

## Do you need assistance?

If you need someone to accompany you then you can bring along your own helper (please let us know when you book).

If needed and requested then we can try to find a trained Volunteer Passenger Assistant to help you but unfortunately this can not be guaranteed.

## Want to know more?

Please get in touch by calling 020 8964 1114 week-days between 1 pm—4 pm. We can give advice on how to best meet your travel needs.

## What to do next...

**If you would like to use Westway CT's Services for Individuals please complete a Membership Form.**

**[www.westwayct.org.uk](http://www.westwayct.org.uk)  
[bookings@westwayct.org.uk](mailto:bookings@westwayct.org.uk)**



240 Acklam Road,  
London, W10 5YG

## **Westway CT Services for Individuals for Westminster Residents**

### **Who are these services for?**

Residents who live in Westminster and sign-up to be a member of Westway CT can access the **Volunteer Cars** the **Westminster Shopper Service** and **Mobility Scooters**

The Volunteer Cars is a one-to-one service supported by volunteers. Members can pre-book transport to go where they need to including Clubs/Day Centres, Banks, Libraries, Places of Worship, Dentists or Doctors or to visit Friends and Relatives etc. **PLEASE NOTE: Volunteer Drivers support this scheme so bookings are not guaranteed until confirmation.**

The Westminster Shopper Service is a FREE Accessible Minibus Service. Collecting you from home and taking you to the supermarket, to do your weekly shop. We visit a range of supermarkets across London and a Passenger Assistant is on hand to help with bags.

## How do I book?

To book a trip using the **Volunteer Cars** please call **020 8964 1114** between 1pm—4pm weekdays.

When making a booking we suggest you give us at least three to four working days notice. Please have the following information ready:

- Name & contact phone number
- Address of destination
- Time of pick up & appointment
- Time of collection for return journey (or we will let you know the pick up time for the Shopper)
- Parking & location hints at your address
- Information about mobility aids, wheelchairs etc.
- Is a friend travelling with you?

After you have booked transport, if for any reason you cannot travel at your agreed time, then please let us know as soon as is possible. We will then be able to offer another user a trip in your place. If the booking line is closed do leave us a message, as we try to pick up messages throughout the day.

To book a space on the **Shopper** bus please call **020 8960 9020** between 1pm—4pm weekdays.

Please have the following information ready:

- Name & contact phone number
- Parking & location hints at your address
- Information about mobility aids, wheelchairs etc.
- Is a friend travelling with you?

## How do I join sign up to use Westway CT's services?

Simply complete the Membership Form. All information is strictly confidential and will help us to provide a quality service to meet your specific needs.

### **Membership is free**

## How much will it cost to use the Volunteer Cars?

A mileage rate of just £1.10 inclusive of VAT will apply to all bookings.

Westminster Council subsidises 75% of the transport costs in order to keep fares to an absolute minimum.

## How much will it cost to use the Shopper Service?

The Shopper Service is Free of Charge.

## Do you have wheelchair accessible vehicles?

Yes. We have a fleet of vehicles to suit a wide variety of needs. Currently we have a mixture of wheelchair accessible vehicles, saloon cars and minibuses. If you find it difficult getting in and out of a certain type of vehicle, please let us know when booking and we will do our best to accommodate you.