

Prior Booking is essential for all services.

**Tel: 0131 622 7500**

## > Departures

All transport will leave from the Royal Bank of Scotland at St Andrews Square at the stated time unless prior alternative arrangements have been made.

Sacro relies solely on volunteers who give up their spare time to allow the Travel Service to be provided. While it is our aim to provide an efficient service, there will be times when transport has to be cancelled and we shall contact all persons to inform them of this.

Destination	Schedule	Rate
<b>Carstairs Hospital</b>	Every Saturday. Departs: 12:30pm	<b>free</b>
<b>Cornton Vale</b>	On request	<b>£15</b>
<b>Glenochil</b>	Second and fourth Sunday every month. Departs: 12:15pm	<b>£15</b>
<b>Perth/Friarton</b>	On request	<b>£15</b>
<b>Polmont</b>	On request	<b>£15</b>
<b>Shotts</b>	On request	<b>£15</b>

If you would like a translated version of this leaflet, please phone 0131 624 7270 or e-mail [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) quoting reference EDI/386. This leaflet can also be made available in large print or Braille.

In order to make Sacro's services as widely available as possible, we have made every reasonable effort to facilitate easy access to all of our premises for disabled service users. Where this is not possible, we will arrange a suitable, alternative venue.



23 Dalmeny Street is wheelchair accessible.

Bu broşürün çevirisini istiyorsanız, lütfen 0131 624 7270'ı telefonla arayın veya [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) eposta gönderip EDI/386 dosya numarasını söyleyin.

اگر آپ کو اس کتابچہ کا ترجمہ درکار ہے تو براہ مہربانی 0131 624 7270 پر ٹیلیفون کریں یا [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) پر ای میل بھیجیں اور ریفرنس نمبر EDI/386 کا حوالہ دیں۔

欲索取這單張的翻譯版本，請電 0131 624 7270，或電郵 [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk)，並說明檔案編號 EDI/386。

إذا كنت تريد نسخة مترجمة من هذه المنشورة الرجاء الاتصال برقم الهاتف **0131 624 7270** أو أرسل بريدًا إلكترونيًا إلى العنوان [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) وذكر الإشارة رقم **EDI/386**

এই পুস্তিকার অনুবাদ যদি আপনি পেতে চান তাহলে 0131 624 7270 নম্বরে ফোন করে অথবা ই-মেইল করে রেফারেন্স নম্বর EDI/386 উল্লেখ করবেন

Jeśli potrzebne jest tłumaczenie w polskiej wersji językowej, bardzo prosimy o kontakt pod numerem 0131 624 7270 lub drogą e-mailową [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) podając numer referencyjny EDI/386.

If you are uncertain about anything you have read in this leaflet or require further information, please do not hesitate to get in touch with Sacro at:

### Edinburgh Criminal Justice Services

23 Dalmeny Street, Edinburgh EH6 8PG

Tel: 0131 622 7500

Fax: 0131 622 7525

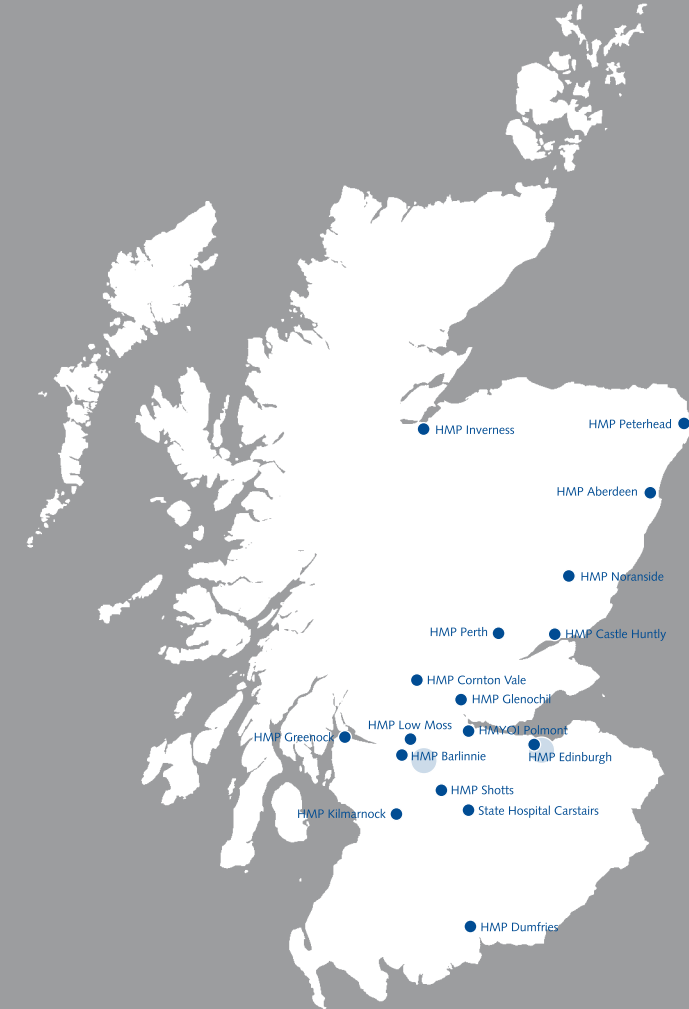
Email: [info@lothiancjs.sacro.org.uk](mailto:info@lothiancjs.sacro.org.uk)

