

GMATL - Conditions of Carriage

1. TRAVELLING ON A RING AND RIDE VEHICLE

These Conditions of Carriage apply to all passengers.

Ring and Ride is a door to door accessible transport service for people of all ages including children who find it difficult to use ordinary public transport.

The service is provided subject to the accessibility of locations and local parking restrictions.

Passengers can use the service to:

- Shop
- Travel to work, school or college
- Attend health appointments
- Take part in social and leisure activities
- Visit places of worship

The Company will make all reasonable efforts to maintain the services as advertised on the website but reserve the right to alter, suspend or withdraw any vehicle or service without notice if such delay is caused as a consequence of matters outside of the Company's control.

The Company shall not be responsible for any loss or damage incurred or caused as a consequence of delay or cancellation where such delay or cancellation was caused as a result of matters outside of the Company's reasonable control.

Trips are scheduled to specific destinations as requested at point of booking. Variations to the agreed location can only be changed if authorised by a Control Room Manager/Supervisor.

All vehicles are designed to be fully accessible to aid boarding and alighting. Passengers may request to use the tail-lift if difficulty is experienced boarding/alighting via the steps.

Passengers must wear a seatbelt, unless a medical exemption certificate has been provided to the Company.

Wheelchair and passenger restraints must be used at all times.

Passengers must not attempt to board or alight while the bus is in motion, obstruct the driver's vision or do anything else to distract the attention of the driver except in an emergency situation

Where required by the driver passengers should change seat to allow others to board with a pushchair or wheelchair.

No passenger is permitted to ride on the internal steps of the vehicle.

In the interest of safety and protection of other passengers, the driver may seek permission to refuse to carry an intending passenger if.

They are considered to be under the influence of alcohol or drugs

They are violent or abusive to the driver, other passengers or to any employee or official.

They are accompanied by a dog which is considered to be potentially dangerous;

There is not sufficient capacity on a particular vehicle to allow the Company to comply with authorised capacity limitations

In the event that a passenger suffers an injury whilst travelling on a GMATL vehicle they must inform the Company as soon as possible.

Passengers must at all times follow the reasonable instructions of any of the Company's employees, officials or agents.

For operational reasons passengers may be required to transfer seats.

- Passengers must not at any time;
 - (a) smoke or carry a lighted pipe, cigar, cigarette or electric cigarette in or on any part of the vehicle
 - (b) act in a manner that could be deemed to disturb or offend other passengers or employees.
 - (c) leave litter on the vehicle.
 - (d) deface or damage any property belonging to GMATL.
 - (e) endanger passengers or staff.
 - (f) consume alcohol.
 - (g) use any non prescribed or illegal drugs.

Should any passenger fail to refrain from any activity that contravenes these terms and conditions when asked, the Company shall have the right to request such passengers to leave the vehicle and where it is deemed necessary to contact the police. Passengers will not be entitled to a fares refund in such circumstances.

In the event that a passenger causes wilful damage to any Company vehicle we reserve the right to seek all reasonable costs we incur in rectifying any damage caused and reserve the right to report the matter to the police with a view to prosecution.

2. FARES

Fares will be charged subject to the information provided by the passenger to the Company at the time of registration to use the service.

Fares are payable to the driver

Where concessionary fares are charged passengers must provide current details of their TfGM concessionary permit, including permit number and expiry date. The pass must be produced to the driver on request. Failure to produce a concessionary pass may result in the payment of the full fare.

The Company will where possible make reasonable endeavours to bring to passengers attention general information relating to fare changes in advance of the change. This information will be available via the call centre, on vehicles or the Company's website. However individual fare changes may be subject to alteration without notice.

In the interest of safety and in emergency circumstances passengers will not be refused travel on the service if they have no means of paying the fare. Payment will however be requested by the Company at a later date.

Children under five years of age, are carried free of charge, provided they are in the care of a fare paying or pass holding passenger, otherwise the appropriate child fare will be charged.

