

Passenger terms and conditions

-  Please do not book journeys directly with our drivers. Please ring 0300 30 30 125 to book all journeys.
-  Tell us as soon as you receive your appointment date and time to give us time to find a driver.
-  We must receive at least 2 working days notice of your appointment.
-  When we have found a driver for your journey, we will ring you to confirm the details. Your journey is not confirmed until you receive this call.
-  We ask passengers to be considerate and not ask our drivers to make detours.
-  We are sorry, but we cannot accommodate wheelchairs.
-  We politely request that you are ready to be collected at the agreed pickup time.
-  If your health is such that you think you might need medical support to make your journey, please consider using hospital transport instead.
-  As this is a service provided by volunteers, we cannot guarantee that we can find a driver for every journey.
-  Passengers must meet the cost of any car parking (if applicable) or congestion charge.
-  We will not tolerate rudeness or verbal/physical abuse of our staff and volunteers.
-  If terms and conditions are breached, we reserve the right to terminate your membership.

**citizens
advice**



Volunteer Driver Service is a project operated by Citizens Advice North Oxfordshire and South Northants
26 Cornhill
Banbury
Oxfordshire
OX16 5NG
Charity number 1079719

Citizens Advice North Oxfordshire and South Northants has a complaints handling procedure.

Please email bureau@citizensadvicenosn.org.uk to request a copy of the complaints leaflet to be either posted or emailed to you.
Published October 2018



Please call:
0300 3030 125
to book a journey
or to find out more



Volunteer Driver Service

N o r t h O x f o r d s h i r e

What is the Volunteer Driver Service?

Volunteer drivers use their own cars to take people to appointments when other transport isn't possible, for any reason.

Who can use the Volunteer Driver Service?

Anyone who lives in the Cherwell District can use the service, young or old.

How much does the Volunteer Driver Service cost?

All our drivers are volunteers and give their time without charge. However, passengers pay a mileage fee to help cover the driver's fuel cost and this fee starts from the driver's home. We will always try to match you with the nearest available driver. Payment is made directly to the driver at the time of the journey.



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