



Frome **community drivers**

Providing volunteer drivers for those in need

Fare Regulations

In order to run a fair and sustainable service we follow strict fare regulations

- A £2 admin fee is applied for all single or return journeys.
- Mileage is 60p per mile, or 30p for valid Somerset County Council Bus Pass holders.
- We can only offer a bus pass discount if we have your up-to-date bus pass information. If your bus pass information changes please notify our admin team.
- Return journeys have a maximum wait time of 60 mins after which you will need to book two separate journeys. The exception for this is longer journeys to hospitals in other cities in which case the wait time is 2 hours.
- Reduced Bus pass fares are only applicable for journeys after 9.30am and under 34 miles.
- Reduced Bus Pass fare journeys will be charged at the reduced rate up to 34 miles and standard rate thereafter.
- You will be informed of the fare before the journey - please ensure you have the correct change.
- Drivers cannot be expected to provide change. Any extra money handed to the driver will be considered a donation.
- Mileage is calculated from the drivers home, to your starting location to the destination and back to the drivers home for single journeys.
- Mileage for return journeys includes the route back to your starting location.
- Parking or toll charges are to be paid directly by the passenger either purchasing the appropriate ticket directly or paying the appropriate amount to the driver.
- We accept cash, cheques or bank transfer as payment. Cheques should be made out to "Sustainable Frome CIC". Payment via bank transfer is possible by prior arrangement in advance of the journey. Please speak to the admin team for more details.