



London Dial-a-Ride

Terms and Conditions of Carriage

1 July 2007

1. Introduction

1.1 This document sets out your rights and duties as a customer of London's Dial-a-Ride service and provides supplementary information to that included in the London Dial-a-Ride Customer Charter.

1.2 This document also sets out our rights and duties as the provider of London's Dial-a-Ride service and any references to "we", "us" or "our" means London Buses Limited, which is part of Transport for London ("TfL").

1.3 The terms of this document will apply to the Dial-a-Ride service and your travel on the service (together with any person who accompanies you on the service). Our staff and drivers have no authority to make individual exceptions to the terms of this document.

1.4 We may update and amend the terms of this document from time to time in order to assist with the proper delivery (including improved delivery) of the Dial-a-Ride service and for security, legal or regulatory reasons. We will notify you in advance of any changes to the terms of this document.

2. Contact points

2.1 We try to be fair and helpful in all dealings with our customers. We always welcome comments, complaints and suggestions for improvement. You can contact the Dial-a-Ride Customer Liaison Unit, London Buses Customer Services or TfL Central Customer Services to raise any such issues about the Dial-a-Ride service. Contact details are shown below:

Dial-a-Ride Customer Liaison Unit	Progress House, 5 Mandela Way London SE1 5SS	Tel: 0207 027 5823 Fax : 0207 072 5919 Email: enquire@tfl.gov.uk
London Buses Customer Services	84 Eccleston Square, London SW1V 1PX	Tel: 0845 300 7000 Fax: 0207 027 9914 Email: customerservices@tfl-buses.co.uk
TfL Central Customer Services	Empress State Building, Empress Approach, London SW5 1TR	Tel: 020 7 2225600 Fax: 0207 027 6099 Email: enquire@tfl.gov.uk

2.2 If you are not happy with the way that any of the contacts above has dealt with your comment, complaint or suggestion you can contact LondonTravelWatch, the independent transport watchdog set up by Parliament. Contact details are shown below:



<p>London TravelWatch</p>	<p>6 Middle Street, London EC1A 7JA www.londontravelwatch.org.uk</p>	<p>Tel: 020 7505 9000 Fax: 020 7505 9003 Email: enquiries@londontravelwatch.org.uk</p>
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3. Membership

3.1 Only a registered member of the Dial-a-Ride service or a person accompanying a registered member may travel on London's Dial-a-Ride service.

3.2 If you would like someone to accompany you when you travel on the Dial-a-Ride service you must notify us of this requirement when you make a booking. Any non-member accompanying you must travel to and from the same locations that you are travelling to and from and you must ensure that they comply with your obligations in this document.

3.3 If space is limited on the Dial-a-Ride service, it may not always be possible for us to accommodate a non-member on the Dial-a-Ride service and we will notify you at the time of your booking if we are unable to carry a non-member.

3.4 Membership of London's Dial-a-Ride service is available to individual residents of London boroughs who meet the Dial-a-Ride eligibility criteria. Information on and a copy of the current eligibility criteria can be requested from the Dial-a-Ride Customer Liaison Unit using the contact details set out above at paragraph 2.1 or can be accessed via the TfL website at www.tfl.gov.uk. A temporary membership facility is available to disabled visitors to London.

4. Bookings

4.1 All journeys on the Dial-a-Ride service must be pre-booked through a Dial-a-Ride booking office. Booking requests can be made by an individual member or by another individual or organisation acting on behalf of an individual member.

4.2 Booking requests can be made for journeys taking place between the hours of 6.00am and 2.00am every day of the year including public and bank holidays.

4.3 To make a booking you should contact our booking office with details of your required destination and your preferred time of arrival. Our booking office will then review the Dial-a-Ride service schedule in your area and, where possible, will offer you an estimated pick up time within a flexible time window, which means that we may arrive up to 15 minutes before or up to 15 minutes after the estimated pick up time.

