



Scooter and powered wheelchair

# Handbook



All you need to know  
about your Motability  
scooter or powered  
wheelchair over the  
course of your lease





Welcome

Whether you are a new customer or have leased a scooter or powered wheelchair through the Motability Scheme before, welcome to many years of worry-free mobility.

We want you to enjoy the whole experience of leasing through the Motability Scheme by making it as worry-free as possible.

We, Motability Operations Ltd, have produced this handbook to help guide you through your contract hire agreement with us. It includes information about insurance, maintenance and breakdown recovery as well as answering many frequently asked questions about leasing through the Motability Scheme.

If you have any additional queries there is a wealth of information on our website, **motability.co.uk**. Alternatively feel free to call your dealer, whose details are listed below.

Your Motability dealer is:



If you would like a copy of this handbook in large print or an alternative format, please call our Customer Services team on **0300 456 4566**.





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## Welcome to the Motability Scheme

The Motability Scheme was established in 1977, and since then it has helped over 4 million people become mobile. To lease through the Motability Scheme you need to be in receipt of one of the following allowances:

- Higher Rate Mobility Component of the Disability Living Allowance
- Enhanced Rate of the Mobility Component of Personal Independence Payment

- War Pensioners' Mobility Supplement
- Armed Forces Independence Payment.

We are Motability Operations Ltd, a company authorised and regulated by the Financial Conduct Authority. All Motability Scheme vehicles are leased to customers by us. For the length of the agreement, all or part of your mobility allowance is paid directly to us.

Motability, the charity, oversees and sets policy for the Motability Scheme. If customers are unable to afford the right mobility solution to meet their needs, Motability may be able to provide financial help.

For more information about each organisation, go to the About Us section on **[motability.co.uk](https://www.motability.co.uk)**.





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Your worry-free mobility package



Now that you are leasing through the Motability Scheme we take away all the hassle of owning a scooter or powered wheelchair.

**Your regular allowance payment to us provides you with:**

- The use of the scooter or powered wheelchair for the length of your lease
- Insurance from RSA Motability (RSAM)
- Loss and damage protection
- Breakdown recovery from Motability Assist
- Servicing, maintenance and repairs – call outs and home collections can be arranged with your dealer
- Replacement tyres and batteries
- Services of a national network of Motability trained dealers
- Information and support from a UK based Customer Services team
- A rain cover to help keep your product dry.

**There are some things which aren't included:**

- Any optional extras not fitted as standard to your chosen scooter or powered wheelchair
- Any fines you may incur
- Loss and damage excess, if applicable. Full details are given in your contract hire agreement and the Policy Schedule
- Cover for theft or damage to personal belongings in or about the scooter or powered wheelchair is excluded. This includes coats, mobile phones, walking sticks and money
- More than three claims for lost or stolen keys
- Any cosmetic damage which does not prevent the scooter or powered wheelchair from driving safely.



To keep up to date with all the latest news and any changes which might affect your lease, sign up for our email newsletter at [motability.co.uk/signup](https://motability.co.uk/signup).





Out and about with peace of mind

We want to ensure that your experience as one of our customers is enjoyable and worry-free. Throughout your agreement, we ask you to help us by making sure your scooter or powered wheelchair is safe and in good order.

#### Key points from the contract hire agreement

- Motability Operations Ltd remains the legal owner of the scooter or powered wheelchair throughout the agreement
- The scooter or powered wheelchair should only be driven by you, the customer. Other people will be able to assist you with moving the scooter or powered wheelchair (e.g. out of a car boot) but they are not permitted to drive it
- You must keep the scooter or powered wheelchair under your control and not lend or sell it to anyone else
- If you change your name, move house or the place where the scooter or powered wheelchair is kept, please tell us immediately by updating your details at **[motability.co.uk/updatedetails](https://www.motability.co.uk/updatedetails)** or calling our Customer Services team on **0300 456 4566**
- If during your lease you need to fit any adaptations to your scooter or powered wheelchair you will need to inform us first
- To prevent theft, whenever you leave your scooter or powered wheelchair unattended, you must ensure that it is locked and secured to a fixed item such as a railing.



