

**COMMUNITY TRANSPORT SERVICE  
INDIVIDUAL MEMBERSHIP FORM**

Title		Surname			
First Name (s)			Known as (if different)		
Address					
Postcode					
Telephone No			Mobile No.		
Email Address					
Date of Birth					
To help us ensure your safety on our bus it would be helpful to know if you have been vaccinated against Covid. Please tick ✓ the appropriate box below:					
One Vaccine		Two Vaccines		None	
<b>In the event of an emergency, it would be helpful to have details of someone to contact:</b>					
Name			Relationship		
Telephone No.			Mobile No.		

Can you please tell us a little about your travel needs by ticking ✓ all that apply and completing the additional information where requested.					
	Electric wheelchair	Length (cms)		Width (cms)	
	Manual wheelchair			Manual wheelchair to and from bus only	
	Rollator Walker			Walking Frame	
	Scooter	Make		Model	
	I have an oxygen cylinder that I travel with				
	I have an assistance dog	*Name of Dog			
	I travel with an escort	*Name of Escort			
Please use this space to tell us of anything else that will make travelling on our buses easier for you and we will do our best to accommodate your request(s):					

\* Optional

<b>Office Use Only</b>					
Membership No		Start Date		D2D Spreadsheet	
Payment method		PI Slip No		Welcome call	

Can you help us by telling us your reason(s) for using our service. Please tick ✓ all that apply.			
<input type="checkbox"/>	Need fully accessible transport	<input type="checkbox"/>	Public transport not available
<input type="checkbox"/>	Travel to voluntary opportunity	<input type="checkbox"/>	Travel to work
<input type="checkbox"/>	Keep my independence	<input type="checkbox"/>	Be part of my community
<input type="checkbox"/>	Cost effective	<input type="checkbox"/>	No longer a car driver
<input type="checkbox"/>	To join the Centre 81 Social Club on Wheels		

<b>Please read the following terms and conditions</b>	
<p>Centre 81's Community Transport operates under Section 19 of the Local Transport Act and is available to all residents who live within the Borough of Great Yarmouth. This includes northern and southern villages.</p> <p>We can pick you up from your home within the Borough of Great Yarmouth including the surrounding villages and take you to your chosen local destination. We can provide transport to Lowestoft and Norwich but you will need to speak to our office to check availability and price.</p> <p>To book your transport ring 01493 332253 <b>by 12 noon the working day before</b> you wish to travel. Anyone wishing to use our transport to attend an appointment, calls us as soon as they have their appointment details, to give us the best opportunity of being able to provide transport for you.</p> <p>A membership fee of £10.00 is payable with the application and thereafter on an annually basis to remain a member. The annual membership fee is subject to review, periodically. Any changes will be notified to all members by post or email and will be advertised on all our buses.</p> <p>Payment of your membership can be made by cheque, payable to Centre 81 and posted to Centre 81, Tar Works Road, Great Yarmouth, Norfolk, NR31 1QR. Alternatively, you can pay by online bank transfer, quoting your surname as a reference and using the following bank details: Account Name: Centre 81 Limited      Account Number: 65634547      Sort Code: 08-92-99</p> <p>Your fare will be calculated using the mileage from your pick-up point to your destination and return, if booked.</p> <p>Escorts must be able to assist you to and from your bus and will travel for half fare.</p> <p>All times you are given for your booked journey should be treated as approximate timings due to other passengers booked on the same bus being ready and traffic conditions.</p> <p>Cancellations must be notified to Centre 81 as soon as possible. If you repeatedly cancel without prior notice you are likely to incur a cancellation fee.</p>	
<b>I have read, understood and agree to abide by the above terms and conditions.</b>	
Signature	
Date	

## HEALTH AND SAFETY INFORMATION

### COVID SAFETY

#### What we will do to keep you and our drivers safe

- ❖ All our drivers will be:
  - washing their hands regularly through the day, and if needed, will be using hand sanitiser to supplement hand washing
  - wearing a face mask at all times
  - wearing gloves when clamping wheelchairs into the bus
  - able to assist members that need help with taking their shopping into their home.
- ❖ In line with current social distancing guidelines only 2 passengers, either seated or in wheelchairs, including escorts will be on the bus at any one time.
- ❖ Seated passengers will be asked, by the driver, to sit in a designated seat.
- ❖ If only one wheelchair or mobility scooter user is booked on the bus, this person will be located at the rear of the bus.
- ❖ All passengers will travel in the rear of the bus, no passengers will be able to travel in the front of the bus.
- ❖ The interior of the bus will be cleaned with antibacterial spray after every use.
- ❖ At the end of the day the bus will be thoroughly cleaned and sanitized.

#### What are we asking you to do to keep you and our drivers safe?

- ❖ Our driver will ask to take your temperature using a non-contact thermometer, and if this is below 37.8°C you will be allowed to travel on the bus.
- ❖ Please also do not travel on our bus if any of the following apply:
  - You have a new persistent cough or respiratory problems
  - You have suffered from a recent loss of taste and/or smell
  - You have had contact with any possible source of the corona virus
- ❖ Please wear a face covering unless you have a medical situation or disability that prevents this. A disposable mask can be provided by your driver if needed.
- ❖ If our driver takes your shopping into your house, please remain in another room while he takes the shopping to the kitchen and then promptly leaves.
- ❖ Please do not ask our drivers to help with any other personal care/household maintenance. If you need any other assistance, please call our office and we will endeavour to find you the right support.

### SEATBELTS

The safety of our passengers, drivers and other road users is paramount and therefore, the following road safety rules **must** be followed.

#### The Highway Code - Rule 99 (The Law)

You **must** wear a seat belt in cars, vans and other goods vehicles if one is fitted. Adults, and children aged 14 years and over, **must** use a seat belt or child restraint, where fitted, when seated in minibuses, buses and coaches.

