

Located near **TK Maxx** and **McDonald's**  
on the upper floor of the **Arcadia Centre**



ShopMobility staff



### Opening times

Monday to Saturday 10am - 6pm  
Sunday 11am - 5pm

### Car Parking

There is an NCP car park, in Spring Bridge Road, on the left, just past the Arcadia Centre. There is another on the roof of the Arcadia Centre, entrance in Spring Bridge Road, on the right. Spring Bridge Road is a one-way street, leading north from the Uxbridge Road.

### Access

In addition to the Uxbridge Road entrance to the Arcadia Centre, there is also access from the Spring Bridge Road entrance, which has a ramp and automatic doors. A lift is available at the rear of the centre, which provides access to all floors.



Get around Ealing  
in our scooters  
and wheelchairs



### ShopMobility Ealing

Unit 19/20  
The Arcadia Centre  
The Broadway  
Ealing  
London  
W5 2ND

Phone: 020 8579 1724 Text: 07916 175212  
email: [shopmobility@ecil.org](mailto:shopmobility@ecil.org)  
[www.ecil.org/shopmobility](http://www.ecil.org/shopmobility)



## What Is ShopMobility?

ShopMobility is about the freedom to get around, for everyone. It is a scheme which lends out mobility equipment to members of the public, who have limited mobility, in order for them to visit shops and leisure facilities.



*Scooter flashmob at ShopMobility launch, Feb '11*

## Who can use ShopMobility?

ShopMobility is for anyone who needs help with mobility. They can be young or old and it doesn't matter if they are permanently or temporarily disabled or injured. Able bodied people can also use ShopMobility to borrow equipment for the use of their family members.



*ShopMobility gives me a new sense of freedom.*

## How much does it cost?

ShopMobility Ealing is a **FREE service** and we welcome any donation you wish to make.

## Using ShopMobility

### Do I have to book?

Yes, it is a good idea to book your equipment in advance, as this will guarantee your vehicle. Either ring or email.

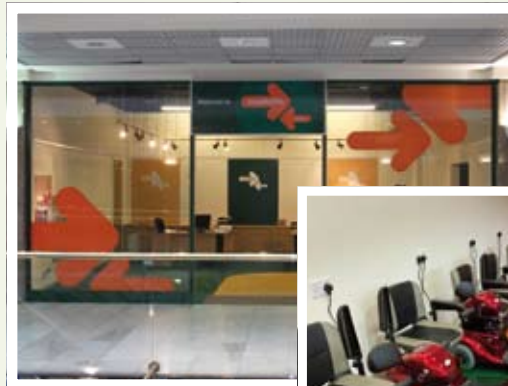
If you fail to book, there may still be equipment available for you, at the time you want.

### What kind of equipment do we have?

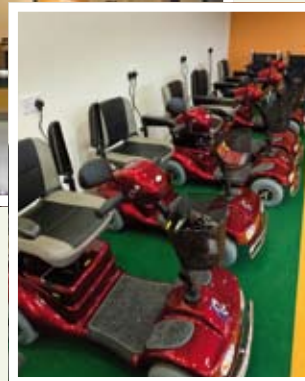
- self propelling wheelchairs
- attendant pushed wheelchairs
- powered wheelchairs
- mobility scooters

### We have accessories available, including

- crutch holders
- elevating leg rests
- shopping baskets attached to the handle bars
- front and rear bumpers and
- front and rear lights



*ShopMobility in the Arcadia Centre*



## Registration and bookings

Before you can use the equipment, you will need to fill in a registration form, to become a ShopMobility member. To do this, you must show us proof of identification, which includes your name and address. We will issue you with a membership card that you need to bring with you every time you use ShopMobility.

## Getting used to the equipment

Once you have registered, a member of staff will talk to you about type of vehicle best for you and will give you the appropriate training on how to use the equipment. When you feel confident, and the member of staff is happy that you are in control of the vehicle - off you go! The whole process will take no longer than thirty minutes.

## Difficulty accessing the ShopMobility unit?

If you are not able to walk to the ShopMobility unit from your car, a member of staff or volunteer will come and bring the equipment to you. Simply tell ShopMobility that you have arrived, in either the Spring Bridge Road car park, or the car park on the roof of the Arcadia centre, by phoning from your mobile phone.

## Your responsibilities

You can use the equipment on a daily basis, but it must be returned by 5.30pm on weekdays and by 4.30pm on Sundays.

You are responsible for the equipment while you are using it and you may be charged for damage if you have used it carelessly.