Our nationwide network of dealers provide servicing, maintenance, and repairs throughout your lease to keep you mobile.





### Motability dealers

We work with a network of dealers to provide nationwide coverage for the servicing, maintenance and repairs of Motability scooters and powered wheelchairs. All dealers have attended specialist training and are monitored to ensure they remain up to date with every aspect of the Motability Scheme.

Our dealers will provide you with:

- An assessment of your needs to ensure that the product you choose fully meets your requirements
- Test drives in a scooter or powered wheelchair as similar to the one you are considering as possible
- Pre-arranged, the dealer will organise collection and delivery of your scooter or powered wheelchair.

### Servicing

Regular servicing, which is normally annual, is recommended by the manufacturer of your scooter or powered wheelchair. Any maintenance repairs necessary due to general wear, including all adaptations fitted at the start of your lease, are included in your agreement at no extra cost. We'll send you a letter when your service is due to remind you, but your dealer will contact you directly to organise this. If you haven't heard from them and want to arrange a service, give them a call and they'll organise it with you. Where any additional work is required, dealers will check with us before it is carried out. You will only need to pay for repairs if they are not covered either by the above, or as defined in your Insurance Cover Booklet. For peace of mind, your dealer will tell you what they have done as part of the service.

For all scooter or powered wheelchair servicing and maintenance, you should contact your Motability dealer



who will arrange a time that is convenient for you. You will be required to pay for the maintenance and servicing of any adaptations fitted after delivery.

### Maintaining your scooter or powered wheelchair

To help get the most out of your product and keep it in its best condition and ensure that it does not break down, we recommend that you maintain your scooter or powered wheelchair as set out in the manufacturer's manual.

This will include the following regular checks:

- Battery is fully charged when you go out
- Lights, indicators, and any other electrics are working
- Tyres are fully pressurised where applicable.

You should also do the following:

- Ensure all faults are put right quickly by contacting your dealer to arrange repair
- Respond to any manufacturer recall, e.g. if a faulty part needs replacing.

If you have any queries about maintaining your scooter or powered wheelchair, please ask your dealer.

### Accident repairs

If your scooter or powered wheelchair is damaged in an accident please contact RSA Motability (RSAM) on **0800 294 0790** for advice before you take any action to repair it. The loss and damage policy only covers non cosmetic repairs (see page 15, General Condition). If you opt to repair cosmetic damage this will need to be done at your own cost. Please don't attempt to repair any damage yourself.

For more information refer to your Cover Booklet or contact RSAM on **0800 294 0790**.

### Other repairs

If you suspect that your scooter or powered wheelchair needs a mechanical repair, contact your dealer as soon as possible. Repairs that are required due to every day use will be covered by our worry-free package except if there is evidence of neglect or misuse. Your dealer should keep you informed of the progress of any required repair and let you know if there are any unavoidable delays. If you feel that a repair has not been handled satisfactorily, please contact us on **0300 456 4566**.

### Replacement scooter or powered wheelchair

If your scooter or powered wheelchair is not driveable due to an accident, repair or breakdown your dealer will aim to provide you with an alternative mode of transport. Replacements are subject to suitability and availability, and the terms and conditions of your contract will apply. If a temporary replacement is not suitable for your needs, you may be able to claim for loss of use benefits, excluding the first two weeks. Check page 20 in the guide for more information on loss of use.

### Batteries

Your battery is one of the most important parts of your scooter or powered wheelchair, and requires regular charging to ensure it works properly. Make sure you read the product manual which details the correct battery use and charging procedures. If during the course of your lease you start to

experience issues with the performance of your battery please speak to your dealer to arrange for them to check it for you. Any battery that is found to be faulty will be replaced as part of our worry-free package. Remember, the power supplied by the battery will vary depending on its age, the weight it is powering, and the terrain you are travelling over, so it's important to ensure it's fully charged before every journey.

