

VILLAGE NETWORKS COMMUNITY MINIBUS (VNCM)

managed and driven by snvb

FREQUENTLY ASKED QUESTIONS

1. ***What type of minibus is it?***

The minibus has 16 passenger seats all equipped with seatbelts. It is a standard sized Renault Master minibus and the registration plate is OU61 DPO. The minibus does have a low step for ease of access but it does not have a ramp or tail-lift for disabled or wheelchair access and it has limited storage space.

2. ***Who operates the minibus?***

The operator is snvb (the South Northants Volunteer Bureau) at our registered address of snvb, Towcester Volunteer Centre, Moat Lane, Towcester, NN12 6AD. Tel 01327 358264; fax 01327 358428; email villagenetworks@snavb.org.uk. The minibus is kept at a different address in Towcester.

3. ***What trips can I hire the minibus for?***

The minibus is operated under a Section 19 Permit issued by VOSA (Vehicle & Operator Services Agency) and as such it can only be hired by registered members of VNCM. The terms state that the minibus cannot be hired by commercial/profit-making groups or hired for activities (or as part of activities) that are profit-making. For example, this means that a private residential home, a private nursing home or a commercial business cannot hire the minibus.

The operator retains the right to refuse a Trip Booking request. Hiring of the minibus should be for trips consistent with the group's constitution and community/voluntary work.

4. ***Who can hire the minibus?***

Local charities, community and voluntary groups can apply to be a group member of VNCM and benefit from using the minibus. The minibus can only be hired by eligible groups accepted as members of the scheme. A group needs to be appropriately constituted and non-profit-making. Priority is given to those groups that are based in or serve South Northamptonshire.

Please note that other commitments for the minibus may restrict availability for hire. We cannot guarantee availability to meet your needs. Please consult us and book trips with at least 4 weeks' notice.

5. ***Is the minibus able to carry children?***

The design and construction of the minibus seating, and restrictions on space available, do not allow us to safely accommodate very young children from aged 0 to 6 years (up to 22kgs). We can carry children aged 6 (from 22kgs) to 14 years if a suitable Booster Seat or Booster Cushion is provided by the hiring group and only then if we are able to fit the seat safely and securely as overseen by our driver. If your group includes children aged 6 to 14 years please discuss these requirements at an early stage when booking a trip.

6. How does my group apply for membership?

To apply for group membership, you need to complete the **Application Form for Group Membership** on our website www.snvb.org.uk. Please complete, sign and post to snvb with a cheque for the annual membership fee (made payable to "SNVB – South Northants Volunteer Bureau") to snvb, Volunteer Centre, Moat Lane, Towcester, NN12 7AX. Tel 01327 358264; fax 01327 358428; email villagenetworks@snvb.org.uk. **Terms & Conditions of Minibus Hire** can also be found on our website.

7. Do you provide a minibus driver?

Yes we do. In fact it is a condition that the minibus can only be hired using one of our insured, MiDAS-trained, CRB-checked drivers.

8. How do I book a trip?

Your group must be an approved, registered Group Member of VNCM to book a trip. Trips must be booked using the **Trip Booking Form** with at least 4 weeks' notice and sent to snvb via email to villagenetworks@snvb.org.uk or faxed to 01327 358428 or sent in the post to the above address.

The **Trip Booking Form** can be found at www.snvb.org.uk

Please note that other commitments for the minibus may restrict availability for hire. We cannot guarantee availability to meet your needs. Please consult us in advance if necessary.

9. How much will it cost to hire the minibus?

The cost is based upon the total number of miles and the driver time (in half-hourly increments). Costs are inclusive of diesel, insurance and breakdown cover as well as the operating costs for our driver to drive the minibus to and from the pickup point and for the trip itself. Details are shown in our quotation which we will issue on receipt of a completed **Trip Booking Form**.

We ask that the quotation is confirmed as soon as possible so we can allocate the minibus to your trip. When you confirm the trip and accept our quotation, we will issue an invoice. Payment should be made at least 5 business days in advance of the date of the trip.

Examples of trip costs:

Brackley Town Hall - Northampton Museum - Brackley Town Hall (inc. 2 hours at Museum): £119.

Syresham – Northampton Sixfields – Syresham (inc. 2 ½ hours at Sixfields): £90.

Towcester Town Hall – Warwick Castle – Towcester Town Hall (inc. 5 hours at Castle): £157