

**YOUR  
GUIDE  
TO MKCT'S  
NEW GROUP  
TRANSPORT  
SERVICE**

# Group Transport

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# Introduction

Our Group Transport service helps community and voluntary groups hire accessible minibuses, with driver, at affordable rates.



Our aim is to provide a high quality service, with fully trained drivers and well maintained vehicles, at the lowest possible cost. Our service is open to any community group, for example youth clubs, sheltered housing schemes, schools or churches. A basic registration form is needed to join the service, but this is free of charge.

*“Our Group  
Transport  
service helps  
community and  
voluntary  
groups hire  
accessible  
minibuses”*

## SMALL GROUPS...

As our charges are based on the cost of the whole bus, Group Transport may not be ideal for very small groups. In general, there would ideally be 10 to 14 people travelling together to make this service feasible.

If this isn't the case for your group, you may wish to consider using the PlusBus service (for trips within Milton Keynes, subject to being a member) or looking at our range of organised day trips, which are open for individuals to book onto.

Please call us for further advice.

## DESTINATIONS...



We can accept Group Transport bookings to any destination, including those outside of Milton Keynes. It's entirely up to you where you go to - we've taken groups as far as Southend and Birmingham, and as locally as to Milton Keynes Theatre. Please note that it's up to each group to check opening times, prices and accessibility of places they visit.

## Bookings

Our main Bookings Line (01908 266950) is open from 9am to 3pm on weekdays, but not bank holidays, and bookings can be made up to 3 weeks in advance.

When you call us to make a booking, you'll need to tell us;

- Your group name and membership number
- The date and time you want to travel
- How many passengers you have, including how many frames/trolleys and how many wheelchairs/scooters
- Your destination, ideally including the postcode

If possible, we'll deal with your booking at the time whilst you're on the phone, however sometimes we may need to take the details and call you back later. Please note that all booking requests are subject to availability.

# Drivers

We recognise that our drivers are a vital part of the service we provide. We employ around 30 drivers, all of whom...

- ...have completed their MiDAS training course
- ...complete an enhanced CRB check
- ...carry an ID card
- ...wear uniform

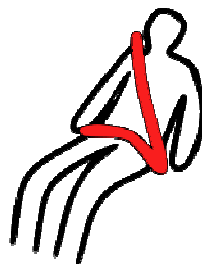
We hope you'll be very satisfied with the help provided (99% of replies in our 2008 customer survey rated our drivers as "good" or "excellent"! ) but do call us if you have any queries.



*“Our main focus is on providing a safe and reliable journey for each customer”*

## PASSENGER SAFETY

Our main focus is on providing a safe and reliable journey for each customer. We have a specific Passenger Safety User Guide that explains some of the key points, but all our drivers will guide customers on the key issues. For example, each passenger must by law wear a safety belt (unless they have, and bring with them, a valid medical exemption certificate).



# Availability

We have two main types of vehicle available, as indicated in the pictures below. Please note that our fleet is relatively small and we often only have one vehicle available at any given time. Bookings are accepted on a first come, first served basis, up to a maximum of 21 days in advance.

Please do contact us to discuss your requirements, and we'll see how we can help - if you're able to be flexible about times or even dates, we'd hope to be able to find a suitable journey for you.

One of the most frequent questions is about the capacity for wheelchairs. Please note that in general if there is a wheelchair user who cannot transfer to a seat, then there would be a maximum of ten seats available on the vehicle. We don't normally have any buses with capacity for more than one wheelchair, other than in the evenings/weekends.



**10 seats +**



The bus would also have space for two frames or folded wheelchairs



**14 seats only**

The bus would also have space for two frames or folded wheelchairs

# Costs

Our charges are based on four standard bands, which reflect the distance involved. These bands are as follows;

<i>Band</i>	<i>Distance</i>	<i>Single</i>
<b>1</b>	Within MK	<b>£25</b>
<b>2</b>	Up to about 50 miles	<b>£50</b>
<b>3</b>	Up to about 75 miles	<b>£75</b>
<b>4</b>	Longer distance	<b>£100+</b>

Each cost is for a **single** trip, with one pick-up. We can collect passengers from multiple pick-ups, at a small additional cost. Please call us if you need more information or clarification.

*“Our standard cost is £25 for a single trip within Milton Keynes”*

## EXAMPLE COSTS...

The distances given above are only for guidance; we can confirm which band any particular destination is in when you call us. Some examples, however, are;

**Band 2:** Bedford, Northampton, Oxford

**Band 3:** Birmingham, London

**Band 4:** Great Yarmouth, Southend

Any cheaper?

## COMPARING OUR SERVICE...

Please note that we do not guarantee to be the cheapest operator for any particular journey. You may find that a local coach or minibus operator can offer you a lower price on occasions, particularly if you do not require wheelchair capacity.

Our focus, however, is on providing a high quality and accessible service, and we believe that “*you get what you pay for*” is normally true. However, we’d suggest to any group to get other quotes as well.

## Confirmation & Invoices

When a Group Transport journey is booked, a confirmation letter is sent in writing, stating the date, times and cost.

Please do check this straight away, and contact us if there are any queries.

Once a trip has been booked, at least 48 hours notice needs to be given of a cancellation, or the full charge will still be applied.

Invoices are issued for each trip - please do not pay the driver in cash! - and these explain where to send payment. Please note that we do not accept credit card payments, so it will be necessary to issue a cheque.



MKCT is an equal partnership between Age Concern and Ealing Community Transport. We trade as a “social enterprise”, basically meaning we don’t have to make a profit for shareholders.

31 Burners Lane  
Kiln Farm  
Milton Keynes  
MK11 3HA

Bookings:  
01908 266950  
Cancellations:  
01908 266955



## Regular Trips

Most of the bookings we receive for Group Transport are for casual journeys (i.e. one-off trips). If your group would like to travel on a regular basis, for example to a particular club or session, then we may be able to book transport for you on an on-going basis. Of course, as with any other journey, this is dependent on availability, but we’d be happy to discuss the possibilities with you.

If you’re travelling on a weekly basis and are able to commit to travelling for at least three months, there may be scope for us to offer you a lower price than those listed in this guide.

**If you’d like to discuss this, or any other aspect of Group Transport, please don’t hesitate to contact us!**