Here are a few tips to help you maximise your battery life:

- Fully charging your battery after every use will keep your product working at its best
- If you do not use your product for a prolonged period remember to charge it every two weeks to keep your battery in good condition
- Do not allow your battery to become flat as this will damage it
- Use only the charger supplied with your product.

## Tyres

For no extra cost, we will replace tyres worn or damaged through normal use. Where a scooter is supplied with air-filled tyres puncture repairs are also covered by your worry-free package. If you are at home when you notice the damage simply call your dealer to arrange a time for them to complete the repair. They may be able to repair a puncture at your home, but in certain cases will need to take the scooter or powered wheelchair away with them.

If you are out and about and your tyre gets damaged and you can't get home please call Motability Assist on **0800 953 5000** who will take you and your scooter or



powered wheelchair back to your home. You can then call your dealer to arrange a repair. Wherever possible, do not drive on a punctured tyre as it may cause further damage.

## Replacing tyres while abroad

If your tyre becomes damaged whilst you are abroad and you are not able to wait until you get home to have it repaired, please arrange a local repair, making sure you keep the receipt. You should then contact us on your return, and we may be able to reimburse the costs.

## Keys

If your keys are lost or stolen please contact RSA Motability (RSAM) to register a claim. If you suspect your keys have been stolen you will need to give them a crime reference number, which you get when you report the theft to your local police station. During your lease you can only claim for three sets of lost or stolen keys; anything after this will need to be arranged directly with your dealer, and you will be required to pay a fee.

## General condition

In terms of bodywork and wheels we would expect that three years of mobility would result in some general wear and tear, light scuffing and scratching, however we would expect that when the product is returned to us at the end of the lease it is in a reasonable condition. Your insurance and loss and damage protection does not cover damage which is of a cosmetic nature and does not prevent the safe operation of your scooter or powered wheelchair. RSAM will advise you if your product needs repairing or not. You may need to arrange repairs for more serious damage before the product is returned. If you are in any doubt about the level of repair required, please contact RSAM on **0800 294 0790** and they will confirm what action, if any, you will need to take.

## Adaptations

Before adding any other adaptations that are designed to enable you to use the product you should notify us on **0300 456 4566**. Any changes to the standard product that make it unsafe to use or that we are not aware of could invalidate your insurance and you will be asked to remove

them and return the scooter or powered wheelchair to its original specification at your own cost.

## Taxing your scooter

Class 3 scooters and powered wheelchairs are required by law to be taxed, and when taxed they can be used on some roads (see details on the Highway Code on page 24). Your dealer will take care of organising this with the DVLA at the start of your lease.

Since 1 October 2014 tax discs are no longer issued or required to be displayed on Class 3 products. Tax will still need to be arranged and this is included as part of your worry-free package. Each year the DVLA will send a letter to confirm your product has been taxed and provide details of the new tax expiry date. This should be sent to you in the middle of the month before your tax is due to expire.

You can check whether your product is taxed by calling the DVLA on **0300 790 6802**. You will need to provide your registration number which your dealer should have given to you when they handed over your product. If you do not have the registration number please contact your dealer.

## Additional costs

**Repudiated claims:** Your insurance and loss and damage protection will be invalidated if you do not comply with the policy conditions. For example allowing your scooter or powered wheelchair to be used by anyone other than the disabled person or if the scooter or powered wheelchair is

stolen or damaged when left unsecured. This will result in your claim being declined by RSAM. In this situation, we will invoice you for the cost of repairs or the write-off value of the scooter or powered wheelchair and RSAM will look to recover from you any financial loss that they may have incurred. It is therefore important that you are fully aware and comply with the conditions, which are detailed in the Cover Booklet.

### Keeping your product secure

You should lock and secure your product to a fixture such as a fence, railing or in a locked garage wherever and whenever you aren't using it. This includes secure overnight storage. If you have any concerns about how to secure your scooter or have issues doing so please speak to your dealer or contact our Customer Services team on **0300 456 4566**.

