



# Changes to our Mobility Scooter Policy

The information contained in this booklet is relevant to EMR trains only. Policies may differ for other train operators, so please check their requirements before travelling.

**E M R**



## Why are we making changes to our policy?

EMR are committed to providing the highest level of service to our customers. We have updated our Mobility Scooter policy to reflect changes in scooter manufacturing and better accommodate the scooters that customers are choosing to travel with.

Working with mobility scooter specialists and our safety team we have created a policy that is more flexible and supportive for customers, whilst maintaining our highest levels of safety.

## How to travel with EMR

Customers must obtain a scooter permit from our Customer Services Centre before boarding. To apply, contact us as follows:

-  **Call our Passenger Assist team on:** 08000 11 33 23 or 03457 125 678 (option 3)
-  **Apply online:** [eastmidlandsrailway.co.uk/trains-stations/assisted-travel](https://eastmidlandsrailway.co.uk/trains-stations/assisted-travel)
-  **Email us at:** [contact@eastmidlandsrailway.co.uk](mailto:contact@eastmidlandsrailway.co.uk)
-  **Write to us at:** EMR Customer Service Centre, Locomotive House, Locomotive Way, Pride Park, Derby, DE24 8PU.

Customers must provide their name, address, email, and phone number, along with the make and model of their mobility scooter. The scooter must meet our safety requirements for approval to travel on our trains. Travelling without a permit for your mobility scooter may result in refusal of travel on our trains.

On all EMR trains, mobility scooters which are foldable or collapsible, can be stored as luggage.

## How do mobility scooters differ to electric wheelchairs?

Mobility scooters and electric wheelchairs differ in their suitability for trains. Mobility scooters have three or four wheels and a steering column, which require more space to manoeuvre than electric wheelchairs.

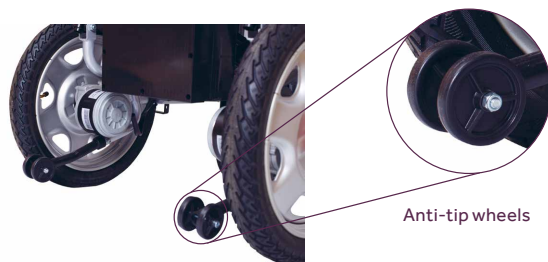
To travel with EMR, mobility scooter users will need to join the Mobility Scooter scheme. Approved users receive a permit and sticker if their scooter meets the policy requirements. The permit is valid for 24 months or sooner if the scooter changes. Customers must inform EMR of any changes to their mobility scooter, to ensure it is safe and permitted to travel.

EMR welcomes applications from three or four wheeled, class 2 mobility scooters. Class 2 mobility scooters have a maximum speed of 4mph and must meet the criteria to travel on-board EMR trains.

# Travelling without a Mobility Scooter Permit

Staff in our Customer Service team or at our main stations, can assess the safety of mobility scooters for train travel. At unstaffed stations on the EMR network, a painted frame on the platform helps on-train staff check if scooters meet size safety regulations for travel. The frame includes a size guide for both accepted scooter footprints on EMR trains. Colleagues may also carry a handheld measuring device.

Staff will also ensure that the scooter has anti-tip wheels. Identified on the image below, they are small wheels which are fitted to the rear of the scooter and are easily spotted.



To request a scooter permit, contact the EMR Customer Service Centre. Permits will be issued via post. If you do not have a permit but wish to travel before we can process an application, our teams at our main stations (Sheffield, Derby, Leicester, Nottingham, Lincoln) may issue you with a temporary permit to enable you to travel. Please allow extra time for staff to check and issue your temporary permit which may take up to 30 minutes depending on availability.

Stations where the station staff provide assistance will have a mobility scooter mat which can be deployed when assessing if a mobility scooter can be permitted to travel. The mat may be deployed in an area where it is discreet and not in full view of other customers.

If the mobility scooter a customer has does not meet the specifications to travel safely on EMR trains, travel will not be permitted. Please remember, that if the scooter is foldable it can travel on any EMR train by storing the mobility scooter in a luggage rack and transferring to a seat. The customer will be responsible for folding and storing the mobility scooter.

## Your responsibilities when travelling with your mobility scooter

- You must always follow safety instructions given by the EMR team.
- You must always carry a permit for your mobility scooter and produce this whenever asked by EMR staff.
- You will display the EMR approved mobility scooter sticker on your mobility scooter.
- Should you change your mobility scooter, your permit will become invalid and you must apply for a new permit with your new mobility scooter.



