Accessible Minibus Service
for disabled students
User information for 2017 – 2018

This guide can be made available in alternative formats. Please contact Disability Support for further details.

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Contact information:

- Phone: 0115 951 5992
- Email: minibus@nottingham.ac.uk

This inbox is managed by the Disability Support Administrator and not the Minibus Drivers. The Minibus Drivers’ contact details will be provided upon referral to the Service.

www.nottingham.ac.uk/studentservices/support/supportforyourstudie
s/disabilitysupport/index.aspx
What is the purpose of the Accessible Minibus Service?

The Minibus Service is provided to enable disabled students to attend their academic activities. For example; lectures, seminars, tutorials, library and meetings with Academic or Disability Support.

The Minibus Service operates on the University’s campuses: University Park, Jubilee Campus, Sutton Bonington Campus, Kings Meadow Campus, University accommodation and Queens Medical Centre and City Hospital Nottingham.

Whilst the Service aims to be responsive and offer some degree of flexibility it does not and cannot operate as a taxi service. Journeys are pre-booked in order to accommodate all student users.

Am I eligible to use the service?

The Minibus Service is available to:

University of Nottingham students who are registered on a full-time or part-time course, and:

• have been assessed as being eligible by their Disability Adviser and have provided appropriate evidence outlining their disability and the impact of this on their mobility.
• Personal Assistants who are accompanying the student, by prior arrangement with the Disability Adviser.

How do I make a booking?

Once you have been referred for the Minibus Service, you will be emailed each Wednesday morning by the Disability Support Administrator, requesting your journeys for the following week.

These should be returned to us by the end of the day on the Thursday. The schedule is then collated, and you will receive confirmation of your booked journeys on the Friday afternoon.

You must clearly indicate when you require the minibus, giving as much notice as possible. Requests made without 48 hours’ notice cannot be guaranteed.

What hours does the service operate?

During Term Time:

The Minibus Service operates for all eligible students Monday to Friday, 8am until 6.00pm.

Out of Term Time:

Postgraduate students can continue to use the Service as per normal Term Time hours.

For undergraduate students, a reduced service will operate depending on the nature of the journey and availability.

The Minibus Service does not operate on University closure days.

Exams and the Minibus Service

We prioritise all exam journeys for arrival in good time. The Minibus Service will be available outside of standard hours where needed to suit exams (including Saturdays and late finishing exams).

It is your responsibility to let us know if a minibus journey is for an exam.
What if I need to amend or cancel a booked journey?

Please remember to advise us of changes in your timetable affecting your journey requirements, as soon as you know.

If you need to cancel at short notice or make last minute amendments to your journey bookings, you must ring the Minibus Driver direct to inform them of this as soon as possible.

The Drivers’ contact details are provided to you upon your referral to the Service. If you have difficulty contacting the Driver, please contact the Disability Support Administrator on: 0115 951 5992

If you do not present for the first leg of a journey, your return journey will automatically be cancelled unless you advise the Minibus Driver otherwise.

The Minibus vehicle:

The Minibus vehicle is a plain white minibus with the University logo on the side, fully accessible, with wheelchair lift and fully trained drivers who are approachable and friendly.

If the Minibus is oversubscribed or unavailable at the journey time you have booked, an alternative provision will be made wherever possible, at no cost to the student.

Withdrawal of Service

If a student consistently misses booked journeys and does not notify the Minibus Driver or the Disability Support Administrator, the University reserves the right to withdraw the service and offer this to another eligible student.

Safety Policy

It is the passenger’s responsibility to ensure that all the appropriate restraints, i.e. clamps and belts, are in place whilst the vehicle is in motion. The Driver is available to assist upon your request.

In accordance with University policy, smoking and vaping are not permitted in the vehicle. All passengers must comply with current minibus safety procedures. The University of Nottingham will not assume liability for passengers who do not comply with current minibus safety procedures. Failure to comply will result in the withdrawal of the Service.

Please be aware of the following:

Every effort has been made to ensure that the information contained in this guide is accurate, but as transport provision and services are constantly being evaluated and modified as part of the University’s continuous efforts to improve the Service, there may be some alterations to provision.

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