Web: [www.sacro.org.uk](http://www.sacro.org.uk)



# Edinburgh Travel Service

INFORMATION FOR PASSENGERS



Sacro's Travel Service aims to provide a regular transport service to many of Scotland's prisons and the State Hospital at Carstairs. The service is part of Sacro's Throughcare Service, which enables prisoners to maintain important contact with their families and friends and to provide them with crucial support when they are released from prison.

## > Booking your travel

- Passengers to the State Hospital and on scheduled weekend runs must book their seat with Sacro no later than midday on the preceding Thursday. Bookings will not be considered after this time. Regrettably passengers who have not booked will not be permitted to travel.
- Passengers requiring transport to Scottish prisons are advised to give as much notice as possible to allow Sacro staff time to make the appropriate arrangements. Please note that the Travel Service is operated by volunteer drivers and travel cannot be guaranteed.
- When booking travel for children to prisons or the state hospital please ensure that you make Sacro aware of the child's age so that the driver can make arrangements for the appropriate safety seats to be carried. Children will not be permitted to travel without the appropriate safety equipment.

## > Cancellations

Sacro must be notified of cancellations as soon as possible and preferably by the Thursday morning before your weekend travel date. If you fail to turn up without previously notifying Sacro, the service has the right to refuse further bookings from you or any other person you have booked a seat for.

## > Payments

All payments should be made to the driver on the day of travel and before departure.

If you are in receipt of any benefits you may be eligible for financial assistance through the Assisted Prison Visits Unit (APVU). A form can be obtained from Sacro. Should you require a receipt please ask for this when you call and book your seats. A receipt will be needed if you intend to claim expenses through the APVU. Sacro staff are available to assist with APVU claims.

## > Safety

The law requires seat belts to be used in all vehicles by drivers and passengers.

Parents/guardians are responsible for ensuring their children remain seated and restrained during the journey. Exemptions from seat belt wearing are only permissible on medical and other specific grounds.

In the interests of safety there is a strict **no smoking** and **no alcohol** policy in all minibuses and cars.

## > Acceptable behaviour

Users of the service are required to behave in a manner that will not present a risk to other passengers or volunteers. The driver has the right to refuse access to the transport to anyone who presents a safety risk. Failure to comply with these conditions may result in the person or persons being unable to use the Sacro Travel Service.

## Frequently Asked Questions

### > I don't live in Edinburgh, can I use the service?

We can take anyone who lives in Edinburgh and the surrounding area. Most transport leaves from St Andrews Square. In certain circumstances we can make arrangements for you to be picked up at, or near your home.

### > My visit is during the week, can you take me?

Yes, if we have a volunteer driver available, we can take you on any day.

### > I find it difficult to use public transport or your scheduled service, can you help me?

If you have special needs, a disability or are travelling on your own with young children, we can make special arrangements for you. Baby and booster seats are available. We can visit your home in advance, assess your needs and see how best to accommodate your transport arrangements. Arrangements can be made for you to be picked up at home to be taken to your visit.