4.4 The use of a flexible time window allows us to properly deliver the Dial-a-Ride service to all of our passengers travelling that day. If we need to alter your estimated pick up time by more than 15 minutes either side of the estimated pick up time, we will inform you of such alteration as soon as reasonably practicable prior to your scheduled journey.



4.5 We cannot guarantee that you will reach your destination within or at a particular time due to factors outside of our control such as traffic congestion, road works, accidents etc. Please ensure that you allow for this when stating your preferred time of arrival in order to allow sufficient time to reach your destination.

4.6 Dial-a-Ride booking telephone lines are open (a) from 9.00am to 4.00pm Monday to Friday for next day bookings and (b) from 8.00am to 7.00pm Monday to Friday and 8.00am to 4.00pm Saturday and Sunday for same day bookings.

4.7 Dial-a-Ride accepts telephone bookings for journeys within the Greater London Area (defined as the London boroughs).

4.8 Dial-a-Ride offers the following types of bookings:

4.8.1 Regular bookings –

A regular booking is a booking for a specific, regularly occurring event (for example, weekly or monthly). Once a regular booking has been accepted, you do not have to contact the service unless you want to cancel the booking. If you will not be travelling on a regular booking, you must notify the booking office in advance. If you repeatedly fail to inform the booking office in advance when you will not be travelling on a regular booking the arrangement may be withdrawn by a Dial-a-Ride booking office upon notice to you.

4.8.2 Ad-hoc bookings –

There are three types of ad-hoc bookings:

Advance booking

An advance booking is a request by an individual for a journey more than a day in advance. Advance bookings can be made for any time critical journeys and can be made up to 14 days ahead of the day of travel.

Next day booking

A next day booking is a request by an individual for a journey one day ahead of the day of travel.

Same day booking

A same day booking is a request by an individual for a journey on the day of travel.

4.9 If you have agreed an estimated pick up time with our booking office, but are no longer able to make your scheduled journey, you must, where you are reasonably able to do so, contact our booking office in advance to cancel your scheduled journey.

4.10 Dial-a-Ride does not accept bookings for NHS hospital appointments, or for



other purposes for which statutory transport provision exists (for example, home to school transport, transport to local authority day centres, etc.).

4.11 Dial-a-Ride will endeavour to satisfy all requests for transport that meet the above policy guidelines, using a mixture of in-house and sub-contracted vehicles.

4.12 Transportation is subject to availability. A journey request may be refused by the booking office due to a lack of available resources, scheduling constraints or other constraints that affect our ability to deliver the service to the required standards.

4.13 Our booking office will advise you of the fare payable for each part of your journey when your booking has been accepted. The fare for each part of your journey must be paid in cash to your driver prior to the start of each part of your journey. The fare payable for a journey is the same for members and non-members.

5. Services and Safety

5.1 We will always try to run a reliable service and honour agreed bookings. However, there will be times when, due to reasons beyond our control or that of our contractors, we will be unable to fulfil an agreed booking and, if this happens, we will do our best to tell you why. We reserve the right to delay or cancel a pick up if this is beyond our control.

5.2 We want to make sure that all your journeys are safe. Passengers must (a) wear or use a seatbelt and/or other relevant safety restraint as required by law whilst the vehicle is in motion (unless Dial-a-Ride have been notified in advance of a valid medical exemption certificate and provided with a copy upon request), and (b) follow any instructions given by our drivers in the interests of safety.

5.3 Children under 11 must always be accompanied by a person who is 16 years old or over.

5.4 Smoking is not permitted in any of the Dial-a-Ride service vehicles.

5.5 Due to space constraints we request that you travel with no more than 2 full bags of shopping/one shopping trolley or the equivalent. Luggage must not be placed on seats or block the driver's view or block any aisles, steps, lifts or exits. If you need to take additional luggage, for example a suitcase, please advise our staff at the time of booking. Our drivers can refuse permission for you to take any item onto our service for safety reasons.

