

Tramper Care Policy

Introduction:

The Tramper in the care of or owned by an Outdoor Mobility partner site is a tool enabling visitors to access the outdoors. It needs to be kept in a condition that allows visitors to use it safely and without fear of breakdown. Furthermore, it is an asset which, when looked after with care, will give several years of service to the partner site, its visitors and to Outdoor Mobility.

This policy compliments the Terms and Conditions set out in the contract between the partner site and Outdoor Mobility and highlights the responsibilities for Outdoor Mobility and the partner site in ensuring proper care of the Tramper.

Outdoor Mobility's responsibilities:

- If providing a lease Tramper, to ensure that the Tramper supplied to the partner site is in a good state of repair and reasonable aesthetic condition.
- Liaising with manufacturer's approved engineer to ensure that the Tramper receives an annual service; in the case of lease Trampers, their annual service costs are covered by Outdoor Mobility.
- Liaising with manufacturer's approved engineer to ensure that mechanical faults and any damage to the Tramper is addressed promptly.

Partner site's responsibilities:

- Keeping the Tramper in a safe, waterproof storage and on charge when not in use (overnight).
- Carrying out daily Tramper safety checks before giving the Tramper out to visitors. The checks, which can be done while taking the Tramper out of storage to visitor and which are listed in the pre-hire checklist, are:
 - Twist grips are not sticking and brakes are functioning
 - Steering is functioning
 - No visible loose parts
 - Tyres look properly inflated
 - Amber status light is steady (when off the charger and ignition switched on)
 - Lights and horn are functioning

4. TRAMPER CARE, REPAIRS AND SERVICING

- Carrying out monthly maintenance checks, according to Monthly Maintenance Checklist.
- Reporting to Outdoor Mobility any mechanical or repair issues promptly
- Making sure that Tramper is made available and accessible for servicing and repair visits when required.
- Providing Tramper users appropriate safety guidance to support them operating the Tramper safely and refusing access to Tramper if the user is deemed not able to operate the Tramper safely.
- To not make any material changes or alterations to the Tramper, apart from adjustments to the seating, armrests or twist grips, as detailed in manufacturer's guide.
- Should the Tramper need moving to a different location in the event of a breakdown (when the Tramper cannot be driven normally) to not tow the Tramper, but to follow manufacturer's and Outdoor Mobility's instructions on moving Tramper safely.

Information and resources:

Please refer to the Tools and Resources in the Site Handbook. These can also be accessed online at www.outdoormobility.org/resources-for-tramper-sites or by contacting Outdoor Mobility.