

Actions to be taken in the Event of a Puncture/Breakdown/Vehicle Fire Policy

Normal Roads:

Switch on hazard warning lights.

Switch on sidelights if it is dark or visibility is reduced.

Endeavour to position vehicle where it will create least danger – pull onto verge or hard shoulder.

Remove occupants to a position away from the road and nominate someone to take charge and keep the group together (if safer to do so).

Ascertain fault and rectify if possible or call Duncan's manager who if necessary, will task breakdown/rescue service.

Motorways:

If possible either:

Leave Motorway by next exit.

Drive to the next service area and call Duncan's manager who if necessary, will task breakdown/rescue service and organise a replacement vehicle.

If not possible then:

Pull onto the hard shoulder as near as possible to an emergency telephone and as far over to the left as possible (but leave room for the nearside doors to open).

Switch on hazard warning lights.

Switch on sidelights and head lights if it is dark or visibility is reduced.

Get passengers out of vehicle by the nearside door and assemble them well up the grass bank (if possible and is safe to do so).

Do not allow passengers to wander about.

Wait for breakdown/rescue assistance. Do not wait in the vehicle wait over the barrier (with the passengers).

Ensure that passengers remain well away from motorway.

Please Note: Duncan's breakdown/rescue service is Cooke Automotive (Melksham vehicles only).

Office Normal Working Hours: 01225 791000.

When you ring you will require the following information?

Vehicle registration number and mileage.

Vehicle location (as accurately as possible).

Nature of the fault.

The weight of the vehicle (approx. 3.75 tonnes).

The number and type of passengers who may require transportation to safety (wheelchair users/walkers etc).

Breakdown/rescue assistance will either fix the problem so that you can continue your journey or recover the vehicle back to a preferred location.

Flat Tyres:

Most Duncan's minibuses **do not** carry a spare wheel and drivers **should not** attempt to change a wheel if fitted. They should contact Duncan's manager, who, will contact recovery service on your behalf.