

Customers' Comments

"Your effort, patience and skill have ensured our comfort and safety on the journeys to and from Maidstone Hospital."

Mrs G. Tunbridge Wells

"Thank you so much for the wonderful service you provide, it has helped me so much in this difficult time."

Mrs D. Cranbrook

"The drivers are brilliant, on time, cheerful and helpful when necessary. The volunteers who man the phones have so much patience and always seem able to sort out problems."

Mrs M. Speldhurst

"Your service is fantastic in that the driver often waits and if not ensures that they are able to get into premises, arranges a pick-up time and leaves a contact number.

The drivers arrive on time and are always extremely helpful."

Mr B. Tonbridge



**COMMUNITY
CAR
SERVICE**

Wood House
Wood Street
Tunbridge Wells
Kent TN1 2QS

Transport Bookings:

01892 511627

Office/Queries:

01892 540131

Office Opening Times:

Mon, Wed & Fri

9:00am - 4:00pm

Tue & Thur

9:00am - 12:00pm

Tunbridge Wells & District
Volunteer Bureau
Community Car Service
Registered charity No. 1011653



WWW.COMMUNITYCARSERVICE.ORG.UK
Info@CommunityCarService.org.uk

All information will be held on our CCS database and will only be used for CCS purposes.

All prices and information correct at the time of going to press. Prices and information may change without notification.

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*'helping the community
get around'*



Join our
New Lunch
Club
Today!

**COMMUNITY
CAR
SERVICE**

01892

511627

**Customer
Information
Guide**

**We always welcome
new volunteer drivers**

About Us

We have been providing transport since 1992 for people in West Kent who find it difficult to use public transport.

We provide transport from the early morning to late at night 365 days a year to:-

- ✓ Hospitals ✓ Dentists
- ✓ Doctors ✓ Schools
- ✓ Nursing ✓ Day
Homes Centres
- ✓ Opticians ✓ Shopping

We also take people to visit their loved ones. No journey is too short or too long.

Our Drivers

- ✓ All our drivers have an enhanced DBS check.
- ✓ All our drivers are volunteers.
- ✓ We always allocate the nearest available driver to your home address, to keep costs to a minimum.

Our Charges

Registration Fee

An annual fee of **£15**.

Standard Mileage Charge

65p per mile. The charge starts from the driver's door to your address, to your destination and back to the driver's door.

Minimum Charge per journey

£6.50. Equivalent to a 10 mile journey.

Surcharges per journey

£5 for a weekend journey.

£10 for a Bank Holiday.

Waiting Time

Drivers can wait up to an hour at most destinations **free of charge**. On longer journeys a waiting charge of **£3** per hour may apply.

Aborted Mileage Charge

Cancelled bookings with less than 24hrs notice may incur a charge.

Paying for your journey(s)

You will receive an invoice by post the following month. Payment details will be on the invoice. If you have any queries don't hesitate to call. You do not pay the driver.

New Client Registration

To register with us please complete this form and return it to: **Community Car Service
Wood House
Wood Street
Tunbridge Wells
TN1 2QS**

Name: _____

Tel No.: _____

When we receive your form we will call you to complete the registration.

Your registration fee of £15 can be paid by:-

Cheque Please make payable to 'CCS'. Send with your completed form to the above address.

Debit/Credit Card Just call us on 01892 540131 to make a payment and register.

BACS Account No.: 00019086, Sort Code: 40 52 40. Quoting your surname as a reference.