

These Terms are fundamental to the service offered by Wheel Take You ('WTY') and by using the service you are agreeing to these terms. Please read very carefully and share with group members as they effect them.

ELIGIBILITY: We operate for the widest public benefit but under our Charitable Objects and under our vehicle licensing regulations we are obliged to decline some requests such as from commercial organisations and for private parties.

CONFIRMATION: No trip is agreed until we have been able to assign a driver to it and sent you a clear Confirmation by email.

FEES: Our normal charges will be £X per day (or part of a day) plus x pence per mile measured from our base near Bishops Tachbrook. We will usually agree the total in advance. Future charges may vary but to 30th June 2026 they are expected to be £85/day plus 50p/mile.

DUE DATE: Payment is due within 7 days after the trip by bank transfer (or as otherwise agreed).

CANCELLATIONS: We will usually charge the full daily rate for cancellations with less than 2 weeks notice.

ASSISTANCE: Our volunteer drivers must not be counted upon to provide assistance beyond driving and operating the tail-lift. Your group must provide sufficient carers to assist and care for passengers.

CONSUMPTION: Smoking, including e-cigarettes, is banned. Food and drink cannot be consumed on board.

BEHAVIOUR: We reserve the right to exclude a passenger or abandon a trip at any point if any passenger speaks or behaves in an unsafe or unacceptable manner according to the judgement of any of our volunteer drivers.

SEATBELTS: Seatbelts must be worn.

WHEELCHAIRS: Wheelchair users often transfer into a minibus seat once on board as this saves space and time. For users who need to remain in their wheelchair we are required to clamp these to the floor after being certain that the model of chair is designed to be fastened in this way and is certified as a Crash Tested design. For this reason we ask for wheelchair makes & models in advance on the booking form. For the safety of all, we reserve the right to refuse on the day to take any chair that does not meet the required specification as judged by the driver.

POSSESSIONS: We do not accept any liability for any possessions brought on board.

NO LIABILITY: We do not accept any liability arising from any circumstances that cause us to cancel or abandon a trip including (but not limited to) loss of entrance fees, extra travel costs, missed connections or any other issue.

PRIVACY: We protect personal data given to us but to ensure safety on the day of the trip, the name and phone number of the lead-passenger attending the trip will be given to the driver and our support volunteers by whatever medium is most quickly accessible even if not strictly secure (e.g. text message to an unlocked phone, post-it note on the dashboard etc). Additionally, the contact name and mobile number of a non-passenger organiser may be similarly shared.

AMENDMENTS: We reserve the right to amend these terms from time to time without notice. The Terms current on the day of travel are those which will apply. Safety and care are our primary concerns.

ENGLISH LAW: All agreements are made under the laws of England.

*** END ***