Accessible Minibus Service
for disabled students
User information for 2018 – 2019

This guide can be made available in alternative formats. Please contact Transport & Logistics for further details.

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Contact information:
• Phone: 0115 8468109
• Email: minibus@nottingham.ac.uk

This inbox is managed by the Transport & Logistics Administrator and not the Minibus Drivers. The Minibus Drivers’ contact details will be provided upon referral to the Service.
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. Priority is given to journeys for academic purposes.

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 sent an information pack by your Disability Adviser and receive an email from Transport & Logistics welcoming you to the Service.

1. Please complete and return the Service User Registration Form upon receipt of this email.
2. You should submit the Form: Weekly Journey Requests every week, to arrive no later than Wednesday 5pm of the preceding week (for example: journeys for the week commencing Monday 26th February, must be submitted by 5.00 p.m. on Wednesday 21st February).
3. You will receive email confirmation of your journeys by Friday 12.00 p.m. of each preceding week.
4. For any Late requests please use the same form: Weekly Journey Requests indicating that the journeys are late requests. While we will endeavour to accommodate late requests once journeys have been confirmed they cannot be guaranteed.

If you have any difficulty reading or completing these Forms please let us know, so that we can assist.

Please remember to check your emails regularly.

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?

Before journeys have been confirmed Friday 12.00 p.m., please inform us via email: minibus@nottingham.ac.uk.

Once journeys have been confirmed, please inform the Minibus Driver direct (Mobile: Paul Barrett 07717 227 219; Ian Clifton 07798 611 221; Timothy Stone 07887 450 766)

It is the student’s responsibility to ensure journeys are submitted prior to the deadline. While we will endeavour to accommodate changes requested once journeys have been confirmed they cannot be guaranteed.

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.

Safety Policy & the Withdrawal of Service

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, food, drink, 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.

If a student consistently misses booked journeys and does not notify the Minibus Driver or the Transport & Logistics Administrator, the University reserves the right to withdraw 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.