

Contact us

Thanet Community Transport Association
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Kent
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01843 602030



www.transportinthanet.co.uk



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Welcome to Thanet

Community Transport Association

Thanet Community Transport Association is a charity established in 1999 providing a door to door wheelchair accessible transport for elderly and disabled people originally in Thanet but now covering the East Kent area.

Our friendly drivers are available 365 days of the year to safely transport you to appointments, visit friends, shopping, days out and day centres.

You choose where you would like to go and our staff will be there to assist you with your travel arrangements.

We believe in providing the best possible service that we can for our customers. We will never forget that the customer is the most important person in our business.



Group Terms & Conditions

- A booking form must be completed and signed with a deposit to confirm booking. Bookings will not be accepted without a booking form.
- Any journey cancelled within 48 hours of departure time will be subject to the full cost of the journey.
- All quotes are valid for 30 days only
- TCTA must be advised if booster seats are required in advance

For Day Trips

- TCTA reserves the right to cancel any trip due to lack of demand up to twenty four hours prior to travel.
- If a cancellation is made by TCTA a full credit of all monies paid by the customer will be offered, however TCTA does not accept responsibility for loss, damage or inconvenience caused to the passengers. All arrangements for meals, accommodation or other means of travel are made by TCTA for or on behalf of the passengers on the condition that TCTA shall not be responsible for any loss, damage, delay or inconvenience caused to passengers as a result of such arrangements.
- If a cancellation is made by customers of seven days or less prior to the date of travel no refund can be offered.
- If a cancellation is made by customers of more than seven days prior to the date of travel a credit note will be issued less an administration fee and any admission or ticket prices involved.
- Credit notes issued will be valid for six months only.
- TCTA gives its advice on journey times in good faith, however as a result of breakdown or traffic congestion, or other events beyond the reasonable control of TCTA, journeys may take longer than predicted and in those circumstances TCTA will not be liable for any loss or inconvenience suffered by the passengers as a result. TCTA will operate in all weather conditions. In the event of serious weather conditions, for example heavy snowfall, no refunds can be given for cancellations. However in these circumstances, each claim will be assessed on an individual basis.

Holiday Terms and Conditions

- All holidays are non refundable
- TCTA may need to amend itineraries
- TCTA reserves the right to cancel any holiday due to lack of support
- TCTA does not provide holiday insurance.

The important bits

- Membership fees will not be returned under any circumstances
- All bookings are subject to driver and vehicle availability and may be cancelled at short notice if for any reason a driver or vehicle is unavailable.
- All invoices need to be paid within 7 days transport will be stopped for outstanding accounts. A admin fee will be charged for late payments.
- Seatbelts must be worn at all times
- Wheelchair users will be carried at the discretion of the driver.
- TCTA drivers are responsible for the safety of all disabled passengers who travel in their wheelchairs. TCTA drivers are responsible for the safe loading and securing of wheelchairs.
- All bookings will be charged with less than 24 hours notice.
- TCTA will not be responsible for the late arrival of any journey for whatever cause.
- No smoking, including ECIGs is permitted on any vehicles.
- No food or drink to be consumed on any of the vehicles.
- TCTA may find it necessary to change vehicles for operational purposes.
- In the event of a breakdown TCTA will arrange for recovery of the vehicle and passengers at the earliest convenient time.
- TCTA would emphasize that each passenger / group is responsible for ensuring they are ready at the agreed pick up point at the correct time and TCTA cannot be liable for any loss or expense suffered by passengers because of late arrival.
- Motorised wheelchairs - prior arrangements must be agreed with the office due to capacity of each individual trip. Owners are responsible for the motorised wheelchair and TCTA will not be held responsible for any damage caused to the vehicle.
- TCTA drivers are responsible for the passengers only when they are travelling on the vehicles. Hirers are responsible for their passengers at all other times and when they are away from the vehicle.
- Any graffiti or damage that needs to be cleaned or repaired will be done so at the charge of the group or individual.
- TCTA will not be held responsible for any loss or damage to TCTA reserves the right to refuse anyone deemed to be a nuisance or danger to its employees or passengers and may ask the police to assist in requiring a person to alight and may even prosecute such offenders. No compensation will be made to such offenders.

Services we provide

Dial-a-ride: To use the service, you need to ring and book your journey. You can book up to 7days in advance.

Trips: We send out a quarterly newsletter with all the details of trips. You can ring in and book up to the day before. Trips do get booked up very quickly. All trips must be paid for in advance.



Holidays: These are advertised in the quarterly newsletter and can be booked over the phone.

Day centres: If you are a member of a day centre you can make a regular booking to be taken and dropped off on the days you attend.

Group bookings: Voluntary and charity organisations can book a vehicle to transport their members to and from an event or on a trip of their choice.



Additional services we provide

Shopping: Our shopping service is ideal if you're unable to get to the shops yourself. This could be for a short or long period of time whichever suits your needs. We will collect your shopping and return it to you and assistance can be given to you to unpack if required.

For those whom don't have cash at home an account service can be set up with the office.

Cleaning: Do you ever feel like you're struggling to keep your home clean and tidy? We provided a regular weekly or fortnightly visit to cleaning, our trustworthy and reliable cleaners will have your home back to your standards in no time.

Welfare Service: Our staff are here to assist you with any day to day life challenges. They can assist you with anything from making a cup of tea, changing your bed, preparing meals and general admin support. If you have additional services that you require please contact the office.

House Clearance: Do you have some furniture or household items you do not need anymore. Give us a call and we can arrange collection. We do not take clothes, shoes or broken items.

If you would like any further information on any of our services please call

01843 602030

Safety of Wheelchairs

We are able to transport any service users in a wheelchair as long as the wheelchair has been crashed tested and is mechanically safe.

Our members of staff are trained to check all wheelchairs prior to travel and will refuse a wheelchair if it is not crash tested and safe to travel in.

There are some very simple checks that will be carried out prior to travel.

A wheelchair must have the carabiner hook labels above the wheels

A wheelchair must have a solid frame

A wheelchair must have clamping points

A wheelchair must have fully working brakes

A lap belt must be fitted to the wheelchair

Electric wheelchairs will only be carried on a tail lift in the manual mode. No one is permitted to manoeuvre an electric wheelchair on the tail lift in the electric mode.

Any wheelchair that is not mechanically sound will be refused transport.

Wheelchairs will only be transported if they can be safely strapped in with four wheelchair clamps.

If you are able to transfer to a bus seat then your wheelchair will be safely stowed.

