

# 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 £18 paid by Standing Order into our Bank Account on the 20<sup>th</sup> of each month, your nominated Bridge Card is changed from decremental to time based from the 1<sup>st</sup> 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 1<sup>st</sup> 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 (*this earliest date for this is 20<sup>th</sup> March 2010*)
  - the date that your Bridge Card will be changed from decremental to time-based (*the earliest date for this is 1<sup>st</sup> April 2010*).

### 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

This Scheme is new. The Company reserves the right to limit the take up of this Scheme, or to change the details of operation 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     **4**   \_   \_   \_   \_  
(please insert last 4 digits)

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	£18 (eighteen pounds)
Name	The Whitchurch Bridge Company
Sort Code	20-71-03
Account Number	20963259
First payment	20 <sup>th</sup> .....
Frequency	Monthly on 20 <sup>th</sup> 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 .....