

# Fermanagh Community Transport – the Guidelines.....

- Anyone wishing to use this service must be a member.
- Office hours are Monday – Friday, 9am to 5pm.
- **All bookings must be made before 4pm at least the day before travel** so if you wish to travel on a Monday, you need to book by 4pm on the Friday before.
- Anyone over 16 must take full responsibility for their own bookings. (Unless otherwise arranged with the office.)
- Please be aware of the cost of your trip and have the exact cash for driver. If you are not sure, ask the person taking your booking.
- We will aim to arrive within 10mins either side of the requested time.
- If we are delayed, we shall attempt to contact you if possible.
- Please be ready when vehicle arrives or this may cause the driver to be late for the next passenger.
- All bookings or changes must be made through the office – information given to the driver will not be registered.
- All trips must be paid for at the time of travel although you can pay for the return journey on the first journey of the day. Make sure your receipt notes the return fare.
- It is our policy to issue a receipt for all payments – if the driver fails to automatically issue a receipt, please request this from the driver. If there is a dispute about payment, then a valid receipt must be produced to prove payment.
- **We can issue an invoice for payment but this must be agreed in advance with Management. All invoices must be paid within 30 days otherwise membership may be suspended.**
- If in an emergency you need to travel at short notice, contact the office and we may be able to assist you. We endeavour to do our best but this is not always possible.
- If you wish to cancel outside office hours, please contact the emergency number 07525669465. This is only for immediate cancellations or emergencies. Cancellations for next day after 9am will not be accepted on emergency number please ring the office on the morning of travel.
- **If you wish to cancel your booking, please do so before 4pm the day prior to travel otherwise we have to charge you for the trip even if you have a Smart Pass.**
- If you cancel without notice on 3 occasions within 1 month, we shall suspend or cancel your membership and you will not be able to use our services.
- If you are a Smart Pass holder, please note that your Pass must be verified by the Department of Infrastructure before we can accept it.
- Once a Smart Pass has been verified, it must be shown to driver on each journey regardless if he/she has seen it before.
- If you fail to show your Smart Pass or your Pass is no longer valid, then you will have to pay the full cost of the trip.
- Your journey may be carried out by a Minibus or Volunteer Car Driver. Please be aware that the driver that drops you off may not be the same one who picks you up. All drivers should have a Fermanagh Community Transport ID badge or uniform.
- We operate a strict no alcohol policy, so please refrain from consuming alcohol prior to travelling with FCT.
- We operate zero tolerance towards anyone who is rude or abusive to our staff or other members.

**028 6632 4260**