

# Mobility Scooter – Customer Information & Disclaimer

Updated August 2019



## **IMPORTANT! – CUSTOMER SAFETY INFORMATION**

The following information has been compiled for your safety and comfort whilst using the “Monkey World Electric Scooters”. Please read the following information carefully, if there is anything that you do not understand, please ask a member of staff who will provide you with further information.

### **TERMS AND CONDITIONS**

1. Visitors use the mobility scooters at their own risk. **Monkey World – Ape Rescue Centre cannot be held responsible or liable for any incident, accident or injury that occurs as a result of using a scooter.**
2. If you are not confident in using the scooter after training, **do not attempt to use it.**
3. Mobility scooters can only be used by visitors over 16 years old.
4. Visitors who weigh over 20 stone cannot be permitted to use a scooter.
5. To operate the scooters safely, the user must have full use of both hands, and no vision impairment (which cannot be treated with glasses/ contact lenses), and a full understanding of the controls.
6. Monkey World – Ape Rescue Centre reserve the right to refuse a scooter if they believe the user is not able to safely control the scooter.
7. To hire a scooter, a £10 cash refundable deposit is required, along with a form of ID. If no ID is available, Monkey World will accept house or car keys.
8. If the scooter is not returned in the same condition it was hired in, the visitor will lose their £10 deposit, and further action may be taken to recover costs incurred. Ensure you have checked for damage on the scooter before going around the park.
9. The scooter is for use by the person signing this form only. They must not allow any other visitor to use the scooter, or carry any child or person anywhere on the scooter with them.
10. The scooter must not be operated under the influence of alcohol or drugs.
11. The scooters can be booked in advance by calling the office between 9:00- 16:30 Monday to Friday. If the scooter is not collected within half an hour of the requested booking time, it will be let out to other customers.
12. Ensure the scooter is returned by the time specified to allow the vehicle to be checked for damage, and deposit returned. If it is not returned in time, you will lose the £10 deposit.
13. Failure to comply with any of the terms and conditions may result in you being asked to leave the park.

### **OPERATING THE SCOOTER: DO AND DON'TS**

**DO** ensure the scooter is switched off at the key when getting on or off the scooter.

**DO** let go of the lever on the steering tiller if you get into any difficulties- **THIS WILL STOP THE SCOOTER**

**DO** ensure the seat is in the locked position when getting on or off the scooter, before putting weight on the armrests.

**DO** keep your arms, legs and feet within the confines of the scooter when moving.

**DO** keep both hands on the steering tiller when moving.

**DO** notify staff if you notice anything unusual when operating the scooter.

**DON'T** use the scooter if you are unsure of your competency to use it safely.

**DON'T** use the scooter if you have taken any drugs or alcohol.

**DON'T** allow any other visitor to use the scooter, to ride on the scooter with you, or sit in the basket.

**DON'T** hold onto the steering tiller when getting on or off the scooter.

**DON'T** allow another visitor to handle the steering tiller when you are in motion.

**DON'T** go faster than walking speed when moving around the park.

The information above has been compiled for your safety and to ensure the safety of other visitors to the park. By signing the declaration overleaf, you are confirming that you have read and understand and agree to the terms, conditions and safe use of the vehicle as listed above. **Please note should you be responsible for any incident of any nature in the Park we will have no choice but to ask for the immediate return of the mobility scooter.**

Name ..... Signed..... Date .....

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I confirm that I have read, agree and fully understand the information detailed overleaf. I understand that if the scooter comes back damaged I will lose my £10.00 deposit and could be liable for further charges depending on the level of the repair work necessary.

Signed.....Name.....Date.....

**Customers using their own mobility scooters in the Rescue Centre should abide by the same safety rules.**

Signed.....Name.....Date.....

## **CUSTOMER DECLARATION**

We would like to offer visitors over the age of 16 who have mobility issues the opportunity to explore our beautiful woodland park and as such, our mobility scooters are available free of charge. However, users do so at their own risk and Monkey World – Ape Rescue Centre cannot be held responsible or liable for any incident, accident or injury that occurs as a result of using one of our scooters. By signing the declaration below, you are confirming that:

- You are satisfied with the level of training provided to you by Monkey World staff for the safe use and operation of the scooter.
- You consider yourself competent to operate and drive the scooter safely at the park without risk to yourself, Monkey World staff and members of the general public visiting the park.
- You are within the recommended 20 stone weight guideline to ensure safe use of the scooter.
- You understand and agree that Monkey World – Ape Rescue Centre and its staff / volunteers cannot be held responsible and cannot be held liable for any incident, accident or injury that occurs as a result of using one of our scooters.
- You have read, understood and signed to confirm that you agree to all of the conditions of use and terms and conditions of hire.
- You agree that you use the scooter at your own risk.

Name\*.....Date.....

Address\*.....

Tel No\*.....Signed\*.....

***\*This form MUST be completed and signed by the user of the scooter only, NOT by a companion or relative.***

The information on this form is required for health and safety regulations. It is stored securely, and will never be sold, or used to contact you for marketing purposes. For our full data protection statement, please see our website: <https://monkeyworld.org/privacy-policy/>

Scooter No..... Time Out..... Time In.....

Damage noted (if any) .....

Monkey World Staff Member Name.....Signed.....