



The Oxfordshire Comet - Terms & Conditions of Use

JUNE 2019

Times and Days of Comet Minibus Operation

The Comet minibus operates between 10:00am and 2:00pm dependant on availability, Monday to Friday.

Membership

You may register and use the service if you do not have suitable access to public transport'. This may include a lack of appropriate provision for your intended journey, mobility issues or specific vulnerabilities which make it hard for you to use public transport. There is a one-off membership fee of £3 to cover administration fees and the issuing of a membership card. This service is not eligible for concessionary fares and, as a result, you will not be allowed to use a bus pass to waiver any charges.

We reserve the right to terminate membership at any time and refund your account balance. We reserve the right to refuse to undertake any journey that does not fit the remit of the service or cannot be undertaken safely. We reserve the right to review and alter prices, any credit held by us at that point will of course be honoured.

If you wish to leave the scheme at any time we will arrange to refund any balance on your account.

Prices

Individuals will be charged based on the distance that they travel once in the vehicle. We will always calculate the distance using the shortest reasonable route, rounding up or down to the nearest whole mile. You will be told the price of the journey before the booking is confirmed.

The driver may on the day take you a quicker/longer route but there will be no change to the price paid.

Organisations will be charged based on a special hourly rate for the service. If you want us to set up a regular route for you then please contact us and we will quote for the work.

Payments

Payment for the service is made in advance of the journey. No payments are taken on the minibuses.

You can have credit in your account which can then be used against future journeys. You can top up your account at any time by calling the booking line. A bonus £5 credit is added to your account for each £50 you top up. This only applies if you top up £50 or more in one go.

Making a booking

Bookings are taken on a first come first served basis. Bookings can be taken for up to a maximum of three months in advance.

Customers can call between 9am and Midday to make a booking. Messages can be left outside of these hours on the booking line's answer phone.

Bookings can be made by telephone on 01865 323201. You can also E mail the service at comet@oxfordshire.gov.uk.

Please note any bookings for the next working day must be made by telephone by midday.

When booking the 'exclusive use' service, you can request both the day and specific times for your journey.

If we do not have any availability for the day you wish to travel, we will try to support you to find another date that meets your needs.

Cancelling a Booking

Bookings can be cancelled at any time. However, to receive a refund for your booking the cancellation must be received 24 hours before your journey is to commence.

Pick Up Time

Please be ready up to 10 minutes before your pick-up time. The driver will leave a calling card if you were not available for your journey. You will be charged for the booking.

If you are returning back with us later in the day, then please be at your pick-up point on time as the driver will only be able to wait for 10 minutes past the allotted time.

Recurring Bookings

It is possible to make a recurring booking. Bookings can be made for up to 3 months in advance. At the time of booking you will be advised on the date of the last booking. It is your responsibility to renew any recurring bookings. If a recurring booking is not reconfirmed and paid for then the minibus will not call to pick you up.

Getting help from the driver

Our drivers are happy to help you get to and from the minibus and to/from your house (doorstep). This is based on the driver being able to collect and return you safely to your home. If you know of any issues we need to be aware of then please make sure you tell us in advance or we may not be able to take you on the service. If you use a wheelchair then you will need ramp access at your home and a flat paved surface without high steps.

Our drivers cannot enter your property and therefore, cannot help you with other tasks once in your home.

What you can bring

At driver's discretion, normally up to 3 average-sized bags of shopping or similar as our minibuses have limited storage space. If you have

mobility issues or other relevant support needs the driver will be able to help you with your shopping to and from your home. You can also bring any equipment to assist you with walking including assistance dogs (please let us know when booking). If bringing a dog, it must at all times be on a lead and under control and must sit/lie at your feet during the journey.

Seat Belts

To ensure your safety, we operate a 'no belt no trip' policy and seatbelts must be worn at all times by all users. Users in wheelchairs will need to either transfer to a seat or have a crash tested chair with a waist belt that can be safely secured by our staff. All wheelchairs will be secured inside the vehicle with specialist equipment and the occupant will be further secured by way of a 3-point seatbelt. If the driver has concerns over the appropriateness of a baby car seat or wheelchair they will not be able to take you on the service. Please make sure to discuss any concerns or issues when making your booking.

Bringing people with you

When travelling on our "exclusive use" service you can bring up to 15 other passengers with you, but you need to let us know when booking. They must be travelling to and from the same address as you or we will charge for the distance to pick up everyone and complete the journey. If you do require extra pick up points then please be aware our operators will need time to plan this into your journey so may have to call you back once this is done to confirm the details.

When travelling on our "shared" service you can bring a companion with you free of charge or your children, but you must let us know when booking. They must be travelling to and from the same address as you.

Children

If you would like to bring your child or children, we will need to know if they are under 12 years old and less than 135cm (4ft 5in). Children aged 2-12 and less than 135cm will be able to use our 'all age seat belts' and so will not need a booster seat. If you want to bring children aged 0-2 then please discuss this with us as you will need to bring your own BSE (British Standards, shown by use of a kite mark) approved baby/child car seat. Please let us know these details when you book, or we might not be able to take them.