### Help us to protect the Scheme

To safeguard the integrity of the Motability Scheme and keep costs down for the benefit of all of our customers, misuse or improper care of any Motability Scheme product is something we take very seriously and follow up.

You are responsible for meeting the terms and conditions of your agreement with us including making sure the product is only used for the benefit of the disabled person. Forms of misuse include:

- Allowing someone else to drive the scooter or powered wheelchair. Other people are permitted to move, but not drive, the product with the permission of the hirer, but in these instances only the product will be insured. Any injury caused to the person or other persons whilst doing this is not covered

- Carrying additional passengers
- Using the scooter or powered wheelchair whilst uninsured
- Using the scooter or powered wheelchair in any criminal act
- Using the scooter or powered wheelchair in areas where they are not allowed. Please refer to the Highway Code if you are unsure
- Failing to take proper care of your scooter or powered wheelchair.

We follow up all information provided to us and where serious misuse is found or the damage is severe, the agreement may be cancelled. You may be prevented from leasing another product through the Scheme in the future, and we may also invoice for the cost of repair or estimated loss in sale value. You can report any concerns to us by calling **0300 456 4566** or contacting us at **[motability.co.uk](https://www.motability.co.uk)**.

### Leaving the Motability Scheme

#### Handing back your old scooter or powered wheelchair at the end of your lease:

- If you wish to, you can remove any adaptations you have paid for outside of your contract with us, however the product itself will need to be left in good condition after this. Any adaptations which have been included as part of your lease will need to remain on the product
- You will need to ensure that you return all documentation including the manual, keys (including any spare keys), and the charging unit with the scooter or powered wheelchair
- Once your lease has ended you will no longer be covered by insurance or breakdown assistance.



## Ending your agreement early

Under your agreement with Motability Operations Ltd you have agreed to lease your scooter or powered wheelchair for the full length of the agreement. If however, you have a valid reason to end your agreement early, please contact us on **0300 456 4566**, or write to us at the following address:

Customer Services  
Motability Operations Ltd  
PO Box 311  
Bristol, BS16 0BB

We will require some details from you, including confirmation of whether you will be applying for a replacement scooter or powered wheelchair. Once we have received all the necessary information, we will review your request and confirm our decision with you. Please note that if we agree that you can cancel your agreement we may charge an administration fee to cover our costs. We will not refund the £100 Non-refundable Payment made to your dealer at the start of your lease. Some of our higher specification powered wheelchairs require an Advance Payment. If you have one of these products and have paid an Advance Payment this may be refunded on a pro-rata basis, less any administration fee, if applicable.

If however, we cancel your agreement because you have failed to comply with the terms and conditions, no refunds will be made to you, and you will be charged an administration fee. Please be aware, you may not be able to lease another product through the Motability Scheme. If you have any questions, please contact us on **0300 456 4566**.

## Renewing your allowance

To lease a product through the Motability Scheme you need to be in receipt of one of the allowances mentioned on page 7.

If your higher rate mobility allowance is due to expire during your agreement, it is your responsibility to ensure your allowance is renewed on time with the Department for Work and Pensions (DWP) or Veterans UK so you can continue to lease through the Motability Scheme. Please note that you must have at least 12 months' allowance remaining before you place a new application on the Scheme.

Three months before your allowance is due to expire, if you haven't already heard anything about your renewal, you should contact the DWP or Veterans UK and ask them to send you the information you need to renew your allowance.

## Stopped allowance

If the DWP or Veterans UK decide you are no longer eligible for a qualifying allowance, you are responsible for keeping us informed. If this happens, you will no longer be eligible to use the Motability Scheme and we will write to you giving you more information specific to your situation.

## Unpaid rentals

In the event that your allowance is not paid over to us, you will need to pay us any unpaid rentals. These rentals may be subject to VAT.

