



## **Service User Transport Agreement**

**For Maternal Circles to arrange transport to your antenatal appointments and appointments with your Project Worker, we require you to agree with the following:**

### **General:**

- When requesting transport, please give as much notice as possible. Requests made within 24 hours of the requested trip may be rejected.
- If possible, please provide a photo/screenshot of your appointment details if you have a letter/text message/appointment card.
- Please ensure you're on time for collection.
- Please allow 10 minutes **after pick-up** time before enquiring about late pick up, this allows for traffic or other delays to transport.
- If you no longer require your arranged transport, please let us know, so this can be cancelled.
- If you have had your transport to hospital and no longer require your return journey, please ensure you let us know.

### **Abuse and substance policy:**

- Abuse of transport staff will not be tolerated, including both verbal and physical abuse.
- Substance use during transport will not be tolerated, including smoking, drinking alcohol and use of drugs.

### **Key contacts:**

- Please call our office on: 02477 102230 to change or cancel appointments.
- If you require urgent medical assistance, please call: 999
- If you require health advice for yourself or baby, please contact your midwife or call 111.

Failure to comply with all of the above will result in transport services being withdraw.

Date: \_\_\_\_\_