



01 December 2019

Dear Valued Customer

Due to an increasing number of cancellations we have made the difficult decision to introduce a Cancellation Policy and small Invoicing fee from 1st January 2020 for our transport provision by wheelchair accessible, voluntary, private hire and Day Trips Out. As a charity one of our main aims has been to keep costs to a minimum but now consider we can no longer absorb them. We have often turned down other work as well as book a driver who has arranged their time around work.

Therefore, for **Wheelchair/Private Hire:**

Cancellation within 24 hours - 75% of full quote
24 hours to 72 hours - 50% of full quote
72 hours - 7 days - Admin fee (inclusive of driver costs) £10.00
1 week before or more-no fee

Day Trips - none refundable (unless agreed with office team)

Voluntary Car Transport:

If the Driver attends the house to collect client but no one there/client made other arrangements - Local Journey Fee + £5 admin cost (if invoiced)

If a voluntary car journey/other journey where payment is normally made to driver (i.e. driver not paid on day) or invoice is requested - admin fee £5.00

I hope you understand this decision and if you wish to discuss with us please call Neil or Sharon on 01404 46529.

Kind Regards

Neil Hurlock