

## Booking Procedures

When making vehicle bookings please ensure you have the authority to make bookings on behalf of your group i.e. you are the nominated person.

Please have the following information:

1. The date(s) you wish to use the vehicle(s).
2. The times you require the vehicle from and to; the time you pick up the vehicle from Low Hall Depot until the time you return it to Low Hall Depot.
3. The number of seats you require (the maximum number of seats is 17 inclusive of driver).
4. Do you require an accessible vehicle i.e. with tail lift or low passenger entrance step?
5. Do you require a space for a wheelchair user? Please note: you lose two seats for each wheelchair; in some cases three if the wheelchair is electrically driven. For safety reasons we recommend that only two wheelchairs are carried on a vehicle at any one time.
6. If using a CTWF driver please supply the start address and destination address (including street name and postcode).
7. The name of the driver on the day of the outing. If you are using your own driver they must be registered as MiDAS drivers with CTWF.

### Please note:

- Please give as much notice as possible of your requirements as resources are limited and we do not wish to disappoint you.
- If you need to cancel a booking please ensure that you give at least 24hrs notice (48 hours notice if it is a Sunday booking). If a booking is cancelled within 24 hours, we will charge you £10. Where a booking has been made and not cancelled, and the vehicle is not used, the session charge will be applied.
- When returning a vehicle please complete the log sheet in full. If the office is closed return the keys and log sheet to the security office at the front gate.
- Keys can only be left at the security office when returning the vehicle; they cannot under any circumstances be picked up from there.