

# Important information

## Payment

Kent Karrier is a membership-based scheme. The annual membership fee contributes towards the cost of administering the scheme, and a fare is payable every time you travel. Please enclose a cheque / postal order made out to Kent County Council to the value of £5. Please do not send cash by post.

The £5 charge will not be waived under any circumstances.

As membership runs for one calendar year, the fee applies irrespective of the date of application. Refunds will not be issued and payments by instalment cannot be accepted.

## Applications

New applications can be made at any time. You must be a Kent resident and can only apply for the scheme which operates in your area.

Membership cards are not issued but after your application has been successfully processed, you will receive a letter confirming your membership number and the contact details for the operator of the scheme in your area.

Kent County Council is not liable for transport or other costs incurred while membership applications are being processed. If you have not received your membership letter within 28 days of your application, please contact us.

Please remember to inform us of any change of circumstances, such as change of address, as this information is not automatically sent to this department, even if you have told another part of Kent County Council.

## Renewals

Renewal notices will be sent to you automatically, approximately four weeks prior to the expiry date of your current membership. If you have not renewed your membership within six weeks of your renewal date, you will need to submit a new application.

## Concessionary bus pass holders

Membership of Kent Karrier is not dependent upon holding a concessionary (or 'free') bus pass. Similarly, membership of Kent Karrier does not mean that you will be entitled to a 'free' bus pass. ENCTS passes are not valid on this service. For more information about these bus passes, please contact Kent County Council or visit [www.kent.gov.uk](http://www.kent.gov.uk)

## Scheme details

Full terms and conditions are available online at [www.kent.gov.uk](http://www.kent.gov.uk) (search **Kent Karrier**) or by request from the address below. By applying for the scheme you acknowledge that you have read and accept these terms.

The information that you provide on this form is collected and dealt with in compliance with the Data Protection Act 1998. It will be used by Kent County Council to administer the Kent Karrier Scheme (including the detection and prevention of fraud) and will be shared with the transport provider(s) of the scheme which you are joining for the same purposes.

### Checklist

- Have you completed all sections of the form, and had it counter-signed by a registered medical professional (if applicable)?
- Have you provided proof of your age if you are 85+ (if applicable)?
- Have you enclosed your payment of £5.00 and made the cheque/postal order payable to **Kent County Council**?

### Please return this form, along with payment (see above), to the following address:

Kent Karrier Membership, Kent County Council, Public Transport, PO BOX 441, Aylesford, Kent ME6 9HJ

### Contact details

Further information about Kent Karrier Dial-a-Ride services is available at [www.kent.gov.uk](http://www.kent.gov.uk) (search **Kent Karrier**).

Should this not answer your question please write to us at the address above, or email [public.transport@kent.gov.uk](mailto:public.transport@kent.gov.uk) or telephone **03000 413567**



This scheme is operated by **Compaid** with financial help from KCC.

**To book the service and for application forms call Compaid on 01892 832447**

If you wish to check times, fares or have a comment to make, please call **Compaid** on the above number.



Kent County Council  
Public Transport  
PO BOX 441  
Aylesford  
Kent ME6 9HJ

[www.kent.gov.uk](http://www.kent.gov.uk)

For other enquiries call: **03000 413 567**  
or email: [public.transport@kent.gov.uk](mailto:public.transport@kent.gov.uk)



traveline  
public transport info

[www.traveline.info](http://www.traveline.info)  
**0871 200 22 33**  
calls from landlines cost 10p per minute

train information  
**08457 48 49 50**  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

**Dial-a-Ride Service**  
door to door pick up

# TUNBRIDGE WELLS



Apply today - membership application form inside



The transport service that picks you up & drops you back at your door

### Main destinations include:

- Tunbridge Wells Town Centre
- Cranbrook Town Centre & more, see inside



## What is Kent Karrier Dial-a-Ride?

Kent Karrier is a flexible Dial-a-Ride service that takes members directly from their door to a number of useful destinations in their local area. All services are operated with wheelchair accessible vehicles and our experienced drivers will give them all the help they need.

