**MINI BUS TRAVEL – Volunteer Driven**

The Code of Conduct exists to make all journeys on the minibus safe and comfortable for all those travelling. To ensure safe travel whilst using the minibus, passengers should follow the following instructions:

* Understand we run a zero-tolerance policy on abuse and bullying. Be polite, courteous and respectful to the driver, escort and all other passengers.
* Respect the fact that the driver and escort are ***volunteers*** and are giving up their time freely to enable you to access this service.
* Wait sensibly for the bus, off the road, in a safe area/designated stop.
* Remain in their seat whilst the vehicle is moving.
* Wear a seatbelt (where provided).
* Put belongings safely out of the way and keep the gangway clear.
* Leave the bus clean and tidy – take rubbish away and deposit in a waste bin.
* Follow any instructions given by the driver or escort.
* Inform LDVG staff if the bus does not arrive or is missed.
* If there is an accident, passengers should stay on the bus until advised otherwise by the driver/escort. If it is unsafe to stay on the bus the driver/escort will inform passengers of the appropriate action. If passengers leave the vehicle without the drivers’ permission this will be reported to LDVG staff.
* We operate a non-smoking policy on our premises and this includes our minibuses. Additionally, the use of e-cigarettes can cause concern to others, so we ask that you do not use them whilst on the minibus.

***Those passengers who choose to repeatedly act in a manner that is detrimental to the safety and well-being of others may be permanently excluded from accessing transport.***