

Clowne & District Community Transport

Newsletter - September 2010

Remember...Remember...

Booking Line 01246 573030 – this can be used for booking, cancelling and finding out information about trips.

General Number 01246 573040 – this is used for all other enquiries.

Timetables

As you may have noticed the timetable enclosed with this newsletter covers 4 months, up to the end of December 2010. Please note that new timetables will be sent to you in December



Personal Safety

In the interest of the personal safety of both our passengers and staff and volunteers we are asking that passengers do not withdraw large sums of money when out on Dial-a-Bus trips. If this is unavoidable please contact Jill Meeds so that arrangements can be made for this to be done safely.



Evening Social Group – a new programme of events will be sent out to members shortly. Meetings will be held once a month on the fourth Tuesday of the month for the merged group.

If you would like more information about any of the projects we run please don't hesitate to contact Jill Meeds.

Cancellations



We have experienced some difficulties recently with passengers missing out on days out due to mixed messages being received.

For special trips we are asking for payment before the trip so as not to disappoint other passengers on reserve. We will need a weeks notice from you in the event of cancellation in order to give a refund.

Passenger Escorts

From April 2010 we no longer have funding for passenger assistants for day trips; this includes passenger assistants provided by CDCT and your own escorts. Those requiring assistants will now have to pay the fare for them and entrance fees. This does not affect normal Dial A Bus shopping trips these will still be free.

Weekend Telephone Numbers

We understand that passengers feel it would be useful to have a weekend contact number for the scheme. Unfortunately at this time we do not have the staff available to provide this service.

We would advise that our office is open from 9am to 5pm Monday to Friday and ask that passengers contact us during these times.

Please Turn Over for more C&DCT News.

Feedback

As a scheme we rely heavily on you all to bring comments and concerns you have to our attention so that we can resolve them.

We always act on comments and concerns raised and are continually looking for ways to improve our service and for new suggestions.

Cancellation Policy



Every seat on our trips is valuable to us and you can help as many people as possible enjoy

our outings by ensuring that you inform the office if you are unable to travel.

This is so important as we operate a system for people to be put onto a reserve list in case of cancellations. I understand that it is not always possible to inform the office, however, if you can it may mean that someone else can enjoy a day out.

Reserve Lists



We would like to take this opportunity to let you know that the reserve list system is being reviewed. We are able to accommodate extra passengers when bookings are high, like seaside trips for example. You should always be offered the opportunity to be put onto the reserve list for a trip as well as an alternative.

If you do not feel that this is happening please call us. To talk about the reserve lists system and how it works please call

Office Number: 01246 573040

Christmas Party



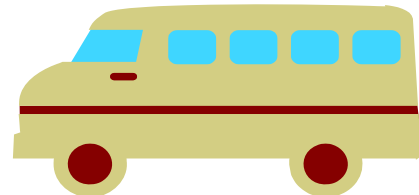
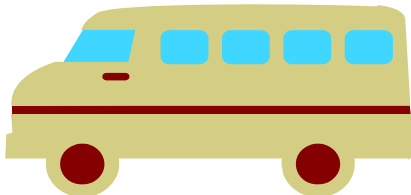
We will be having a passenger Christmas Party on 13th December at Creswell Social Centre. More details will be available closer to the date.

Dial-a-Bus Changes

Included in this pack are the notes from the recent passenger meeting held in July which contain lots of important information.

Extra Trips

We are going to arrange special trips from time to time starting at the end of September so keep a look out on the buses for posters showing the extra trips. The trips will possibly be at short notice but will mean more chances to get out. If you require any further information about the trips you are more than welcome to call and ask.



If you have any comments or suggestions on any aspect of our scheme, please don't hesitate to contact us .