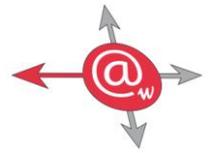


ATWEST TRAVEL CLUB MEMBERSHIP RULES AND GUIDELINES



1. The Atwest Travel Club is open to anyone living in West Somerset. All members must be registered with Atwest. Registration is free.
2. There is an annual subscription of £5.00 per person / couple. This is to cover the cost of the newsletter which is sent out to members bi-monthly.
3. The annual subscription fee is due on the 1st April each year, though membership can begin at any time. When the subscription is due a reminder will be put in the newsletter.
4. In order to access the transport passengers must be able to get to a designated pick up point. For your nearest pick-up point please contact the scheduling staff in the office on 01643 709701.
5. Passengers are asked to ring Atwest the working day before a trip so that scheduling staff can let you know what time to be at the pick-up point.
6. There is a charge on all trips which is payable at least 5 working days before the day of travel. The only exception will be if you have been offered a last minute cancellation in which case you may pay the driver on the day. If possible, please have the correct money as your driver will not be carrying a float.
7. If you have paid for a trip and cancel more than 5 working days before the trip, you will receive a credit voucher to use against a future Travel Club trip.
8. If you pay for a trip and cancel within 5 working days of that trip we are unable to refund or credit the fee paid and you will forfeit the amount.
9. If you have not paid for a trip and cancel within 5 working days you will be charged for the cost of that trip.
10. The route and timetables are planned by the scheduling staff. We will endeavour to stick to the times scheduled in the newsletter and only in exceptional circumstances will the driver make any alterations. Please do not ask the driver to change the arrangements.
11. We are only able to carry one wheelchair user per vehicle. It is a requirement of Somerset County Council that a wheelchair passenger must have an assistant to help them on and off the vehicle. We ask that it be the responsibility of the passenger to bring a friend or companion to provide such assistance, and to pay for that person's ticket.

Atwest 01643 709701