

We Bring Unity to Community

**Patient Transport Service**

**Conditions of Service**

* Our service is for appointments between 9am and 4pm, however, the service may be provided outwith these hours if a volunteer driver is available.
* Appointments can be made by phoning 0141 881 9998 or send an email to manager@southwestct.org.uk
* All appointments are subject to the availability of a volunteer driver and no appointments are guaranteed.
* The office must be notified of appointments **at least 7 days** in advance of the appointment.
* The office must be notified of any changes/cancellations or if you are no longer able to attend your appointment at the earliest opportunity.
* Volunteer drivers can assist patients in and out of the vehicle, however; patients must be able to walk by themselves or transfer from the vehicle to a wheelchair with minimal assistance.
* Failure to meet these conditions, may result in you being removed from the service.
* Abuse towards volunteers or staff, or abuse of the service will result in you being removed from the service.