## If a customer dies

Should a customer die during their lease, a family member should contact us as soon as possible on **0300 456 4566**. We will arrange for the product to be collected at a convenient time.



## Together, Motability Operations Ltd and RSA Motability (RSAM) will provide protection for all scooters and powered wheelchairs leased through the Motability Scheme's contract hire agreement.

RSAM provide aspects of your cover and manage the claims process for Motability Operations Ltd.

The following is a summary of key points about your insurance and loss and damage protection. Please take time to read the Insurance Cover Booklet for full details. Please also refer to the key points from the contract hire agreement on page 11 of this handbook.

### Key information

Only the person named as being entitled to use the scooter or powered wheelchair on your Policy Schedule is insured. Other people are permitted to move (but not use) the product provided that they have your permission.

The cover includes:

- Damage that affects the normal and safe operation of the product
- Theft of the product
- Legal liability up to £2,000,000 per event
- Uninsured loss recovery and legal expenses (up to £25,000)
- Cover whilst using your scooter or powered wheelchair in the European Union for up to 30 days within a 12 month period

- Cover for permanently fitted adaptations and/or accessories which are supplied with the scooter or powered wheelchair at the start of your lease, by your dealer and are required to enable you to use the product
- Replacement key(s) up to a limit of three times during the term of your lease, when the keys have been lost or stolen within the British Isles.

If you have an accident or you need to make a claim for the theft of your product, regardless of fault, please contact RSAM on **0800 294 0790** as soon as you can, where possible within 24 hours of the accident. This will help us to get you mobile again as quickly as possible.

### What you are not covered for

Below is a summary of the main conditions and exclusions within your insurance and loss and damage protection cover. For the full details of all the conditions and exclusions which apply, please refer to your Cover Booklet.

- Personal belongings – you will need to arrange your own insurance cover for personal items such as coats, bags, and walking sticks. One option may be to extend your household insurance cover

- Cosmetic damage – damage that does not affect the normal and safe operation of the product
- Unauthorised and uninsured users – only the person named as the person entitled to use the product on your Policy Schedule is insured to use the product. If you allow it to be used by another person, you may be held responsible for any loss, damage or legal liabilities that occur and may be excluded from leasing another product through the Motability Scheme.

### Loss of use benefit

If your scooter or powered wheelchair is unusable through loss or damage, we will, where appropriate, aim to provide an alternative transport solution to keep you mobile. If a temporary replacement is not suitable for your needs, you may be able to claim for loss of use benefits, excluding the first week.

### Legal liabilities

If you are in an accident which results in accidental bodily injury or the death of others, or damage to property through the use of your scooter or powered wheelchair, RSAM will cover the legal liabilities as long as the user is the disabled person as listed on the Policy Schedule.

For full details of this cover and the specific conditions and exclusions which apply, please refer to your Cover Booklet.

### Uninsured loss recovery

Uninsured losses are any items that are not covered by your insurance, for example, your personal belongings and personal injuries. If you are involved in an accident caused by someone else who has been identified, RSAM will attempt to recover your uninsured losses from them. If you are injured, RSAM will also act on your behalf by appointing solicitors to act for you.

You may need to provide proof of your losses. Recovery of uninsured losses may take some time, and in some cases may not be possible.

### Taking your scooter or powered wheelchair abroad

You can take your scooter or powered wheelchair abroad within the European Union free of charge for up to 30 days in any 12-month period. If you want to take your product abroad for more than 30 days please contact us on **0300 456 4566**. Certain restrictions apply – please refer to your Cover Booklet for more details. Cover for legal expenses and breakdown are not available while abroad.

### Repairing your scooter or powered wheelchair after an accident

If you are involved in an accident whilst using your scooter or powered wheelchair, you must contact RSAM as soon as possible on **0800 294 0790**. A dedicated claims handler will assess the extent of the damage and where necessary,



make arrangements for repairs to be carried out. Your scooter or powered wheelchair will only be repaired to its original specification. Damage of a cosmetic nature that does not affect the normal or safe operation of the product is not included in this cover.

