

## **Terms and Conditions of Membership and Loan of Mobility Equipment**

By signing the Membership Form you are declaring that you have read these terms and conditions and agree to abide by them at all times. Failure to do so could result in cancellation of your membership of the scheme. You accept that Leamington Spa Shopmobility may either refuse or withdraw your membership at their discretion, and in particular if you break any of the terms set out below. Leamington Spa Shopmobility is operated by Warwick District Mobility Ltd.

1. Leamington Spa Shopmobility will normally be open at the times advertised, but there will be days or lunchtimes when we may be closed because of staff shortage or bad weather. If you plan to arrive at lunchtime please phone us before you set out.
2. Please treat Leamington Spa Shopmobility and Royal Priors staff respectfully; any abuse will not be tolerated and may result in the withdrawal of your membership.
3. Leamington Spa Shopmobility endeavours to supply all equipment in good working order, and customers are responsible for ensuring the safe return of equipment in the condition in which it was issued. If the equipment is returned in a damaged condition you will be charged the cost of repair, including labour.
4. The equipment must be returned at the time agreed with Shopmobility staff. It must be returned on the day it is loaned unless a long-term hire contract has been signed.
5. The mobility equipment must be used in accordance with the training given.
6. The mobility equipment must only be used by the person authorised to do so and must not be used to give lifts to anyone. Babies and children must not be carried at any time.
7. The mobility equipment is not designed for use on roads and must not be used on roads at any time, other than when crossing a road.
8. Customers must ensure that due care and attention are given to the safety of other people, and take care not to damage property by use of the mobility equipment.
9. If you are involved in an accident or incident whilst using the equipment, you must inform Leamington Shopmobility staff straight away. If you are covered by your own insurance for such any damage or injury caused, you must tell us the name of the other insurance company and the policy number, and we will only pay our share of the claim.
10. Warwick District Mobility Ltd will hold your personal details on a computer system, for administrative purposes. Your details will not be passed to anyone else except when legally required. You may have a copy of our Privacy Policy on request.
11. You confirm that as far as you are aware you do not have any condition which would impair your ability to safely operate the mobility equipment which is to be lent/hired to you by Leamington Shopmobility. You promise to inform Leamington Shopmobility immediately in the event that you become aware of any change in your condition which might affect your ability to safely operate the said equipment.

### **Shopmobility Unit**

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### **Contact us:**

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