

"Shopmobility Carlisle

will provide greater access to the city centre and it's facilities by provision of Wheelchairs and Mobility Scooters to all people with impaired mobility regardless of age disability, whether temporary or permanent "



Carlisle Shopmobility

Carlisle Shopmobility is apart of Carlisle City Council Service and is a branch of the Economic Development Directorate

You can obtain this leaflet in another format or language

Email:shopmobility@carlisle.gov.uk

Or phone the Access Officer on:

01228 631564

Updated May 2019



Carlisle Shopmobility

Shopmobility is a scheme which provides:

- **Powered Scooters**
- **Electric Wheelchair**
- **Wheelchairs**
- **Mobility Aids**

For people with mobility difficulties, to help them shop and use the facilities of Carlisle City Centre

Telephone: 01228 631564



**CARLISLE
CITY COUNCIL**



www.carlisle.gov.uk

Who can use Shopmobility?

You don't have to be registered disabled to use Shopmobility. Anyone who as difficulty getting about on foot, for example limited mobility caused by disability, age, temporary illness or accident, Can borrow a wheelchair or scooter.

How much does it cost?

There is a fee to pay to become a member of Carlisle Shopmobility.

Donations towards the running of the scheme are always appreciated.

How does Shopmobility operate ?

Wheelchairs, Electric Wheelchair and Scooters can be booked by phoning the Shopmobility office on

01228 631564 (includes an out of hours answer phone service)

Advanced Booking is advisable.

The service is available between 10am to 4pm. Monday to Friday. Equipment **Must** be returned 15 minutes before closing.

Closed Weekends and Bank Holidays.

New Shopmobility customers can register as members of the scheme by calling at the Shopmobility office Which is located on Level 2 of the Lanes Car Park See Map.

Sat Nav CA3 8NX

Maximum Headroom is 6ft - 5ins or 1.980 m.

Drivers collecting or Dropping off have **15minutes** from arriving to exit the carpark.

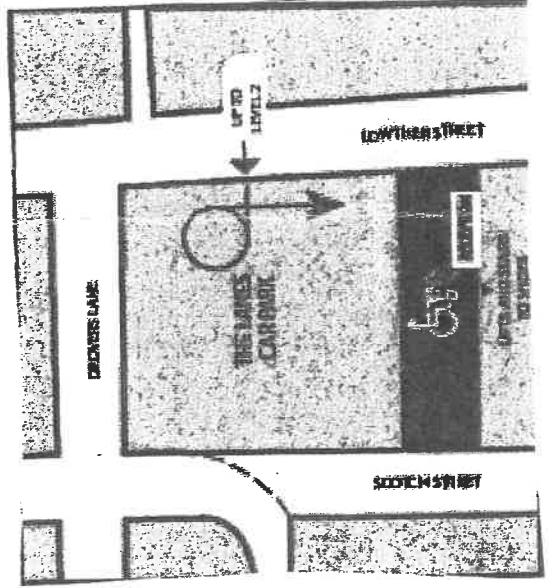
Please bring 2 forms of ID which has on your name and address e.g. Driving Licence or a recent utility bill or blue badge.

Customers who are unfamiliar with Wheelchairs or Scooters will be given a vehicle and safety awareness instructions on how to operate the equipment by Shopmobility representative.

- Blue Badge Permit Holders Parking Bays
- Badges must be displayed and a charge applies
- Bays can't be reserved.

Unfortunately we are unable to offer a pick up and drop off service from the Bus Station or Train Station.

Customers can contact the local taxi firms to bring you directly to the office.



Other facilities available from Shopmobility.

- RADAR Keys
- Holiday Loan Service for wheelchairs and Walking Aids for which a charge is payable and a refundable deposit is also required.
- We offer a City Centre Hotel holiday loan service. Which a charge is payable.
- Children's Wheelchairs

The Access Officer is happy to provide talks to groups or individuals to explain how the service works.

Enquire's should be made to

The Access Officer
Carlisle Shopmobility

Level 2 ,The Lanes Centre Car Park
Lowther Street
Carlisle
CA3 8NX

Tel: 01228 631564 (includes an out of hours answer phone service)

E-mail : shopmobility@carlisle.gov.uk