

**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
- Donate by mobile phone—text DUQW06 £amount to 70070
- Online - Visit [www.virginmoneygiving.com](http://www.virginmoneygiving.com) to donate by debit or credit card

**Shop online via**

[www.easyfundraising.org.uk](http://www.easyfundraising.org.uk)

**You can help us fundraise**

For more information:  
Tel: 01384 354668 or visit our website [www.ageukdudley.org.uk](http://www.ageukdudley.org.uk).



**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](http://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](mailto:mail@ageukdudley.org.uk)  
[www.ageukdudley.org.uk](http://www.ageukdudley.org.uk)  
Tel: 01384 354508



## Shopmobility

### *Merry Hill Shopping Centre*



## Shopmobility

**Shopmobility is a chargeable Service which provides 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.**

The Age UK Dudley Shopmobility Service is a member of the National Federation of Shopmobility UK ensuring our equipment and service conforms to National Standards and best practice.

### Where to find us?

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



### Who can use Shopmobility?

Anyone who needs a bit of help with their mobility. It doesn't matter

### How to Hire

We will always try to ensure that the right equipment is available for you. Call us on the number below to discuss your needs.

- If you require an electric wheelchair or scooter you will need to be registered as a member of the Age UK Dudley Shopmobility Service.
- You can register to use a manual wheelchair if you wish and get reduced hire rates.
- No prior booking is necessary for manual wheelchairs.
- Electric wheelchairs and scooters can be booked up to 7 days in advance.

### How to register

Registration is simple, you will need to bring with you a driving licence or passport or bus pass along with **one** of the following (it should be recent and dated within the last 3 months):

- utility bill
- bank statement
- doctors or hospital letter
- DWP (Department of Work and Pensions) letter

When you register to use an electric wheelchair or scooter you will need to disclose any ongoing personal health issues and disabilities.

Once registered you will be given a Membership Card which is valid for 12 months and should be brought with you each time you wish to hire equipment.

### Charges

**Registration** £12.00 per annum

### Hire Charges

Electric wheelchairs or scooters £6.00 per hire session

Manual wheelchairs (registered members) £5.00 per day

Manual wheelchairs (non members) £7.00 per day

A £20 deposit with proof of address or a Passport with proof of address or current Driving Licence will be required for non members wishing to hire a manual wheelchair, returnable when the equipment is returned.

### Opening Times

Monday to Friday: 9.00am - 7.00pm

Saturday: 9.00am - 5.00pm

Sunday: 11.00am - 4.00pm

**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 on Shopmobility or to discuss your requirements, please contact the Shopmobility Team on:**

**tel: 01384 267007**  
**email: [shopmobility@ageukdudley.org.uk](mailto:shopmobility@ageukdudley.org.uk)**