What else do I need to know?

- **Withdrawal of Service**
  If a student consistently does not use the service and does not notify the Disability Officer, the University reserves the right to withdraw the service and offer it 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 while this vehicle is in motion. The driver is available to assist upon your request. In accordance with University policy, smoking is not permitted on this bus. 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.

- **Exceptional Circumstances**
  Security can be contacted on 0115 951 3013 in exceptional circumstances only (such as for last minute amendments or cancellations) outside office hours.

Finally...
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.

Contact information:

Student Services Centre  
B Floor, Portland Building  
University Park  
The University of Nottingham  
Nottingham NG7 2RD

Telephone 0115 951 3710  
Fax 0115 951 4376  
E.mail minibus@nottingham.ac.uk  
Website -  
www.nottingham.ac.uk/studentservices/supportforyourstudies/disabilitysupport

Minibus Service  
for students who have a disability  
2013 – 2014

This guide is available in alternative formats. Please contact the Student Services Centre (SSC) for more details.

September 2013
What is the purpose of the minibus service?

The minibus service exists primarily to enable students with permanent or long-term disabilities, who are unable to use other forms of transport provided by the University (e.g. hopper bus), to attend their academic activities i.e. lectures, seminars, tutorials, library, Academic Support. Depending on demand it may be available on occasions to take a student to other academic-related activities on campus, such as appointments at Cripps Health Centre.

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
- students who have been assessed as being eligible by the Disability Adviser and have provided appropriate documentation outlining their disability and the impact of this on their mobility
- personal assistants who are accompanying the student, by prior arrangement with the Disability Officer

How do I make a booking?

Before each semester begins (or as soon as the information becomes available), you must provide the Disability Adviser in the Student Services Centre (SSC) with a copy of your:

1. personal timetable, detailing your academic commitments.

2. request for minibus journeys. You must clearly indicate when you require the minibus. Therefore please include the following:
   - day you wish to travel
   - time of your lecture/appointment
   - where you wish to be collected from
   - where you wish to be taken to
   - purpose of your journey

The Disability Officer will then prioritise the requests and arrange bookings for the journeys.

If you require the service during the examination period you will need to submit a separate timetable for this time. This must be done as soon as possible after the information becomes available to ensure that your requests are met. You should provide the same information as listed above.

Please note that the service is in heavy demand and at times it may not be possible to meet all requests (see the section: “What if the minibus is unavailable?”). Requests for this service must be made at the earliest opportunity so that SSC can endeavour to ensure a place has been reserved for you. It is your responsibility to provide complete information as soon as it becomes available.

Please remember to advise SSC also of changes in timetable as soon as they are known. All negotiations for use of the service are to be conducted with SSC who will inform the driver of any changes to the routine established each semester. You will not be able to directly negotiate changes with the driver.

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

What hours does the service operate?

During term-time the service operates Monday to Friday 8am – 6.00pm.

During non-term time postgraduate students whose courses run for the full 12 months of the year may continue to use the service. For all other students, a reduced service will operate.

What if the minibus is unavailable?

The Disability Adviser will authorise the use of an alternative service, at no cost to the student, in the following circumstances only:

- if the service is consistently oversubscribed at a regular time
- if the service is unavailable for reasons such as when repairs to the vehicle are required

What if I need to cancel a journey?

If you are unable to use the minibus service due to illness or other reasons, contact SSC as soon as possible to cancel your journey, as other students may be able to be accommodated in your place. Office opening hours are Monday to Friday 9.00am – 5.00pm, with telephone calls answered 9.00am and 4.45pm.