

The Transport service is funded entirely by the booking fees which are collected from clients. All of our drivers and most of our office staff are volunteers who give of their time because they believe in what we are doing.

When you have finished with this leaflet please pass it on to someone else who might be interested.

VOLUNTARY ACTION MAIDSTONE

TRANSPORT OFFICE DIRECT LINE

01622 756662

MONDAY TO FRIDAY, 9AM – 4PM



Voluntary Action Maidstone, 39-48 Marsham Street, Maidstone ME14 1HH
Registered Charity Number 1066911 Company Limited by Guarantee Number:3449624

TRANSPORT

VOLUNTEER TRANSPORT SCHEME



Voluntary
Action
Maidstone

For more than thirty years the Maidstone Volunteer Bureau (now Voluntary Action Maidstone) has run a voluntary transport scheme. Using their own cars our team of volunteer drivers take people wherever they need to go: doctors, dentists, hospitals, shopping, etc., enabling them to maintain their independence.

As the drivers give freely of their time the cost is generally much cheaper than using a taxi with a much more personal service. For example, our drivers can handle wheelchairs, escort you to the correct hospital department or carry your shopping. If your appointment is unlikely to last longer than an hour they will simply wait and take you home afterwards. If you are likely to be longer they will come back later. While the vast majority of our trips are short, local ones our drivers can also take you to the airport, on holiday or visiting distant friends or relations.

To be eligible for the service clients must live in the Maidstone Borough Council area and be unable to manage on public transport. Although the service is mainly for older people we do take younger people with compelling needs.

HOW DO I FIND OUT IF I AM ELIGIBLE?

Ring the telephone number at the end of this leaflet and talk to one of our co-ordinators.

ARE THERE LOTS OF QUESTIONS?

No, just a few personal details and some idea of your mobility.

DO I HAVE TO BOOK?

Yes, we are not a taxi service and, ideally, we like three days' notice of bookings, however, we do understand that emergencies arise and we always do our best to fit these jobs in.

WHAT HAPPENS WHEN I HAVE BOOKED?

As our drivers charge from their home address our co-ordinators match your needs to the nearest available driver and book them to do the job. We always advise you of the driver's name and the time at which you will be picked up.

HOW AM I CHARGED?

A booking fee plus mileage (please see our rates leaflet)

HOW DO I PAY?

Please pay the driver in cash on the day of travel. He/she will work out what is owed and, if requested, give you a receipt. While the office may be able to give you a rough idea of the charge ultimately it depends upon where the driver comes from and the route taken.

CAN I TAKE SOMEONE WITH ME AT NO EXTRA COST?

Yes, but please advise the office when booking as some of our drivers have two door cars.