcohol before boarding and no alcohol may be consumed on the bus.

BE ON TIME!

Please be at the pick up point promptly so the trip can get underway. Equally important, please **make sure that you know where and when you are due back at the bus** and that you are there on time.

All our drivers are volunteers – we greatly appreciate them giving up their time. Ask the driver for a card with their mobile phone number in case you need to make contact during the day; hand the card back at the end of the trip. May we remind all our passengers to be courteous and respectful to both our volunteers and each other.

Something to say?

If you have any concerns about one of the trips or suggestions for future trips please tell us. We rely on the feedback from our passengers to 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.