**Newsletter Winter 2023**

As we approach the end of the year, we are pleased to welcome our new members and to see so many of you using our services. We hope you are looking forward to our seasonal trips coming up in December. If you enjoy our trips and services, please tell your friends!

**Christmas Opening Hours**

The office will close on Friday 22rd December 2023 and reopen on Tuesday 2nd January 2023.

We will, however, be offering a shopping service for our regular shoppers to your normal shopping area on **Thursday 28th December 2023** – the office will be open on this day in the morning only to deal with shopping queries.

If you would like to go shopping on 28th December you will need to book in advance to secure your place. Please contact the office by **Friday 15th December 2023** to book your seat.

As in previous years we will be running a free Christmas prize raffle, you will automatically be entered into our draw and if you are a lucky winner, we will be in contact to deliver your prize!



We are delighted to be receiving 3 new electric buses in December, one funded via The National Lottery Community Fund and two leased by Nailsea Town Council, replacing older diesel models which are to be ‘retired’. The buses will be ‘on the road’ in the new year – branded with this new NDCT logo and providing improved passenger comfort and reliability as well as the environmental advantages of Zero emissions. We are looking forward to introducing these new, modern minibuses to you very soon.

**Important Announcement**

There has been increased instances where members have booked for other members of their behalf without their knowledge. This can cause problems in organisation as it reduces the number of spaces available for others. We have decided to only accept booking from individuals or couple members. This hopefully will lead to a reduced number of cancellations or members being taken off the list.

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| **Weekly Shopping** If you are interested in joining our weekly shopping trips to Nailsea, Clevedon and Portishead please telephone the office for more information. | **Dial A Ride**Many of you are now taking advantage of this service. If you require transport for a medical appointment please contact us, a minimum notice of 7 days is required to enable us to find a driver to take you. | **Volunteers**We are extremely grateful to our team of volunteers who are invaluable in helping us to provide our services. If you know of anyone who may like to be a volunteer driver, please ask them to get in touch. |

**Spring Trip Programme**

We are pleased to attach our latest trip programme, please telephone the office on 01275 855552 to reserve a space. We suggest you book early to avoid disappointment!

If you have any feedback on our trips or have any suggestions for alternative venues, please let the office know so that we can explore the possibilities for our summer programme.

Please see attached our Annual Members Feedback form, we would appreciate if you could fill this and send this to us so we can continue to provide a high standard of service to you.

**Finally on behalf of all the staff, volunteers and trustees we would like to wish you all a very Merry Christmas and best wishes for the New Year. We look forward to seeing you in 2024!**