Citipark Church Car Park,
Ground Floor,
Exchange Road, Watford,
Herts, WD18 0BU

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www.shopmobilitywatford.org
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Frequently Asked Questions

When are you open?

Monday to Saturday 10am to 5pm
Sunday 11am to 5pm.
We are closed Bank holidays

Please return scooters and wheelchairs by 4.45pm (16:45)

Do I have to be disabled to use the scheme?

No. Anybody with any mobility difficulty whether temporary or permanent can use the scheme.

How much does it cost?

There is no charge for daily hire of our equipment or to register – as a small charity we rely on your support and donations to help keep our service running. Overnight and long-term hire of our manual wheelchairs is offered at a charge of £2 per day. At the moment we can only accept cash or cheque.

Where can I use the equipment?

If you are using a scooter or wheelchair on short term (daily use) loan then you can use it in Watford Town centre (from Tesco Extra to Watford Town Hall). This includes intu watford shopping centre.

Can I take a scooter to a hospital appointment?

No, Watford General Hospital is outside of the permitted area.

Is there any limit to how long I can borrow the equipment?

Wheelchairs and scooters loaned on short term (daily use) loan must be returned by 4.45pm (16:45). There is no maximum length of time for long term loan of a wheelchair but it must be paid for in advance.

Can I hire wheelchairs and scooters on a long term basis?

We only offer manual wheelchairs (not electrical equipment) on a long term basis.

Can my child sit on my lap?

Children must not be carried on the vehicles, electrical equipment must only be used by the member registered with Shopmobility Watford.

Can I drive on the road?

Our vehicles cannot be used on the public highway.

Where's the nearest toilet?

We have a disabled toilet within Shopmobility (for our users only), there are disabled toilets in intu watford.

Do you sell equipment?

We occasionally have donated scooters, rollators, walking frames and crutches for sale, so it is always worth asking if we have anything suitable for your needs.

Once I join Shopmobility Watford can I use other schemes?

At the moment all the schemes are run independently from each other, so membership of this scheme does not entitle you to use other schemes, although you may join other schemes as well if you wish.

How do I join the scheme?

1. Call personally at the office
2. Bring two forms of identification which MUST have your name and address on. This could include but is not limited to:
    a. Driving licence
    b. Utility bill
    c. Bank statement
    d. Benefit book
    e. A letter from a company / service
3. Complete a simple registration form
4. A member of staff will help you choose the most suitable vehicle and show you how to use it. Our volunteers are all fully trained.
5. For scooters and power chairs – you will need to complete an insurance assessment and safety check to ensure you can use the equipment appropriately

Please allow 15 minutes for registration and for us to show you how to use the equipment.

Where to find us

Address

Citipark Church Car Park,
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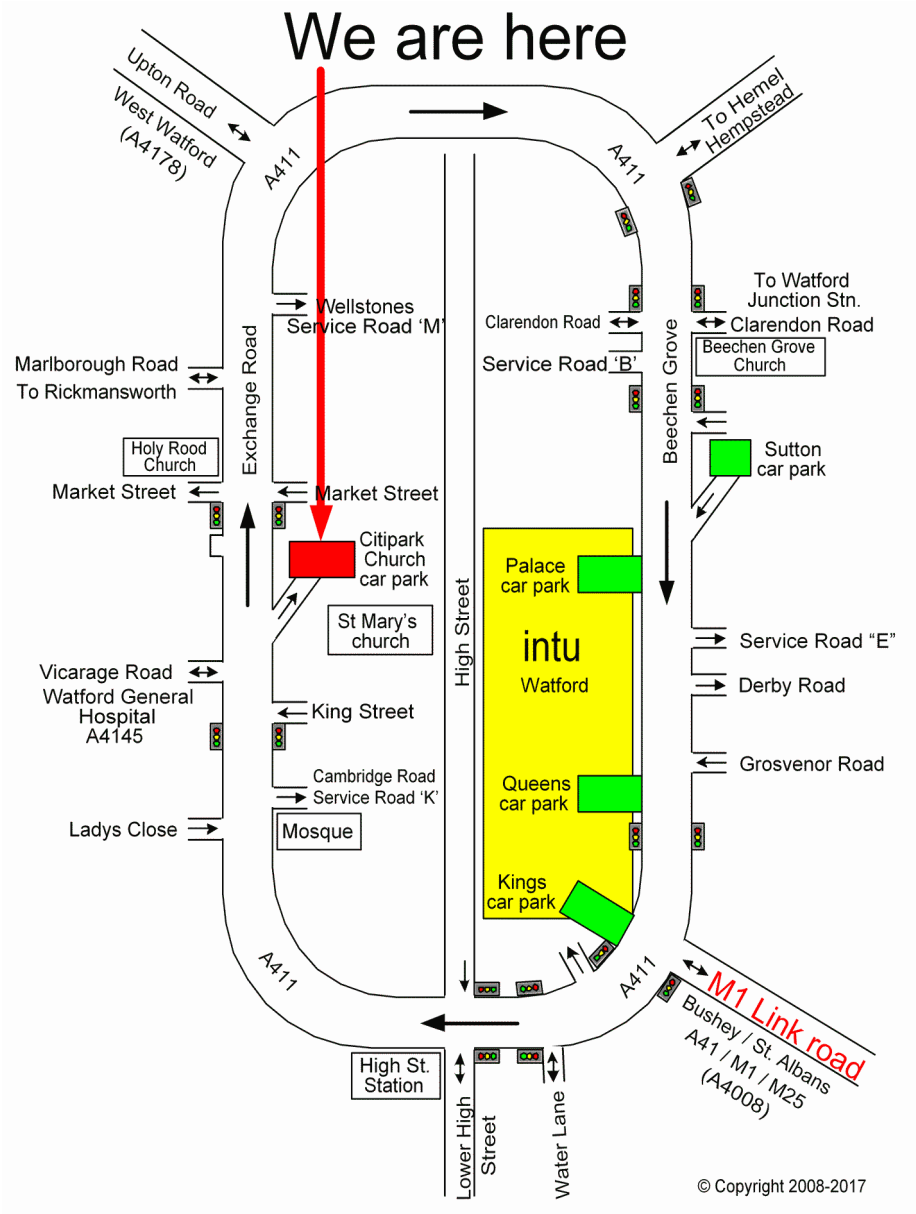
By car

1. Follow the signs for Town Centre
2. Join the Ring Road
3. Get into Car Parks Lane
4. Follow signs for Citipark Church Car Park
5. After entering the car park keep left following the signs for Shopmobility.

* Car park charges apply - drop off free (time restrictions apply)
* Height restriction: approx. 1.9m (6' 3")

By foot or public transport

1. Cross High Street opposite BHS (Closed).
2. Church Car Park is behind The One Bell Public House (Closed).
3. The entrance is on the rear left side of the car park.
4. Once inside the carpark you will see a large shopmobility sign