### If your scooter or powered wheelchair is stolen or taken without your permission

It is a requirement of your insurance and loss and damage protection that you lock and secure your scooter or powered wheelchair wherever and whenever it is left unattended. This includes secure overnight storage.

If your scooter or powered wheelchair is stolen, notify the police immediately, giving them as much detail as possible, and remember to obtain a crime reference number. Then contact RSAM on **0800 294 0790** who will advise you on what to do next.

### Temporary replacement

Where possible and appropriate, a temporary replacement will be provided while your scooter or powered wheelchair is being repaired by an approved repairer. Should a suitable temporary replacement not be available, you may be able to submit a claim for loss of use, or call **0300 456 4566** to discuss other solutions to keep you mobile.

A temporary replacement product supplied by a repairer is insured at no extra cost.

### If you are involved in an accident

- If you are involved in an accident, you must not admit fault or deny the claim, negotiate, or promise to pay the claim, without written permission from RSAM
- You should exchange details with everyone involved (including any witnesses) and each provide your name, address, phone number and name and address of your insurer (RSAM's address can be found on page 31)
- Even if there is no apparent damage or injury, you should call RSAM as soon as possible on **0800 294 0790** to report the accident and register a claim
- If you cannot use your scooter or powered wheelchair as a result of an accident, RSAM will arrange for one of the network of UK repairers to collect it
- Your dealer will keep you up to date with the progress of repairs
- Send all correspondence you receive concerning the accident to RSAM claims department
- It is important that you fully co-operate with RSAM during investigations of the claim. Failure to co-operate could result in your claim being declined, and you being excluded from leasing through the Motability Scheme in the future.



## Motability Assist

Your Motability scooter or powered wheelchair lease includes a specialist 'fair usage' breakdown recovery service for the life of your contract.

Motability Assist helpline and recovery staff are specially trained to handle your calls and are available 24 hours a day, 365 days a year. If you have an accident or breakdown when you are out and about Motability Assist will take you and your product back to your home address. Their average response time is around 40 minutes, but this may vary depending on where you are. Motability Assist work with a network of local suppliers and will source you the quickest, most suitable solution for your needs – this could be a specialist vehicle to recover you and your product, or it could be a taxi. Once you and your product are recovered back to your home, you can then contact your dealer if you require repair.

If you are at home and find there is a problem with your product please contact your dealer.

If you are on holiday in the UK away from home with your product and need assistance, Motability Assist will take you and your product back to your local accommodation. If your product needs repairing we can advise on a local dealer in that area who may be able to help.

Please note that your breakdown cover is for the Motability scooter or powered wheelchair and does not extend to any other product you are travelling in and a 'fair usage' policy will apply.

We reserve the right to charge you for the cost of recovery if usage of this service is excessive and falls outside what is deemed to be 'fair usage'.

## What to do if your scooter or powered wheelchair breaks down

Try to get your scooter or powered wheelchair into a safe place away from any potential hazards, and then call Motability Assist on **0800 953 5000** who will come out to transport you and the product home.

Your dealer will give you a Motability Assist keyring when you receive your product. It's important to keep this with your keys as it includes the Motability Assist phone number, along with an explanation of what you need to do in the event of a breakdown.

## Use of your product in Europe

Please bear in mind that your breakdown provision does not extend outside of the UK, so when you are abroad you will need to ensure you have provisions for onward travel should you break down. If you do need a repair whilst abroad please contact our Customer Services team on **0300 456 4566** and we may be able to reimburse the costs once you return home. Along with this handbook you will have been given a useful numbers card which you can keep with you at all times in case of emergencies such as this.



# The Highway Code

Your scooter or powered wheelchair will enable you to enjoy more independence and freedom to get out and about. However, for your own safety, and of those around you, you must comply with the Highway Code.

