Passenger terms and conditions

- Please do not book journeys directly with our drivers. Call 0300 3030 125 to book all journeys.
- Please let us know your appointment location, date, time and duration. We take bookings up to 10 days ahead, but no later than 12 midday on the working day before your appointment.
- When we have found a driver for your journey, we will call you to confirm the details and take payment by card over the phone. Please note that your journey is not confirmed until you have received this call.
- Please be ready for collection at the agreed pickup time. We kindly ask that passengers be considerate and not request detours from the planned journey.
- Passengers will need to cover any car parking fees or congestion charges where applicable.
- We do not tolerate rudeness or any verbal or physical abuse toward our staff and volunteers.
- As this is a service provided by volunteers, we cannot guarantee that we can find a driver for every journey.
- If these terms and conditions are breached, we reserve the right not to book your journeys.

Volunteer Driver Service, CIC. Registered address:
46 Wards Crescent, Bodicote, OX15 4DY.
Company number 16347612

Volunteer Driver Service

A positive drive for our community

Please call:

0300 3030 125

to book a journey
or to find out more

Volunteer Driver Service

A positive drive for our community

What is Volunteer Driver Service?

Our service is open to anyone who needs help getting to an appointment when other transport options are not available for any reason.

We are a not-for-profit organisation. Our volunteers, all of whom hold enhanced DBS checks, use their own cars to provide safe, reliable transport and help people get to where they need to be.

www.volunteerdriverservice.org.uk

How much does it cost to use Volunteer Driver Service?

All our drivers are volunteers and give their time for free. However, passengers pay a mileage fee to help cover the driver's fuel and vehicle operating costs. This fee starts from the driver's home. We will always try to match you with a local driver.

There is also a small administration fee in addition to the mileage charge. This contributes towards running costs and helps ensure our service can continue supporting our community.

Please call 0300 3030 125 to book a journey or to find out more