### Centre 81 Operating Requirements

All seats are fitted with a seatbelt. Wheelchairs occupants will be provided with two seatbelts that are anchored to the floor tracking.

You are only allowed 1 person in each seat.

Seatbelts **must** be worn at all times **unless** you have a medical exemption

### Medical Exemptions

If you have a medical exemption and you do not have to wear a seat belt you will have been given a 'Certificate of Exemption from Compulsory Seat Belt Wearing' from your doctor. You must:

- show this to your driver
- have it available to show to the police if stopped

### Children

Children must use the correct car seat as detailed below for their weight until they reach 135cms tall or their 12th birthday, whichever is first. The child safety seat or booster cushion, where required, must be provided by the adult travelling with them. Centre 81 is not responsible for providing baby or child seats:

Type of seat	Weight
Rear-facing baby seats	Babies up to 13kg
Forward or rear-facing baby seats	Children from 9 to 18kg
Forward-facing child car seats (booster seats)	Children from 15 to 25kg
Booster cushions	Children over 22kg

### **DATA PROTECTION – PRIVACY POLICY**

This privacy notice is published in accordance with the EU General Data Protection Regulations (GDPR) 2018. This notice provides general information on the way in which the personal information you provide is managed and processed by Centre 81.

The information you have provided to us will be used to administer your community transport service membership. We will store your personal data securely in accordance with statutory requirements and our retention policy. We will not share your data with any third party unless we are legal obliged too.

You have the right to request a copy of the personal information that we hold; have any inaccuracies corrected and have it erased. Where the processing of your personal data is based on your consent, in most circumstances you have the right to withdraw that consent at any time and Centre 81 will act on your instructions. The right to have your data removed is not an absolute right, and we will need to retain data that forms part of our statutory or legal obligation for an existing membership. Any personal data Centre 81 holds will be destroyed in accordance with statutory requirements and our retention policy when your membership ends.

Centre 81 is the Data Controller for the personal data you provide. The contact details for you to exercise any of your data protection rights or to raise any concerns you may have regarding your personal data are:

Address: Centre 81, Tar Works Road, Great Yarmouth, NR30 1QR

Email: reception@centre81.co.uk

Tel: 01493 852573

**CONTACT INFORMATION**

We hope you will enjoy using our community transport service and as part of that we like to keep all our members up-to-date with what is happening. If you would like to be included in these updates then please indicate below how you would like us to contact you.

<input type="checkbox"/>	Yes, I would like to receive updates by post
<input type="checkbox"/>	Yes, I would like to receive updates by email (given on Page 1)
<input type="checkbox"/>	No, I do not want to receive updates

**MEMBERS DECLARATION – To be completed and signed, wherever possible, by the individual applying for membership**

I have read and understood the Health and Safety information, the law regarding the use of seatbelts and Data Protection information. I fully understand and agree to abide by the conditions given and confirm that I will wear the seatbelt provided, unless I am able to show to the driver my 'Certificate of Exemption from Compulsory Seat Belt Wearing'.			
Name in full			
Signature		Date	

**REPRESENTATIVES DECLARATION – Must only be completed if the individual applying for membership is unable to sign the above declaration.**

I confirm that I have explained in full to the person named on page 1 the Health and Safety information, the law regarding the use of seatbelts and Data Protection information. They fully understand and agree to abide by the conditions given and confirm that they will wear the seatbelt provided, unless they are able to show to the driver a 'Certificate of Exemption from Compulsory Seat Belt Wearing'.			
Name in full			
Relationship to named member			
Signature		Date	

Please tick ✓ the appropriate box below:

<input type="checkbox"/>	I enclose cash/cheque for £10 for my annual membership
<input type="checkbox"/>	I have paid my £10 annual membership online

Your completed form should be sent to: Centre 81, Tar Works Road, Great Yarmouth, NR30 1QR

**COMMUNITY TRANSPORT SERVICE  
FEEDBACK FORM**

We are always looking for ways to improve or add to our service so if you can spare a few moments to help us with this and complete the following we would be extremely grateful.

*Thank You*

Name:	
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1. Please tell us how you wish to use our service? (Tick ✓ all that apply)			
<input type="checkbox"/>	Attend a local club	<input type="checkbox"/>	Bank/Post Office
<input type="checkbox"/>	Community Transport - Days Out	<input type="checkbox"/>	Community Transport – Diners Club
<input type="checkbox"/>	Education	<input type="checkbox"/>	Going for a ride out
<input type="checkbox"/>	Gym/Other sports venue	<input type="checkbox"/>	Library
<input type="checkbox"/>	Medical Appointments	<input type="checkbox"/>	Shopping
<input type="checkbox"/>	Social Events	<input type="checkbox"/>	Visiting family and friends
<input type="checkbox"/>	Volunteering	<input type="checkbox"/>	Work related

2. Please tell us your travel arrangements. (Tick ✓ all that apply)			
<input type="checkbox"/>	On your own	<input type="checkbox"/>	With family and/or friends
<input type="checkbox"/>	As part of a Centre 81 organised group	<input type="checkbox"/>	As part of another organised group

3. Please tells us how you found out about our service? (Tick ✓ all that apply)			
<input type="checkbox"/>	Personal recommendation	<input type="checkbox"/>	Family and/or friends
<input type="checkbox"/>	Seen a Centre 81 Bus	<input type="checkbox"/>	Centre 81's website
<input type="checkbox"/>	Community/Local Magazine	<input type="checkbox"/>	Leaflet
<input type="checkbox"/>	Newspaper article	<input type="checkbox"/>	Your community group
<input type="checkbox"/>	Hospital Transport Service	<input type="checkbox"/>	Social worker/GP/District Nurse
Other – please give details:			