The Car Share Transport Service

The Hospital Car Share Transport Service provides a fixed price hospital transport service where taxis are used as a convenient and cost effective alternative to buses and volunteer drivers. Our Hospital Car Share Service covers Dorset, West Hampshire and South Wiltshire and provides transport to and from the Bournemouth and Christchurch Hospitals.

No Membership Fees.

Licensed Trained Professional NHS approved Drivers.

Simple immediate booking when ready to travel

Available 9am to 6pm Monday to Friday

*Patients are charged a fixed rate depending on which zone they live in for example only;

<table>
<thead>
<tr>
<th>Zone</th>
<th>Approx. Distance</th>
<th>Single Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zone 1</td>
<td>2 miles</td>
<td>£5.00</td>
</tr>
<tr>
<td>Zone 2</td>
<td>4 miles</td>
<td>£8.00</td>
</tr>
<tr>
<td>Zone 3</td>
<td>6 miles</td>
<td>£12.00</td>
</tr>
<tr>
<td>Zone 4</td>
<td>8 miles</td>
<td>£15.00</td>
</tr>
<tr>
<td>Zone 5</td>
<td>10 miles</td>
<td>£19.00</td>
</tr>
<tr>
<td>Zone 6</td>
<td>11+ m</td>
<td>POA</td>
</tr>
</tbody>
</table>

*THESE ARE EXAMPLES ONLY
CONTACT OFFICE FOR CORRECT
Benefits of the Car Share Scheme

- You will be dropped off in the correct place – no long walks from the car parks
- No more 4 hour waits for Hospital Transport
- Help your local NHS save money and reduce clinic congestion.
- No Car Park Charges or worrying about the ticket expiring
- Massive savings compared to regular taxi fares
- Fixed prices without the nasty shock at the end of the journey.
- You don’t have to worry about finding a parking space
- You avoid traffic congestion by using taxi lanes
- You help to reduce pollution and traffic congestion by sharing a transport

Hospital Car Share Transport Service

Terms & Conditions

Car-Sharing is a transport service for any one visiting Bournemouth Hospital.

These are the Conditions of Bookings. The contract between the parties is made on the terms outlined herein.

PRICES
Prices are based on known costs as of March 2018 and can vary without notice check before travel.

SERVICE
The service is available for pick-ups between 9am to 6pm 5 days a week Mon-Fri, excluding public holidays.
DATE OF DEPARTURE & COLLECTION TIMINGS
These are subject to change or cancellation, should unforeseen circumstances occur. Please reconfirm at time of booking. Allow plenty of time as we reserve the right to vary picks up times without notice so as to accommodate as many sharing passengers as possible we aim to work within a 30 minute window this is a goal not a definite.

CONVENIENT RETURNS
Drivers have to work under strict legal and time restrictions and therefore you will be dropped back at your address or a convenient stop, depending on the traffic conditions.

SMOKING
Smoking is not permitted.

CHILDREN
Children under sixteen must be accompanied by an adult.

CHILD REDUCTIONS
Children are charged at the same rate as an adult but a parent can travel as an escort.

CARERS
A carer is permitted to travel free of charge where a carer is deemed necessary on medical or security grounds.

RESERVATIONS
Reservations are needed please book as early as possible but not more than 28 days prior. Journeys must be booked in advance with the operator at The Car Share Service, and can be from any distance ensure you get a fixed price prior to travel. All calls are recorded. You agree that we can use the information provided to expedite your travel but for no other purpose.

You can also use the service to link up with the local bus services from Bournemouth Hospital. The Hospital Car Service will match people’s journey requests where possible, so you are likely to be asked to share the taxi with other people making similar journeys. Journeys will not always be the most direct as journey planning makes allowance for the most expeditious route for all clients.

ADMINISTRATION FEE
The application/administration fee is annually renewable.

THE JOURNEY
All journeys are single (one way) you will need to ring when ready to return.

ZONES
Prices are fixed within zone boundaries information available on request. All zone fees are quoted for single journeys. Prices can be varied without prior notice. However any price will be fixed at the point of booking and prior to travel.

ZONE PRICES
Prices can be changed without notice and current price guides are available on request.
RETURN TRIP
You may have to wait on your return trip to be paired with other clients.
We aim to collect within 30 minutes of your phone call and generally will collect within 15 minutes; if concerned please call PRC Streamline Taxis on the Car Share Line 01202 671993 for a progress report.

CANCELLATION
If your trip needs to be cancelled please contact us as soon as possible as you may still be charged for your trip.

All prices are agreed at the time of booking any publicised rates can vary without notice.

RESPONSIBILITY
Hospital Car Share Transport accepts no responsibility for delays caused by situations outside their control.

Hospital Car Share Transport will make their best efforts to get clients to their destination safely and in good time but accept no responsibility for accidents, damage or any delays.

EXTENDED TRIPS
If you want to travel on from the Hospitals to any other destination you will be charged at the full meter and the trip will be treated as a new journey commencing from the Hospital we would expect a price to be agreed with the driver or the office before this onward journey is commenced.

INSURANCE
All vehicles are insured fully comprehensively for Hire and Reward

DRIVERS
Drivers are all licensed by the local authority and have DBS clearance.

PUBLIC LIABILITY
All vehicles carry £10,000,000 Public Liability Insurance.

ACCIDENT OR LOSS
We have no liability for loss, damage, delay, inconvenience, or direct or consequential loss, however caused, unless due to our employees negligence, in which case our liability is limited (except for death or personal injury) to a maximum of the refund of the journey cost. We do not own or manage the vehicles, treatment centres and restaurants used and we have no liability for loss or damage caused by the proprietors or operators thereof.

CREDIT CARDS
We will accept payment by credit card however this must be paid in advance, in full and in total.

GRATUITIES
Prices do not include gratuities to the driver.
GENERAL CONDITIONS
We may, at our discretion, require any person to withdraw from any trip if we deem his acts or conduct offensive or a nuisance to other passengers, and we shall have no further liability. We reserve the right to cancel any trip due to lack of demand and also to use vehicles as dictated by demand. No servant or agent of ours can vary our conditions and any such purported variation shall be of no effect unless it has been signed by one of our Directors.

All matters concerning this booking shall be subject to English Law. If you have comments about your journey, you should make them to the company.

We reserve the right to discontinue this service without notice.

SUPPLIERS.

The service is currently provided by PRC Streamline Taxis. PRC Streamline Terms and Conditions of travel will apply to all travel and reservations if not covered herein.

Frequently Asked Questions

What is Car Sharing?
Car-sharing is when there is more than one person travelling in a taxi, each sharing the same destination but each paying a separate, discounted fare.

How much does it cost?
It can cost as little as £5. Ring 01202 671993. For your fixed price travel.

What are the Benefits of Sharing a Taxi?
There are many benefits to sharing a taxi, including:

- You will save money if you already use a taxi, up to 50% of your current fare
- Save on those parking fees.
- No problem finding a parking space.
- It helps reduce congestion
- It helps reduce air pollution
- If you travel on a road with taxi lanes you can save a lot of time too
- You will be taken to where you want to be – no long walks from car parks!

Are there any limitations to trips that I share?
This scheme has been specifically designed for transportation to and from your local Hospital. Visitors and Escorts are welcome to join the scheme. Customers travelling to and from remote villages or rural locations are also welcome.

The idea is to help people to make the most of the convenience of taking a taxi whilst significantly reducing their personal cost.
Why Share a Car?
Car sharing has major benefits to customers and provides a viable alternative to a bus.

There are major advantages to sharing a car:

- You are not dependent on a single car. With traditional car sharing, if the car or driver isn’t available on a particular day, you may have a problem. With car share, you will always get one from our pool.

- Our suppliers carry £10 million public liability insurance, in the unfortunate event of an incident.
  Our cars are guaranteed non-smoking; in fact, as of July 1st 2007 it is illegal to smoke in a taxi at ANYTIME, even when it is off duty- no more smelly vehicles- does this apply to a private volunteer?

- Fares are transparent with no hidden costs and no need for meters.

- Each person pays a fixed price REDUCED fare.

- Fares can be pre-paid for by a third party e.g. son /daughter, care home manager

- Clients are encouraged to feel more secure and not fret over the cost i.e. meter watching, this removes some of the tension and makes for a more pleasant journey.

- Drivers are not embarrassed about charges and money can be collected in advance

What happens in the case of a disabled person or wheelchair client?
Currently we do not have any SAV’s within the Car Share program due to their specialised nature however we always recommend an alternative. Hopefully over a period of time as wheelchair accessible vehicles become more common this problem should resolve itself. However disabled passengers are able to transfer and we will assist with a large vehicle to accommodate wherever physically possible.