DORSET WHEELCHAIR SERVICE

TERMS AND CONDITIONS OF LOAN

PLEASE READ AND KEEP SAFE FOR FUTURE REFERENCE

All equipment issued remains the property of the Dorset Wheelchair Service and is loaned to you under the following conditions:

1. It is for your use only and must not be used by anyone else.
2. It is not to be used for any other purpose other than for which it was provided.
3. It must not be altered or have any attachment fitted without our agreement.
4. It must be kept clean and in good working order.
5. It must be protected from damage, loss or theft and you must notify us immediately of any such occurrences.
6. It must not be sold or disposed of for any reason.
7. You must follow the manufacturer’s recommended usage for the wheelchair in accordance with the user handbook.
8. It must be made available for repair/inspection if requested by the wheelchair service.
9. You must be willing to take part in a review/monitoring process.
10. If the wheelchair is to be used in transport (if crash tested), the wheelchair should be tied down in accordance with the wheelchair manufacturer’s recommendation found in the user handbook.
11. You must accept that the equipment may be withdrawn for one or more of the following reasons:
   - safety (client or equipment)
   - you no longer meet the criteria for provision
   - failure to comply with these terms and conditions

YOU SHOULD INFORM DORSET WHEELCHAIR SERVICE IF:

- Any personal details change such as address, GP, name, weight, medical condition
- You no longer require the wheelchair or accessories
- Your wheelchair is lost or stolen; involved in an accident or mishap
- You become a permanent resident in a Nursing/Residential Home

TELEPHONE 01202 892874

REPAIRS: Opening Hours: Mon- Fri 8am to 5pm, Sat 8am to 12 noon (emergency only)

An answer phone is available for messages out of hours. The repairs team will endeavour to return any calls within one working day.

When contacting the service about a repair please provide your name, address and details of exactly what the problem is with your wheelchair. If more than one wheelchair has been provided by the service, please state which wheelchair requires the repair.

This service is free of charge for reasonable wear and tear on wheelchairs provided by the NHS, except in cases of repeated misuse, neglect or wilful damage.

The service does not provide roadside repairs or recovery home.

It is not always possible to repair a wheelchair immediately and a loan wheelchair may be issued but will not necessarily be the same specification as your permanent wheelchair.