5.6 You can travel with an assistance dog or any other dog or inoffensive animal, unless there is good reason for us to refuse to carry the animal for reasons of safety, hygiene or if the animal is likely to upset other passengers. Any animals travelling with passengers must be appropriately restrained or carried in a suitable container and are not allowed on seats or to block any aisles or exits. You must advise us at the time of booking if you are intending to travel with an animal. You will be responsible for any animal that you bring into the Dial-a-Ride service vehicles.

5.7 For safety reasons, in the Dial-a-Ride service vehicles, you must not (a) take



flash photographs, or (b) use emergency exits except in an emergency or when instructed to do so by our drivers.

5.8 When using the service and the Dial-a-Ride service vehicles you and any accompanying non-member must not:

- swear or use offensive language;
- behave offensively or bully, intimidate or threaten others, including our staff;
- drink alcohol;
- use or carry illegal substances;
- carry a weapon, blade or pointed article;
- damage the vehicle or any other property in any way; or
- commit a crime.

To ensure the continued safety and security of our passengers and staff if (a) you fail to comply with the above rules of behaviour, we may suspend or withdraw your membership to the Dial-a-Ride service upon written notice to you, and (b) an accompanying non-member fails to comply with the above rules, we may refuse to carry them on the Dial-a-Ride service or future services.

6. Refunds and compensation

6.1 Our policy for paying refunds and our compensation policy is outlined in the table below.

If :	We will...	What you should do next:
We are unable to accept your booking request due to capacity, scheduling or other restraints that affect our ability to deliver the service to the required standards.	Not compensate you for any losses you may suffer nor will we refund the cost of alternative transport.	Try to be as flexible as you can with the times you request and give as much notice to your booking office as you can. If you experience further problems with making a booking, please contact the Dial-a-Ride Customer Liaison Unit.
Your vehicle arrives within the flexible time window quoted by our booking staff at the time of booking.	Not provide you with a refund of your Dial-a-Ride fare or any other compensation.	If you experience any problems with delays, please contact the Dial-a-Ride Customer Liaison Unit.
Your vehicle has departed (without picking you up) earlier than, or arrived later than the flexible time window quoted by our booking staff at the time	Refund your Dial-a-Ride fare for the affected journey upon request.	Inform your booking office at the time of the delay. Contact the Dial-a-Ride Customer Liaison Unit to request a refund of your fare.



of booking.		
Your vehicle fails to arrive within the flexible time window quoted by our booking staff at the time of booking and you are advised by our booking staff to arrange your own alternative transport (e.g. by booking a minicab).	Refund the cost of reasonable alternative transport (on production of a receipt) upon request.	Inform your booking office as soon as possible if you have been waiting for your vehicle for more than the flexible time window quoted by our booking staff at the time of booking. If staff have advised you to arrange your own alternative transport, do so, making sure you ask for a receipt. Contact the Dial-a-Ride Customer Liaison Unit to request a refund of the cost of the alternative transport.
Your vehicle breaks down or is involved in an accident, which renders it unable to complete your requested journey.	Arrange for alternative transportation at our cost to get you to your destination as soon as reasonably practicable. Refund your Dial-a-Ride fare for the affected journey upon request.	Contact the Dial-a-Ride Customer Liaison Unit to request a refund for your fare.

6.2 The above table does not limit our liability to you if we or our contractors fail to provide a journey as agreed, or if a journey is delayed or cancelled as a result of our breach or default. However, we will in no circumstances compensate you for:

- losses you may suffer that were not foreseeable to you and us at the time we accepted your booking;
- losses that were not caused by any breach on our part; or
- business losses, including all losses relating thereto.

6.3 Nothing in this paragraph 6 will act to limit or exclude our liability for death or personal injury caused by any act or omission by us.

7. Lost property

7.1 Please keep your luggage and possessions with you at all times.

7.2 If you lose something on one of our vehicles, please get in touch with the Dial-a-Ride Customer Liaison Unit (details set out at paragraph 2.1 above). We will keep items of lost property for a maximum of six months or 48 hours in the case of perishable items.

7.3 If you find any lost property in any of the Dial-a-Ride service vehicles, please tell your driver immediately.