

Guidelines for Members



L18, New Arkwright Way
Arndale Centre
Manchester
M4 3AJ

Tel: 0161 839 4060

Fax: 0161 839 6050

Email: Info@shopmomanchester.co.uk

1. Shopmobility Manchester operates its services from the Arndale Centre **seven days per week:**

Monday - Saturday	9:30 am	5:30 pm
Thursday	9:30 am	7:00 pm
Sunday and Bank Holidays	11:00 am	5:00 pm

2. The vehicle **must be returned to Shopmobility Manchester** by 5.15 pm between Monday and Saturday and by 4.45pm on a Sunday at the latest.
3. To avoid disappointment, vehicles can be **booked in advance**. Please notify us if you are going to be very late, or are unable to make it, as we can only hold a booked scooter for *one hour* after booking time.
4. If you need to use our **"Meet and Greet" service**, please book this in advance when you book your equipment. If you are not sure what time you will be arriving make arrangements with our staff to give an *estimated* time of arrival and call when you are sure of the time of meeting. There is a high demand for this service so it is important that we can fit everyone in, and we do not want volunteers to be kept waiting when they could be doing another escort. The **last time for an escort is 30 minutes before closing time**.
5. Shopmobility Manchester's **equipment is for use within the City Centre** of Manchester only. The equipment must not be taken out of the City Centre.
6. **Membership cards** must be shown whenever you use the service, you may also be asked to confirm your address (this is ensure our records are up to date).
7. If you have not used the service before you must bring **two forms of identification** (such as your passport, benefit book, driving licence, blue badge or household bills). All should show your correct name and address. As a security measure, we will also need you to provide an item of value as a **deposit**, such as your identification details your house/car keys or driving licence, when you first use the service.
8. Shopmobility Manchester provides **free parking** in the Arndale Car Park, this is only available for customers who use our service. Tickets will be validated on the day of use.
9. Any **accident** or **damage** to the vehicle **must** be reported to Shopmobility Manchester on your return, no matter how small.
10. You will be required to sign a terms and conditions form every time you hire a scooter. This is extremely **important** we take **safety** very seriously.
11. You must ensure you notify us of any changes that may affect your ability to use our powered equipment.