
Bath & North East Somerset Council

Improving People's Lives

Bath & North East Somerset Council – Passenger Charter

Dial-a-Ride is a pre-booked, door-to-door and accessible minibus service that is operated by Bath & North East Somerset Council for residents of the Bath and North East Somerset Council area. It can be used by eligible individuals who have registered as members.

We commit to providing a high standard of service and you can help us do this by following the conditions below. This document sets out these expectations and the conditions of carriage.

Contents

Eligibility	2
Membership	2
Bookings	2
Medical Appointments	2
Fares	3
Seat Belts	3
Carriage of Wheelchairs/Scooters	3
Journeys with a Companion or Carer	3
Driver Assistance	3
Baggage/Luggage Allowance	4
Passenger Conduct	4
Complaints/Comments	4
Fare table	4

Eligibility

Dial-a-Ride is for individuals who are unable to or find it difficult to use conventional public transport services. This could be due to an impairment, a lack of suitable public bus options or other specific circumstances. Dial-a-Ride drivers can assist with boarding and alighting vehicles and wheelchair users can generally be accommodated. Users must reside in a pre-determined geographical area, which may change from time to time. Only journeys within this area are permitted, please refer to the Dial-a-Ride map on our [information leaflet](#). Please note that animals are not allowed with the exception of assistance dogs.

Membership

You must register your contact details and other information with us prior to making your first booking. This data is held by us on file under conditions which comply with our GDPR obligations. You are required to provide accurate information and to let us know of any changes to your circumstances. Please let us know of any mobility or sensory impairments, or medical conditions, that may affect your ability to travel.

Bookings

Dial-a-Ride journeys need to be booked in advance by telephone, email or other accepted forms of communication. We will make every effort to accommodate your requested journey time and destination but may offer alternatives, depending on the drivers and vehicles we have available. We cannot guarantee to accommodate all your journey requests. We do not offer bespoke journeys and you should expect to travel with others. Bookings cannot be made more than seven days in advance. We reserve the right to alter or cancel your booking at short notice. If you repeatedly fail to let us know, in advance, of a cancellation or 'don't show' when the vehicle arrives, you risk having your membership cancelled. If you're not at the agreed pick-up place two minutes after the agreed time, the driver may continue his journey without you. We reserve the right to collect passengers up to ten minutes later than the scheduled time if traffic conditions make lateness unavoidable.

Medical Appointments

We will only accept journeys for medical appointments if you do not qualify for Non-Emergency Patient Transport Service or you've been declined transport by NHS agencies.

Fares

Passengers are charged a single fare for each one-way journey, and this must be received by the driver at the start of the journey. Valid concessionary passes are also accepted. The current fares tariff is available from the driver and is also provided on [our website](#). A named companion or carer can travel free of charge.

Seat Belts

You must wear your seat belt while travelling, this includes passengers in wheelchairs. Seats are not reserved and are allocated at the discretion of the driver.

Carriage of Wheelchairs/Scooters

Wherever possible, we will accommodate passengers with any mobility aid that they need. Wheelchairs and mobility scooters must meet our safety criteria and be compatible with our vehicle layout, securing equipment and lift/ramp operation. Our vehicles are subject to weight and space restrictions and drivers reserve the right to decline travel to any passengers who may exceed these. Passengers are not permitted to travel while seated on a mobility scooter.

Journeys with a Companion or Carer

You can normally be accompanied by a companion if you need them to help you travel safely and they are named on the registration form, but we cannot guarantee to accommodate them. Please request an extra seat for them at the time of booking.

Driver Assistance

Where possible, we will attempt to provide door-to-door assistance. However, this may be declined if it is considered unsafe for the driver, other passengers or the vehicle to do so. Our drivers are not permitted to enter your home, to handle keys or assist with the locking / unlocking of doors, unless in the event of an emergency. Drivers will only assist you with carrying luggage or bags to the nearest door (for residents of flats, apartments or multi-occupancy residential units, this means no further than the first communal entry point) and only where they can do so keeping the vehicle in sight.

Baggage/Luggage Allowance

Due to restricted space on our vehicles, each passenger is limited to three 'bags-for-life' of shopping per trip or one personal, wheeled, shopping bag/trolley. Other luggage can be carried only at the discretion of the driver, and you must inform the office when booking if any larger or bulky item is to be conveyed. These restrictions do not apply to any mobility or medical equipment.

Passenger Conduct

Abuse or harassment of drivers and other passengers will not be tolerated. Any passenger who is intoxicated will be denied travel.

Complaints/Comments

We welcome your views and feedback on our service. If you have a complaint, comment or compliment, please call us on 01225 395222.

Fare table

Correct as of 1 January 2024 and subject to change.

Passenger type	Single-trip fare	Notes
Adult	£3	16+ years old
Concessionary card holder	£1.50	
Child	£1.50	Up to 15 years old
Registered companion	Free	
Unregistered companion	£3	