



Supporting walk-in visitors

All walk-in visitors will need to have their details submitted using the online walk-in form.

The visitor can submit their details themselves by using the QR code to connect to the form using their own device (smartphone/tablet).



If this is not possible, staff at site can support the visitor either by:

- Offering a paper copy of the walk-in form for the visitor to complete
- Connecting on to the on-line walk-in form at a staff terminal and completing and submitting the form with the visitor present:
www.outdoormobility.org/walk-in-form (this link is for staff only).

If using a paper copy:

- Contact Outdoor Mobility for a pdf copy of the form, which can be printed/photocopied as required, or download a copy from www.outdoormobility.org/resources-for-tramper-sites
- Staff member should enter and submit the details onto the online walk-in form afterwards: www.outdoormobility.org/walk-in-form
- Staff member should not be logged in to the public Outdoor Mobility website (www.outdoormobility.org) as themselves or as the site whilst entering the walk-in details.
- Once submitted, the paper form should be disposed of securely

NOTE:

- Advise the visitor to ensure they have included a correct and valid email address (their own or that of a friend or family member)
- Advise the visitor that they will be emailed with an invoice for the type of membership they choose (if they are not already a member)
- All walk-in visitors should read Tramper Use Terms and Conditions.



Tramper use Terms and Conditions:

- I am responsible for my own safety and I will use the Tramper as instructed by site staff and with regard for the safety of other visitors at sites
- I will only use the Tramper on recommended routes that have been safety audited and explained to me by staff at the hire location. I will not take the Tramper on any other routes or areas and I understand that doing so may affect my safety and would be entirely at my own risk.
- I understand that staff at the site may refuse access to the Tramper if it is suspected that I cannot complete the safety demonstration, or I do not agree to these Terms and Conditions. Aggressive or violent behaviour towards site staff or any member of the public will not be tolerated and Tramper use can be refused on this basis.
- I agree to note potential hazards that site staff bring to my attention and understand that the route conditions may change depending on the weather.
- I understand that I will need to be accompanied by a non-disabled person at some sites. If using the Tramper unaccompanied at a site that permits this, I will carry a working mobile phone and site emergency telephone number and follow any additional safety procedures given to me by site staff.
- I am 14 years of age or older. If aged 14-18 years I will always be accompanied by a parent, guardian, personal assistant or carer, regardless of whether a site permits users to be unaccompanied.
- I understand Outdoor Mobility (OM) provides third party insurance and that this insurance is only valid if I abide strictly to the Terms & Conditions of use (not provided at 'affiliated sites' – please check with site for details).
- In the event I cause accidental damage or injury to third party property and need to make an insurance claim but can claim under another policy, I understand OM insurers will only pay a share of the claim and that I must supply OM with the name and policy number of my insurance company.
- I agree not to use the Tramper when under the influence of alcohol or drugs, or medication which could affect my ability to safely operate the Tramper.
- I agree not to do anything to the Tramper except to make any necessary adjustments to the seat and handlebar controls and I will not hang anything on the Tramper handlebars or armrests.
- I will not allow anyone else to use the Tramper, carry passengers or animals, or be in control of a pet on a lead (registered Assistance Dogs permitted)
- I agree to notify staff of any incident, accident, damage or operational difficulty involving the Tramper and complete a statement detailing the circumstances.
- I will return the Tramper within the agreed time and understand that failure to do so will initiate emergency/recovery procedures
- I agree to show proof of ID (non-photo is acceptable) at the Tramper site.
- I agree not to leave the Tramper unattended, unless I have removed the key and kept it with me, and it is not causing an obstruction
- I agree to pay the full cost of any necessary repairs resulting from misuse of the Tramper