

NINEWELLS HOSPITAL MOBILITY TERMS AND CONDITIONS

The Mobility Office operates from Monday to Friday 08:30 – 17:30

1. All scooters and wheelchairs **must be returned by 17:30** to be cleaned and charged in preparation for the next day.
2. To avoid disappointment, you are advised to pre-book your equipment on 01382 645030. **(Booking does not guarantee equipment, subject to availability).**
3. Mobility equipment can only be used within the confines of Ninewells Hospital i.e. to your appointment and back.
4. **NOTE: Saba requires 24-hours' notice to arrange for a mobility scooter assessment.**
5. Each piece of mobility equipment has a maximum weight capacity. Customers are required to monitor their weight and to notify a staff member if their weight exceeds 18 stone for wheelchairs, and up to 22 stone for scooters (We can accommodate customers with a larger scooter if they exceed the maximum weight limit for the smaller scooters).
6. Mobility equipment must not be used to carry babies, children or luggage. No bags are to be carried over the handlebars of any mobility equipment as this can interfere with the vehicle controls and is, therefore, very dangerous.
7. **No smoking, eating or drinking allowed while sitting on scooters or wheelchairs. Scooters are not allowed in the hospital shops.**
8. Only registered persons are insured to use the mobility scooter. Family or friends are not allowed to return the scooter on their behalf.
9. In the event of an accident or emergency, please contact the Mobility Office and let the staff know the whereabouts of the scooter and who the key has been left with.
10. Wheelchairs can be returned by anyone.
11. **When you leave the scooters unattended, always ensure you remove the key and keep it with you.**
12. **Under no circumstances can scooters or wheelchairs be left outside the mobility office, there may be a five-minute wait as we are delivering or bringing back a scooter from the far end of the disabled car park, please be patient. Phone 01382 643969 if your wait is over five minutes. The equipment is the members' responsibility until it's been signed back in.**
13. Customers must report all incidents or near misses to the Mobility Supervisor on their return to the unit.
14. **Users of the electric scooter service who do not use it for over a 1-year period will have to complete a 5–10-minute refresher course.**
15. For your own safety and that of other members of the public, ensure you keep your speed down particularly when travelling along congested routes. Remember people often stop and change direction without warning. Try and keep a safe distance to avoid a collision. Always give a wide berth when taking corners.

16. Customers must return the equipment in the same condition as when issued. Repairs to vehicles damaged through misuse will be invoiced to the customer.
17. Saba UK reserve the right to refuse equipment to customers they feel may be under the influence of alcohol or drugs. It is an offence to drive powered equipment when intoxicated.
18. Saba's legal basis for capturing your data is to uphold the contract and for legitimate interests.
19. Saba process and will only use this data to provide you with the mobility service and to verify the terms and conditions of use that have been complied with.
20. Saba will not share your data with any third party and will not use it for any other purpose other than what it is intended.
21. Under Data Protection Law and in relation to the data that we hold on to you, you have the right to be informed, right of access, right of rectification, and right of erasure, right to object and right to restrict processing. You may have these rights, but Saba may have the right to disagree.
22. For further information on how we capture and process your data please visit:
www.sabaparking.co.uk/privacy or call **0330 1235 247** or by email: dpo.uk@sabagroup.com. Should you wish to complain to the Information Commissioners Office (ICO), please go to: www.ico.org.uk