The following is an overview of the rules that apply to scooters and powered wheelchairs. For more information and the full code you can visit **[direct.gov.uk](https://www.direct.gov.uk)**

#### **When using your scooter or powered wheelchair on pavements:**

- Give way to pedestrians as they have right of way on pavements
- The speed limit for pavements is 4mph – if your product is able to travel faster than this make sure you switch the speed limiter on
- Be careful when mounting or dismounting pavements and kerbs – where possible use dropped kerbs. Speak to your dealer about the maximum height of kerb the specific scooter or powered wheelchair you have can handle
- If out shopping don't overload your scooter or powered wheelchair with more weight than they are able to handle, and ensure that the weight is spread evenly so you don't overbalance. Also don't hang bags off the steering controls as you will need to be in control of these at all times
- Remember that different terrains, weather and settings

will require different speeds. For example, take extra care on gravel, in wet weather, or when there are pedestrians around

- Make sure you know how to operate the controls of your scooter or powered wheelchair before going out in it.

#### **When using the scooter on the road:**

- Only Class 3 scooters which travel up to 8mph and have front and rear lights, indicators and a horn are permitted on the road
- No scooters or powered wheelchairs are permitted on motorways or in bus or cycle lanes
- Class 3 scooters can only be used on dual carriageways if fitted with a flashing amber warning light, no other types of scooter or powered wheelchair are permitted on any roads
- Obey all road signs, signals, and traffic lights
- Make sure you are highly visible if travelling on the road, especially if the weather is bad. Fluorescent clothing and good lights can help with this. Try not to travel in the dark or the cold, as your personal health and safety may be put at risk.





Your next Motability Scheme lease

## We will contact you around three months before your agreement is due to end to advise you how to return your product and how to go about choosing your next scooter or powered wheelchair.

When you reach the end of your lease agreement you will qualify for a £100 End of Contract Bonus. This will be sent to you around three months before your lease is due to end. Around the same time we will send you some information to help you decide whether you would like to lease another scooter or powered wheelchair through the Motability Scheme.

### Ordering your new scooter or powered wheelchair

We want to make sure that the handover between your old and new scooter or powered wheelchair is as easy as possible so you should contact your dealer around three months before the end of your existing agreement to see which scooters or powered wheelchairs are now available and may be suitable and take some test drives.

In order to be eligible to apply for another scooter or powered wheelchair on the Scheme you will need to have at least 12 months remaining on your qualifying allowance (for more details see page 7).

You will probably find it useful to gather as much information as possible on which product might now suit your needs. We are often told that talking to several dealers and getting lots of advice is extremely helpful. You can browse our complete range of over 300 scooters or powered wheelchairs at [motability.co.uk](http://motability.co.uk) as well as find your local dealers using the 'Find a Dealer' tool.

Once you have made your decision you can place your order with the dealer of your choice. When your new scooter or powered wheelchair is ready you will be asked to pay a £100 Non-refundable Payment to your dealer before you take delivery.

We offer a firm 'price guarantee' to our customers, which means that the price you agree with the dealer when your application is accepted, is the price you pay when you collect your scooter or powered wheelchair. The price guarantee stands however long it takes for your new product to be delivered. The only case where the price may alter is if the scooter or powered wheelchair description is changed subsequent to the original order.

### What if delivery is delayed?

Unfortunately we cannot guarantee the delivery date of the new scooter or powered wheelchair, as delivery arrangements are in the hands of the manufacturer and dealer. However, your dealer will be able to update you on its progress. It is important that your application is placed in plenty of time, but if there is an unavoidable delay we may be able to extend the lease on your current product until the new one is ready. Please contact your dealer or our Customer Services team on **0300 456 4566** to discuss this further.



## Customer complaints

**We aim to provide you with the highest quality of service at all times. Unfortunately, sometimes things can go wrong. If you feel our service has fallen below the standard you expect we would like to hear from you so we can put things right as quickly as possible.**

### **What to do if you have a comment or complaint**

Most comments or complaints are best dealt with by the area most closely involved so, in the first instance, please contact the relevant service provider directly. For example, this could be us, RSAM, Motability Assist, your dealer – a list of contacts is provided at the back of this handbook. If you are unsure about the area you need to speak to, please call our Customer Services team on **0300 456 4566**.