Fare charges are available for reference at any of the Company's locations or by consulting the driver.

The Company accepts the conditions of the concessionary travel passes as specified by the local authority (where applicable). which are detailed in the Company's fare table

Concessionary fare tokens, e.g. National Tokens are accepted on GMATL vehicles and where applicable, a full fare is payable.

3. PERSONAL BELONGINGS

Lost property is dealt with in accordance with the Public Service Vehicles (Lost Property) Regulations 1978, as amended by the PSV (Lost Property) (Amendment) Regulations 1981 and the Public Service Vehicles (Lost Property) (Amendment) Regulations 1995 made by the Secretary of State for Transport.

Any person who finds property left in a vehicle must immediately hand it in the state in which it was found to the driver who shall deal with it in accordance with the statutory regulations.

If such property is claimed by a person who satisfies the driver that they are the owner of the property, it shall be returned to that person without charge, on submission of his/her name and address to the driver. The driver shall report the

facts and give the claimant's name and address and a description of the property to the Company.

Property left in buses, or handed to the driver, will be available at the depot operating that Bus. Alternatively application for its recovery should be made to GMATL, 35 Portland Street Manchester M1 3LD. Telephone 0161 200 6011.

Our representatives are empowered to open packages, bags or other containers to either identify the owner or ascertain the value. Perishable goods will not be kept more than 48 hours from the time when they were found. Any property which is or becomes objectionable will be destroyed or otherwise disposed of.

Any property unclaimed within one calendar month of the date found will be disposed of in accordance with the statutory regulations.

Passengers personal belongings (up to a maximum of three items) are carried free of charge and is accepted for carriage only at the owner's risk. The Company will not be responsible for the loss, wrong delivery or detention of, or for any delay or damage to, any personal belongings so accepted, unless caused by the negligence of the Company, its employees or agents.

We reserve the right to refuse any unsuitable or awkward packages or an excessive amount or personal belongings where such items reduce the availability of capacity on the vehicles and affects the safety of other passengers.

4. ACCESSIBLE BUSES

The Company is committed to the operation of Accessible vehicles, in accordance with the requirements of the Disability Discrimination Act 1995. Such buses provide facilities for disabled persons in wheelchairs (as defined in schedule 1 part 2 of the Public Service Vehicles Accessibility Regulations 2000).

Wheelchairs should be no larger than as defined as "reference wheelchairs" in the 2000 regulations. Pushchairs must be of reasonable size, capable of being folded and will be carried at the discretion of the driver.

Powered wheelchairs & mobility scooters must be assessed by a Company representative before being carried. Passengers must notify the Company if they intend to purchase a new large wheel chair as soon as possible prior to purchase in order to enable a risk assessment to be carried out prior to booking.

All vehicles are fitted with PLS Tail-lifts. The safe working load (SWL) is determined by the manufacturer and weight tests are carried out on a 6 monthly basis.

The current SWL for GMATL vehicles is between 300kg and 400kg depending on the model of tail-lift fitted.

5 ASSISTANCE DOGS

If accompanying a registered passenger or pass holder, assistance dogs will be conveyed on the Company's bus service at the owner's risk.

Assistance dogs accompanying registered disabled persons are carried free of charge on all services.

For the comfort of passengers, other animals and pets are not permitted to travel on our services.

6 COMPLAINTS & COMMENDATIONS

Any complaints should be addressed to GMATL, 35 Portland Street Manchester M1 3LD

Commendations for any member of staff giving exceptional service should be forwarded to the above address.

7. AMENDMENTS

These Conditions of Carriage may be amended by GMATL at any time without notice. Such amendments will be available for inspection at the Company's Head Office.

8. COMPANY CONTACT DETAILS

GMATL, 35 Portland Street, Manchester, M1 3LD.

cmu@ringandride.info

Telephone 0161-200-6011