

Harrow Community Transport
Harrow CT Outings - Club Membership
Terms & Conditions 2022 / 23

Purpose

Harrow CT outings service provides opportunities for social interaction, travel and to improve quality of life. Club Membership is designed to help group co-ordinators/organisers arrange day trips for the members of their group.

Harrow CT's Club Membership helps to give those who organise trips:

- An easy way to arrange trips for your group
- Ideas of places to visit
- A ready-made programme of outings
- A reliable service
- Flexibility – Harrow CT can help you to arrange your own outing

How does the Outings Club Membership work?

- Your group/organisation must be an existing group member of Harrow CT
- When you (the co-ordinator) receive the list (every 4-6 weeks) find out how many of your group would like to go.
- Contact Harrow CT and book

Alternatively:

- You can arrange your own trip and Harrow CT will be happy to help. Please note that if we do not have a volunteer driver available, the charge will be for the driver time as well as the mileage.

Once a club/group becomes a member of Harrow CT, all registered members of that club/group may go on Harrow CT's outings, provided they meet all the Terms & Conditions described in this document.

As an organiser of trips for your group, Harrow CT Outings Club Membership will give you an opportunity to receive a regular programme of day trips and outings.

Co-ordinator's responsibilities

It is important that club/group co-ordinators read these terms and conditions carefully. Before club members can use Harrow CT's outings service, they need to register as members of the Harrow CT's Club Outings Service by completing a Club membership form.

As co-ordinator for your group there are a few things you need to do:

1. Issue Harrow CT Club outings membership form to your members
2. Confirm your member's affiliation to the club on the membership form.
3. Return completed form to Harrow CT
4. Make sure your members **fully** understand the membership terms and conditions.
5. Act as point of contact to receive the outings list – we will send the outings list directly to you only.
6. Inform your members of Harrow CT's **monthly outings**.
7. Act as point of contact when booking your Club members on to the outings
8. You may arrange for someone to act as your deputy, who would help members of your group when you are unavailable. Inform us of your unavailability.
9. Complete the deputy's name and contact details at the bottom of this document.
10. Both you and your deputy will need to read, sign and date this document to confirm that you have both understood and comply with the terms of this document.

Eligibility

To be eligible for the outings membership, people should, in the first instance; **a)** be a resident of the London borough of Harrow and its environs, **or b)** a person over 60 **or c)** a person with a disability **or d)** someone who may be isolated or finds it difficult to use other forms of transport. However, Harrow CT will consider applications outside these categories where appropriate.

As Club Members your group must also be:

- A current paid up Group Member of Harrow CT
- You must be able to confirm (via the Club Membership form) that those travelling under your own group's membership are actually members of your group.

A 'member' is someone who takes part in, or benefits from the activities of your club or group.

Emergency Number

You will need to make sure your members have the outings **Emergency Number** (07722 144853). Club members should **ONLY** use this number when the office is closed (office hours: 9:30–16:30), if:

- They are late for a departure time,
- lost,
- Cannot find their bus
- Wish to make their own way home
- In the event of an accident.

Bookings

Club co-ordinators can book Harrow CT outings preferably by email, or via the bookings line (020-8427-6619) between the hours of 09.30 -16.30. When booking you will need to let us know:

- Your Club Name
- Date/destination of outing
- Member's name

Trips should be booked early to avoid disappointment.

If there is anything you are unsure of, you can clarify details of the trip with Harrow CT staff when you book

Cancellations

It is very important that club/group co-ordinators or members let the Harrow CT office know, if someone is unable to attend an outing as soon as possible. Please call and let us know, even if you don't know until the day of the Outing.

If you don't let us know:

- You may deprive someone else of a chance to go out for the day.
- Harrow CT will have to spend time trying to find out if you are O.K.
- You may hold up the buses waiting to leave while Harrow CT finds out if you are coming.
- You may be charged for the cancellation.

Pick-up point

The pick-up point is our 'Silver Birch' Bus Stop on College Road near the Harrow Bus Station. Make sure you are at the pick-up point 10 minutes before departure time. The bus will only be able to wait for 2-3 minutes and will leave promptly at departure time.

Payments

Usually, all outings payments will be made on the day, to the driver. Correct amounts will be appreciated.

Payments usually **only** include the cost of transport. If Harrow CT has secured a group discount for entry or meal prices, this information will be **highlighted** on the outings list. Harrow CT will always inform you prior to the outing if the cost includes the entry/meal fee.

Advance Payments

If payment is required in advance (e.g Christmas outing) then Harrow CT will inform you in plenty of time. Harrow CT can accept BACS, cash or cheque payments.

Membership

Harrow CT Outings membership does not bring voting rights to members whether they are 'Club' or 'Wayfarer' members.

Passenger Safety

It is the responsibility of the club/group co-ordinator that club members understand and respect the following passenger safety rules. In the interest of the safety of everyone, all passengers are required to:

- Do not distract or pester the driver
- Wear their seatbelts. *(if you have exemption please provide your certificate)*
- Not to stand while the bus is in motion.
- Not to attempt to alight from the vehicle until the driver gives permission.

A person travelling on 'Harrow CT Outings' **must** be capable of providing for their own needs, safety & security whilst making use of the outings opportunities offered by Harrow CT. Most trips involve some physical activities e.g. walking. Passengers should therefore be prepared for it. Harrow CT regrets that whilst every attempt is made to accommodate the needs of our passengers, at present we are unable to accommodate wheelchair users.

Code of Conduct

It is the responsibility of the club/group co-ordinator that members fully understand the following code of conduct.

- Do not distract or pester the driver
- Club members should cooperate with their driver.
- Club members should have the correct change ready.
- Club members should not eat or drink on the bus.
- Club members should not leave any rubbish on the bus. *Harrow CT is a Voluntary organisation!*
- Club members should not be late for the departure time.
- If club members are lost, late or cannot find your bus or meeting point call the Harrow CT office or use the emergency number provided by their club co-ordinator.

Conditions

Harrow CT cannot guarantee that all outings will go ahead as planned. Harrow CT reserves the right, to cancel an outing. Destinations/venues/ routes may change and outings cancelled due to circumstances beyond our control. Deposits are usually non-refundable unless stated otherwise. Harrow CT does not offer any credit facilities.

Feedback

Harrow CT would welcome your feedback at the following address.

Harrow Community Transport
The Lodge
64 Pinner Road
Harrow
Middlesex, HA1 4HZ
Tel: 0208 427 6619
Email: admin@harrowct.org.uk

Group Name:.....

Co-ordinator’s Name:.....

Co-ordinator’s Signature:.....

Date:.....

Deputy’s Name:.....

Deputy’s Signature:.....

Date:.....

For Office Use:

Group Membership no:.....

Expiry date: