# You can help Age UK Dudley in the following ways:

# Volunteer in your community

With many volunteering roles you can give your time to make a difference to the lives of people in later life. For more information tel: 01384 356150.

#### You can make a donation to

Age UK Dudley in a variety of ways:

- Send a cheque made payable to Age UK Dudley
- Online Visit www.virginmoneygiving.com to donate by debit or credit card

# Shop online via

www.easyfundraising.org.uk

# You can help us fundraise

For more information:

Tel: 01384 354668 or visit our website www.ageukdudley.org.uk.

# **Donate your unwanted goods**

to our charity shop. We need ladies wear, menswear, shoes, handbags, accessories, DVDs, CDs, books and household items.

#### **Our Services**

You can find out more information about all of our services by calling 01384 354508 or visit our website www.ageukdudley.org.uk.

# Comments, Compliments or Complaints:

We welcome all comments and feedback about our Services.

Should you have any queries or concerns please do not hesitate to raise them with a member of staff.

Or contact us: 3 Dudley Court North The Waterfront Level Street Brierley Hill DY5 1XP

Email: mail@ageukdudley.org.uk www.ageukdudley.org.uk

Tel: 01384 354508





# **Shopmobility**Wheelchair & Scooter Hire

# Merry Hill Shopping Centre



# **Shopmobility**

At Shopmobility we hire out manual wheelchairs, electric wheelchairs and scooters to members of the public with limited mobility to enable them to get the most from their days out.

Anyone can use the service, you do not need to be registered disabled. For electric wheelchairs and scooters you must be aged over 18, but for manual wheelchairs there are no age limits.

### Where to find us

Age UK Dudley operates the Shopmobility Service at Merry Hill Shopping Centre. You will find us on the Upper Mall next to Primark, just inside the doors by the bus stop drop off/pick up point.

# **Opening Times**

Monday to Friday: 9.00am – 7.00pm

**Saturday:** 9.00am – 5.00pm **Sunday:** 11am – 4.00pm



# How to hire a manual wheelchair:

Manual wheelchairs are £5.00 per day (for registered members, see opposite) or £7.00 per day if you are not a member of the service.

No prior booking is necessary for manual wheelchairs. You will need to bring some form of ID with you but this can be for anyone in your party (for example, if you are hiring it for a child then a parent would provide the ID). This will be left securely with us for the duration of the hire. Suitable forms of ID are outlined opposite.

## How to hire an electric wheelchair or scooter:

Electric wheelchairs or scooters are £6.00 for a 4 hour hire session. To hire one you must be aged over 18 and must register either as an Annual or Daily Member of the Service.

### **Annual Members**

Annual membership costs £12 for a year. You will be given a Membership Card which is valid for 12 months and which should be brought with you each time you wish to hire equipment. You can book wheelchairs or scooters up to 7 days in advance.

# **Daily Members**

Daily membership costs £4.

## Identification

The person using the wheelchair or scooter will need to bring one of the following forms of ID with them (and leave it securely with us for the duration of the hire):

- Driving licence or
- Current passport with a utility bill or a bank statement or doctors/hospital letter that shows your name and address,
- A utility bill or a bank statement or a doctors/hospital letter that shows your name and address AND £20 deposit.

When you register to use an electric wheelchair or scooter you will need to disclose any ongoing personal health issues and disabilities and your weight (as some equipment has weight restrictions).

We will always try to ensure that the right equipment is available for you. Our friendly and knowledgeable staff and volunteers are on hand to ensure you get the best out of your shopping trip. If you would like more information or to discuss your requirements, please contact the Shopmobility Team on tel: 01384 267007 email:shopmobility@ageukdudley.org.uk