You can make a complaint by telephone, email or by post. We would prefer to talk to you so that we can try to resolve your complaint as quickly as possible so please include your contact details if you do write to us or email us.

We will always try to resolve your comment or complaint straightaway. However if this is not possible we will fully investigate the issues you have raised and aim to resolve them as quickly as we can. We will keep you updated on our progress when investigating your complaint.

### **When making a complaint please provide**

- Your full name and/or customer reference number
- Details of your scooter or powered wheelchair e.g. make/model
- Your full address and daytime contact number

- Details of what's gone wrong and how and when it happened
- Details of anything specific you'd like us to do to put things right.

Where you have indicated that you would prefer for your concerns to be dealt with in writing you will receive a written acknowledgment of your complaint – usually within four working days of us receiving your query.

We aim to fully resolve all complaints and provide you with our final response within eight weeks of you raising the matter with us.

### **What to do if you are still not satisfied**

If you remain dissatisfied with how your complaint has been handled or concluded, or eight weeks have passed and you feel we have not responded appropriately, you may refer your complaint to the Financial Ombudsman Service, free of charge.

### **Complaint referral contact details**

Financial Ombudsman Service  
Exchange Tower, London E14 9SR  
Tel: **0300 123 9123**

Website: **[financial-ombudsman.org.uk](https://financial-ombudsman.org.uk)**

Email: **[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**





## Contacts



For general enquiries about the Motability Scheme, your agreement or your scooter or powered wheelchair, please contact:

Motability Operations Ltd  
City Gate House, 22 Southwark  
Bridge Road, London SE1 9HB  
Telephone: **0300 456 4566**

If you have specialist Minicom equipment, please call our textphone number on **0300 037 0100**  
(Lines are open 8.00am to 7.00pm  
Monday to Friday and 9.00am to  
1.00pm on Saturdays)

**motability.co.uk**

*Phone calls may be recorded and  
monitored for the purpose of  
improving customer service.*

**For enquiries about the Disability Living Allowance or Personal Independence Payment, contact:**

**Department for Work and Pensions**  
Warbreck House  
Warbreck Hill  
Blackpool FY2 0YE  
Telephone: **03457 123 456**  
**dwp.gov.uk**

**Department for Social Development (NI)**  
Room 403  
Castle Court  
Royal Avenue  
Belfast BT1 1SL  
Telephone: **028 9090 6182**  
**dsdni.gov.uk**

**For enquiries about the War Pensioners' Mobility Supplement or Armed Forces Independence Payment, contact:**

**Veterans UK**  
Norcross  
Thornton Cleveleys  
Lancashire FY5 3WP  
Telephone: **0808 191 4218**  
**veterans-uk.info**

**For Motability Assist contact:**

**Autohome Assist**  
Mayleigh House  
Kettering Road North  
Northampton  
NN3 6HH  
Telephone: **0800 953 5000**  
**autohome.co.uk**

**For insurance enquiries, contact:**

**RSA Motability Customer Services**  
PO Box 40  
New Hall Place, Old Hall Street  
Liverpool L69 3SD  
Telephone: **0800 294 0790**  
If you have specialist Minicom equipment,  
please call **0500 64 63 62**  
Outside UK: **+44 (0)151 240 2894**  
(Lines open 9.00am – 5.00pm  
Monday to Friday)

**For enquiries about the Vehicle Excise Duty (VED) exemption, contact:**

**DVLA Customer Enquiries**  
(Vehicles) Swansea SA99 1BL  
Telephone: **0300 790 6802**  
**dvla.gov.uk**



All you need to know  
about your Motability  
scooter or powered  
wheelchair during  
your lease



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Visit: **[motability.co.uk](https://www.motability.co.uk)**



**Motability**

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