

Armagh Rural Transport's Dial a Lift Guidelines.....

Bookings

1. To use Dial a Lift service you **must** be a member.
2. All bookings must be made before 4pm at least 2 working days before day of travel, if you wish to travel on a Monday; you need to book by 4pm on the Thursday before.
3. All bookings or changes must be made through the office – information given to the driver will not be registered
4. We will aim to arrive within **15 mins** either side of the requested time.
5. If we are delayed we shall attempt to contact you if possible.
6. Please be ready when vehicle arrives or this may cause the driver to be late for the next passenger.
7. All drivers should have an Armagh Rural Transport ID badge or uniform.
8. Your journey may be carried out by a minibus, volunteer car or taxi. The driver that drops you off may not be the same one who picks you up.

Respect to Staff and Volunteers

1. ART will not tolerate any abuse of any kind towards staff or volunteers.
2. If you are either verbally or physically abusive to a staff member or volunteers you will receive one warning. If it occurs again your Membership will be revoked.
3. If a Members behaviour is considered serious, your Membership will automatically be revoked without warning.
4. If you disagree with the decision, you can go through the appeal procedures.

Cancellations

1. If you wish to cancel outside office hours please contact the emergency number 07850518118. This is only for cancellations or emergencies.
2. If you wish to cancel your booking please do so before 4pm the day before travel otherwise you may be charged for the trip.
3. We may, at our discretion, raise a bill for late/same day cancellations or aborted trips; this will be for the full amount that the return trip would have cost, even if the member has a smart pass.
4. We may also, at our discretion, suspend membership for a period of time if the member makes late cancellations on 3 or more consecutive occasions – or if they make late cancellations consistently (we will take account of genuine cases where cancellations are reasonable and deemed unavoidable).

Payment and Smart Passes

1. We can issue an invoice for payment but this must be agreed in advance with Management. All invoices must be paid within 30 days.
2. If you are a Smart Pass holder, please note that your Pass must be verified by the Department before we can accept it.
3. Once a Smart Pass has been verified, it must be shown to driver on each journey regardless if he/she has seen it before.

NB - Dial a lift is a scheme funded with resources from the Rural Transport Fund through the Department for Regional Development. This service is subject to change or restrictions at any time as deemed necessary by the Department. The Assisted Rural Transport Scheme (Smart Pass) is extended until March 2018.