

OUR charity begins at YOUR home

31 October 2025

Group Membership

Thank you for enquiring about our organisation. We are enclosing for you the following:

- (a) Terms and Conditions
- (b) Description of the organisation
- (c) Membership application form (please complete as fully as possible to enable us to provide a service to fully fit your needs)

Membership is a registration fee of £5, plus a yearly subscription, currently £15. Once you send your completed application in someone will contact you for payment via credit or debit card.

Membership is open to any “not for profit” group. You may use our “group” service for your regular meetings or trips for your organisation. We would welcome you having your own drivers for evening and weekend transport. Membership and subscription charges are non refundable.

Please note that we are an independent, charitable organisation (**not** run by local councils). However, we do receive funding for certain services from the local authorities. Keep Mobile’s services are available to you if you operate in areas covered by Bracknell Forest Borough and Wokingham District Councils.

General enquiry Line: 03455440850 – For all enquiries . Our office hours are 8:30am to 4:30pm, Monday to Friday.

If you have any members/residents who would like to join in their own right please let us know and we will send them an information pack. We can also arrange to come and give a talk to your members about the work of Keep Mobile if you would like us to.

May we remind you that **KEEP MOBILE** belongs to its members, therefore if there is anything you would like us to do **tell us** and if it is possible we will provide it.

We look forward to you using our service.

Yours sincerely

Keep Mobile

Terms and Conditions

Group Membership

Membership is open to any group which operates “not for profit” . Our prime purpose is to provide a service for those people unable to use other forms of transport. It should be noted that under the Road Traffic Act 1985, Section 19 entitles us to operate for hire or reward provided there is no view to profit nor incidental to an activity which is itself carried on with a view to profit. The running of a home for profit would be deemed to be such an activity. We can provide transport for any group at your home such as the “Friends of” or “Social Club” provided they have no connection with the management of the for profit organisation. No payment can be received from an organisation operating for profit. We hope that is sufficiently clear.

Your group must operate within, or for residents of, Wokingham District Council or Bracknell Forest Borough Council, but we can travel any where outside these areas. There is a one off membership fee of £5.00, plus a £15 annual subscription which enables you to use our Contract service subject to availability. **Membership does not automatically guarantee transport.** There is no refund available once the registration has been made.

Bookings

For contracts it is advisable to provide us with a schedule of meetings and/or outings with as much notice as possible. This helps us plan round your dates instead of trying to fit them in. Day Excursions can be booked as and when, subject to availability. The more notice the better. You must advise us of the actual number of passengers travelling on an excursion in order that the vehicle arrives with the correct configuration of seating.

Vehicles

All of our vehicles have passenger lifts with seating capacities up to 16 including wheelchair users. Our drivers are MiDAS trained and therefore follow the highest standards with regard to driving and passenger care, particularly with regard to those with walking difficulties or wheelchair users. Seating can be arranged to suit your requirements but you must confirm this 48 hours prior to the booking. Failure could result in the seating configuration not being correct.

Quotations and Payments

We can provide a quotation for any transport, however for door to door pickup costs are based upon actual mileage to be as accurate as possible. Payment is required during the month following that in which the service was provided. It would be most helpful if you could pay promptly in order to reduce our overheads.

Departures Times

We will arrive earlier than the stated time in order to give sufficient time for boarding. The return time must be adhered to as we have others to consider. Also the driver may exceed their hours if we are delayed.

Cancellations Please provide as much notice of cancellations as possible as others need the service. Should **KEEP MOBILE** have to cancel any trip for whatever reason a full refund will be given.

Résumé

KEEP MOBILE has been in operation since the beginning of 1992 and was registered in 1993 as a charitable Friendly Society under the Industrial & Provident Society Act of 1065. In August 2017 we became a Charitable Incorporated Organisation. We are run by a Management Committee made up of wheelchair users, other disabled people, carers and those with many years experience in providing accessible transport. All of our committee are unpaid volunteers.

Our mission is to help those in the Wokingham Borough and Bracknell Forest Borough areas unable to use ordinary transport (due to their disability and/or age) to reach their destination, wherever that may be, and have as much of an independent life as is possible with regard to transport.

We operate a fleet of accessible mini-buses all of which have adaptable seating arrangements to suit varying needs (i.e. nos. of wheelchair passengers) and passenger lifts.

All Keep Mobile's Drivers and Passenger Assistants are trained to the nationally recognised MiDAS standard, (Minibus Drivers Awareness Scheme) as recognised by the Department of Transport and RoSPA. We have also achieved the status of having our own MiDAS DATs (Driver Assessor/Trainers) on this scheme. This allows us to ensure that we are training our drivers to the highest National Standard.

Our service involves local people, providing them with voluntary opportunities as well as employment.

We provide the following services, all of which are door to door:-

Dial a Ride (DAR) where members can telephone to book a journey **anywhere** they require at a time that is acceptable to them. We respond by offering a service as near to their requirements as possible. This is now partly funded by Wokingham Borough Council and Bracknell Forest Borough Council.

The service is operated by members telephoning with their requirements *at least* two days in advance. We will transport members to any destination in the UK subject to availability. (All transport is subject to vehicle availability.)

Shopping Trips, a regular service to local towns with sufficient time to shop or meet friends, etc.

Personal Shopper, we attend the shop chosen by the member. A volunteer on board completes the shopping and pays for it using the charity's debit card. The driver delivers it to the member's home together with a copy of the shopping list and the shop bill (we pay for it at the time). We leave the payment until the following day. We, then phone the member and if all is correct ask for payment by Bankers Card. There is no charge for this service (we cover the card charge) other than the standard shoppers fare. Poster attached for your reference.

Day Excursions. Trips to places of interest as published in our programme. We visit many different types of venues near and far most days of the week. This allows people to escape their four walls and be included socially, a very important aspect of our work. This service is **not supported** by either of the local authorities in our area. We have to raise the funding needed in addition to the charge made to our members.

Contract work for other voluntary organisations including Stroke Clubs, Arthritis Care, Polio Fellowship, Berkshire Blind, Alzheimer's Association, Community groups and Social Services, etc.

Group transport where regular transport for meetings or trips is provided. In addition the group can hire a vehicle and use their linked driver (that's a driver dedicated to the group) and the vehicle is used exclusively by the group needing it. In effect it is as a self-drive hire but the driver is trained to MiDAS and has familiarisation training on our vehicles. Bookings can be from an hour to a week plus.



Office use only	
Payment £	Card
Membership No	M
Services	C G
Entered by:	
Checked by:	

Group Membership Application

Name of Group.....

Address.....

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Post code

Telephone.....

Do you have access to the Internet?.....if yes e-mail address.....

Name of emergency contact..... Telephone.....

Address of meeting place (if any)

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Disability (if applicable).....

Purpose of Group.....

Any other details.....

How did you Hear About Keep Mobile

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I am applying for Group membership

The membership fee is £5.00 plus £15 annual subscription (return the form and we will contact you for payment). There is no refund available once the registration has been made.

I/we have received a copy of and agree to abide by the terms and conditions of the society and any updates to these that may be issued. I/we understand that no transport can be guaranteed and that bookings must be made as early as possible to minimise refusals. Payment for transport is due within 14 days of the date of invoice.

Signed Date

On behalf of.....

DATA PROTECTION ACT 1998: information supplied on this form will be held on a computer.