## Who can use it?

To book the service you need to be a Kent Karrier member and quote your membership number.

### You can become a member if:

- you have a mobility impairment or other medical condition that makes travelling on public transport difficult. Carers or companions can also travel.
- you live in a rural area more than 500 metres away from a bus stop or railway station.
- you are 85+ (proof of age required).

## How do I apply?

If you require any further application forms then phone **Compaid** on **01892 832447** and they will send one to you.

### Once completed, send your application to:

**Kent Karrier Membership, Kent County Council, Public Transport, PO Box 441, Aylesford, Kent ME6 9HJ**

We will write back to you with your membership number, which you use to book your journey.

## How do I book transport?

You need to phone your local operator to book your journey. You can book up to seven days in advance, between 9:00am and 4:00pm. You will need to give your membership number, tell them where you want to go and when you want to travel. The operator will tell you what time you will be collected. Your local operator details will be provided with your membership number.

## What does it cost?

Membership	£5.00 per year
Urban areas to all destinations	£2.00 single/return
Rural areas to all destinations	£3.50 single/return

The Town areas are served every day the bus is in town. Rural areas are served as shown. Check below to see when Kent Karrier is in your area.

## Pick up locations (from your door)

### First pick-up from 10:30am

**Monday** (to Cranbrook or Tunbridge Wells)

- Benenden • Biddenden • Cranbrook • Frittenden
- Hawkhurst • Sandhurst

**Tuesday** (to Paddock Wood or Tunbridge Wells)

- Brenchley • Goudhurst • Horsmonden • Lamberhurst
- Matfield • Paddock Wood

**Wednesday** (to Tunbridge Wells)

- Capel • Pembury • Sherwood

**Thursday** (to Tunbridge Wells)

- Bidborough • Cowden • Fordcombe • High Brooms
- Langton Green • Penshurst • Rusthall • Southborough
- Speldhurst

**Friday** (to Tunbridge Wells)

- Hawkenbury • Ramslye • Showfields
- Inner areas of Tunbridge Wells

## Town Centre set down/pick up points

### Return pick-up from 12:30pm

**Tunbridge Wells**

- Tunbridge Wells Town Centre • Tesco • Sainsbury's

**Cranbrook**

- Cranbrook Town Centre

**Paddock Wood**

- Paddock Wood Town Centre

## Personal details

Please complete in BLOCK CAPITALS

Title: Mr/Mrs/Ms/Miss  
delete as appropriate

Other  
please specify

First name

Last name

Address

Postcode

Home telephone

Date of birth

Signature

Date

## Emergency contact details

Name

Relationship to you

Telephone

## Mobility details

I am applying to join my local Kent Karrier Dial-a-Ride Scheme because: **(please tick ONE reason only)**

- I live more than 500 metres from the nearest bus stop, **OR**
- I am 85+, **OR**
- I have difficulty using existing public transport\*

\* if the third box is ticked please answer the following questions that apply to you and arrange for a registered medical professional (ie Doctor/Nurse) to complete the **'Supporting declaration'** section.

- I am registered blind
- I have a mobility impairment (please specify below)

- I travel with an escort carer or family member
- I travel with a wheelchair: manual/electric  
I stay in the wheelchair/I transfer out of the wheelchair  
please tick/delete as appropriate

## Supporting declaration

Title: Mr/Mrs/Ms/Dr/Other

Name

Position (must be medical professional)

Telephone

Address

Signature

Date

By signing this form you are confirming that the applicant is known to you to have difficulty using public transport for reasons indicated above. Kent County Council reserves the right to withdraw membership if the declaration is found to be false.

FOR OFFICE USE ONLY

Scheme Ref:

Processed by:

**Please return this form along with payment (see overleaf) to:**  
Kent Karrier Membership, Kent County Council, Public Transport,  
PO BOX 441, Aylesford, Kent ME6 9HJ