

THE WHITCHURCH BRIDGE COMPANY

Frequent User Scheme – Guidance Notes

1. Objective of the Frequent User Scheme

The objective of the Frequent User Scheme is to provide an economic and convenient system for frequent users of Whitchurch Bridge to pay their Tolls.

2. Basis of Operation

- 2.1 This scheme is open to all registered holders of Bridge Cards. If you do not have a Bridge Card, please purchase a Bridge Card Pack from the Toll Booth in the normal way.
- 2.2 For a regular monthly payment of £30 paid by Standing Order into our Bank Account on the 20th of each month, your nominated Bridge Card is changed from decremental to time based from the 1st of the month following the first payment. This will allow you unlimited crossings with the nominated Bridge Card for as long as your monthly payments are received.
- 2.3 We expect that you will remain in the scheme for at least a year, but will not be enforcing any minimum period as we know that people's circumstances may change. However, we will not allow frequent opting in and opting out of the Scheme. When your Bridge Card reverts to decremental, the "uses left" will revert to the number you had before joining the Scheme.
- 2.4 If a monthly payment is not received, the nominated Bridge Card will be changed back to decremental on the 1st of the following month. Depending on the reason for the non-payment, and any prior advice given, we may not allow the Card or its user to rejoin the Scheme straight away.

3. Joining the Frequent User Scheme

- 3.1 Please complete the Application Form
- 3.2 Please complete Parts 1 and 3 (only) of the Standing Order Mandate
- 3.3 Please return the completed Application Form and Standing Order Mandate in an envelope to our Toll Collector or by post to:

Frequent User Scheme
The Toll House
Whitchurch Bridge
Pangbourne
Reading
RG8 7DF

- 3.4 Await confirmation from us (by email or telephone, within 10 days of receipt) of the following:
 - that your Forms have been received and accepted
 - that your Standing Order Mandate has been sent to your Bank
 - the date of your first payment
 - the date on which your Bridge Card will be changed from decremental to non-decremental

4. Using your Bridge Card

You should use your Bridge Card in the normal way. The display will show the number of days of use left and not uses remaining.

5. Changes to the Frequent User Scheme

The Company reserves the right to change the details of the Frequent User Scheme if unforeseen issues emerge. We will advise each member of the Scheme individually if any changes are to be made.

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Frequent User Scheme – Application Form

I wish to join the Frequent User Scheme. I already have a registered Bridge Card. I have read and understood the Guidance Notes.

Title
(Mr/Mrs/Miss etc)

Surname

First Name/Initials

Address

.....

.....

Postcode

Bridge Card Number **227** _ _ _ _
(please insert last 5 digits – the 4th digit is 4 or 5)

Email

Telephone number
(not required if you have provided an email address)

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Frequent User Scheme – Standing Order Mandate

Part 1 - Payer Bank details *(to be completed by payer)*

To:

The Manager

.....
.....
.....

Postcode

Part 2 - Payee details *(to be completed by Whitchurch Bridge Company)*

Please pay by banker's standing order, cancelling any previous instructions to this payee:

| | |
|----------------|--|
| Amount | £30 (thirty pounds) |
| Name | The Whitchurch Bridge Company |
| Sort Code | 20-71-03 |
| Account Number | 20963259 |
| First payment | 20 th |
| Frequency | Monthly on 20 th until further notice |
| Reference | Please include "Card" in the payment reference |

Part 3 – Payer details and authorisation *(to be completed by payer)*

Account Name

Sort Code

Account Number

I authorise you to set up this standing order payment on my account

Signed

Date

Name

Address

.....

.....

Postcode