Journey Times

If you are using our “flexible” service, it is likely that you will be making a shared journey on a minibus, with other passengers, who may be dropped off at destinations on the way to your own. This means our journeys will usually take longer than if you were going on your own in a private car or a taxi. If you require a specific departure or arrival time, please ask for the “exclusive” service (charged at a higher rate).

If you need extra help

Because the Comet provides shared journeys, passengers can be left unattended in a vehicle for up to 15 minutes with the door open while the driver is helping another person to or from the vehicle. If you always need to be accompanied, for example due to a diagnosis of dementia or other conditions that cause memory loss or confusion, you will need to be accompanied by someone over the age of 18 who can act as your escort. Again, please notify us at the time of your call if you will be bringing an escort with you.

Privacy Notice

This Notice is designed to explain how and why information about you will be used by Oxfordshire County Council. The council may update this Notice at any time and may also notify you in other ways from time to time about the way that we use your personal information.

How will we use information about you?

The council collects personal information in order to perform services which we provide as part of our statutory functions. Where services are not part of our statutory functions, we may seek your consent to collect and process your personal information.

We will use your information to create a case record for you and we are responsible by law for decisions relating to the security and use of your personal information.

- Generally speaking, we will not use your information without your permission for purposes not directly related to the services we provide;
- If your information is to be used for purposes such as training or planning and improving services, your information will be anonymised;
- It might be necessary to share your information for a purpose not related to the services if:
 - your health or safety, or that of others, is at risk;
 - we wish to prevent or help investigate crime;
 - we need to comply with a legal obligation.

What type of information will we keep about you?

- details about you such as full name and contact details such as phone number, address, and e-mail address where appropriate;
- about contact with you;
- information relevant to the services being provided, for instance the Comet minibus service.

How will your information be kept secure?

To ensure that your information is used appropriately and that your privacy is respected, your personal information will be held and used in compliance with the requirements of all applicable legislation. This means that:

- the council will take steps to ensure that your information is kept as safe as possible, and that it is always accurate and up to date;
- only those staff who need to do so will access your personal information;
- your record will be retained in accordance with the council's retention schedule.

Who will we share information with?

To help ensure that we provide you with the best possible services, other organisations often work closely with us. It may therefore be in your best interests for your information to be made available to these organisations. In addition to this, we may be required by law to share your information with some of these organisations.

Typically, depending on the circumstances, we share information with the following types of organisations:

- educational establishments, such as schools and early year's settings;
- other health and social care professionals and organisations (e.g. NHS organisations including NHS Digital);
- local and central government bodies (e.g. City / District councils in the county);
- law enforcement agencies such as the Police, and Fire and Rescue Service;
- regulatory authorities, such as the Local Government Ombudsman;
- the council's external auditors, currently Ernst and Young.

Some of our services are provided by organisations working on behalf of the council or in partnership with the council, such as care providers or charities. Your personal information may be passed to one of these organisations when required in order to perform the service.

However, the council will still be responsible for your information, its security and what happens to it. Where we do share your information, we will take steps to ensure that those it is shared with keep your information secure, and that they also comply with the legislation.

What are your rights?

In addition to having the right to be informed about how we will use your information, you have the right (free of charge) to the following:

- access to personal information we hold about you;
- to have your information corrected if there are inaccuracies or if the information is incomplete;
- to restrict the processing of your information in certain circumstances in accordance with applicable law;
- in some instances, to object to your personal information being used at all due to special grounds relating to your particular situation - however, there may be compelling reasons why we may need to continue using your information even in these circumstances;
- to be told if your personal information is lost and if, as a result, your privacy and rights may be at risk.

In addition to the above, if we have no legal basis to process your information other than the fact that you gave us your consent, then you have the following additional rights:

- to withdraw your consent to process your information;
- in some instances, to ask for your personal information to be sent to another organisation in a suitable format. For example, we can provide you with your personal information in a structured, commonly used, machine readable form when asked;
- to withhold permission for your information to be shared.

If you wish to see the information we hold, or if you believe that information we hold is out of date or inaccurate, or you have additional information that could affect any services we provide to you, please use the [online form](#) or telephone 01865 792422.

Data Controller

Oxfordshire County Council is the Data Controller for data it collects from you as an individual.

Data Protection Policy

The council's Data Protection Policy can be viewed [online](#), or can be requested by email dataprotectionofficer@oxfordshire.gov.uk or by telephone 01865 792422.

Who can I contact with any questions or complaints?

Please speak to your usual contact in the council in the first instance. If you are still unsatisfied, you may contact the council's Data Protection Officer as follows:

Information Management Team
Oxfordshire County Council
County Hall
New Road
Oxford
OX1 1ND

Email dataprotectionofficer@oxfordshire.gov.uk

You can also complete the online complaints form on our website:
www.oxfordshire.gov.uk/complaints

You also have the right to appeal to the Information Commissioner's Office which is the UK regulatory authority for data protection issues:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website www.ico.org.uk or telephone 0303 123 1113.

We will need to update this privacy notice from time to time. We will maintain a latest version number and you can ask us about this notice or check online at any time.