

Farnborough Neighbourcare

57 Lynchford Road
Farnborough
Hampshire
GU14 6EJ

Tel: 07539 327 757



Dear

Thank you for expressing an interest in the transport service offered by Farnborough Neighbourcare. However, before registering you as one of our clients, we need to collect some details from you. I would be very grateful if you could complete the forms enclosed, then return them to the office as soon as possible. You can either post them to us or give them to the driver who transports you to your next appointment.

In the meantime, we will try to find a driver if you have requested transport to an appointment and contact you as soon as a driver has been found. As you are probably aware, all of our drivers and helpers are volunteers and many of them are retired. We do our very best to help you. However, please note that sometimes we are unable to find a volunteer available at the time requested. Fortunately, this is a very rare occurrence.

It would be helpful if you could please telephone the office at least four days before your appointment, but not more than two weeks before your appointment. The office is open from 10.00 am until 12.00 noon - Monday to Friday. Out of hours, please use the answer phone.

We are a registered charity and non-profit making, but in order to cover the expenses of our volunteers (e.g. petrol), we have to ask for a donation for our services. The volunteer will hand you an envelope at the end of the journey. Please place the money in the envelope and give it back to the volunteer. We accept Rushmoor Borough Council Travel Vouchers as tokens are no longer valid.

Donation Guidelines (as from 1 October 2024)

Transport to & from destinations within Farnborough & including Station Rd, Frimley	£ 7.00
To and from Fleet, Frimley, Frimley Green, Aldershot, Camberley, Blackwater and Yateley – including Frimley Park Hospital	£10.00
To and from Farnham Hospital, Phyllis Tuckwell and Clare Park.	£12.00
To and from Ascot, Ashford, Alton Basingstoke, Bracknell, Chertsey, Elstead, Guildford, Heatherwood, Old Basing, Windsor, Woking and Wexham	£25.00
More distant areas e.g. London area, Southampton.	£40.00

If you require further information or have any queries, then please feel free to telephone the office on 07539 327 757.

Yours sincerely

(Chairman of Trustees)