# Mobility scooter criteria for travel

Triangular footprint that has one or two wheels at the front which are close together

- Maximum dimensions of 1200mm x 700mm.
- Anti-tip wheels fitted to the rear.
- Max weight of 300kg (47 stone) including passenger.
- Has sealed batteries.
- Has free-wheeling facility in the event of power loss.



Square footprint with four wheels spaced evenly apart

- Maximum dimensions of 1050mm x 500mm.
- Anti-tip wheels fitted to the rear.
- Max weight of 300kg (47 stone) including passenger.
- Has sealed batteries.
- Has free-wheeling facility in the event of power loss.



## Temporary scooter permit

At larger stations (Sheffield, Chesterfield, Derby, Nottingham, Leicester, Loughborough, East Midlands Parkway and Lincoln), a temporary permit will be issued for the return journey for those without a Mobility Scooter Permit. To avoid delays, we recommend obtaining permits in advance. Scooter permits must be renewed every 24 months.



# Frequently asked questions



Which EMR trains can I take a mobility scooter on?

If your scooter meets the specifications detailed in the policy, you can travel on any EMR train.



How do I find out if I can travel with my scooter?

You can apply for a scooter permit through the following methods: phone, web application, email, WhatsApp or by post.



Do I need to send a photograph with my application for a scooter permit?

No, you do not need a photo. You must present your permit to assistance staff to board the train.



I've applied for a scooter permit, but I haven't heard anything back.

A scooter permit can take 10 working days to be issued.



Does my scooter permit replace my ticket?

No, you will still need a valid ticket to travel.



How long is it likely to take for my permit to arrive and once it does, can I travel straight away?

It can take up to 10 working days and you can travel straight away. If you need to travel sooner, contact our Customer Service Centre and they can help you do this.



I have a class 3 road going scooter, but your policy says you need a class 2, will I still be able to travel with my scooter?

We cannot carry class 3 scooters on EMR trains.



### Can any scooter travel on EMR services?

No, your scooter must be a class 2 scooter, have a maximum weight, including yourself, of no more than 300kg (47 stone). It must have anti-tip safety wheels fitted to the rear of the scooter and free-wheeling capacity in case of power failure. It must meet one of the following criteria:

- 3 wheeled scooter with a triangular footprint (or two front wheels close together) with a maximum length of 1200mm and a maximum width of 700mm.
- 4 wheeled scooters with a square footprint (four wheels of the mobility scooter are shaped in a square) with a maximum length of 1050mm and a maximum width of 500mm.

If your scooter does not meet the criteria, unfortunately it cannot be permitted on any EMR train. Foldable scooters that can be taken on as luggage do not need a permit.



### My scooter is an older model and doesn't have anti-tip wheels but has everything else for the permit, how can I resolve this?

We require anti-tip wheels on scooters for safety, allowing us to permit them on more parts of our network. Anti-tip wheels are usually available online or from accessibility retailers and can be retrofitted to vehicles.



### Without a scooter permit, can I travel if my folding scooter is carried onto the train without driving it on?

Scooters that are folded or broken down can travel on any of our services without a permit where luggage space allows.



### I've got an EMR scooter permit, does this allow me to travel throughout the UK?

Our scooter permit is valid on EMR trains only.



### I have a scooter permit for my current scooter, but plan to buy a new one. Can I use the same permit?

Permits are scooter specific, if you change your scooter you will need to apply for a new permit.



### How can I book assistance for my journey?

Assistance can be booked online, via the app or at: [passengerassistance.com](https://passengerassistance.com). Contact our Customer Service team by calling 03457 125 678, WhatsApp on 07501 330 988, or by BSL at: [eastmidlandsrailway.co.uk/british-sign-language-interpreter](https://eastmidlandsrailway.co.uk/british-sign-language-interpreter), open 24/7.



### I am travelling from an unstaffed station; how do I get assistance?

Our on-train staff are happy to assist with ramps and help you on and off the train. Simply inform a staff member and ensure your permit sticker is prominently displayed. Please also be prepared to be asked to produce the physical permit provided to you.



### Will I be guaranteed a place on the train?

If you have not pre-booked assistance and the accessible space is full, staff will inform you when the next train is due. We will aim to get you on the next available service.



### I've got a scooter permit for a different train operator; can I automatically use my scooter on your trains as well?

No, your scooter must be checked for safety before boarding EMR trains. Each operator may have different criteria and routes, so please check before you travel.



### If I chose to travel without a scooter permit and then get stranded, will EMR guarantee to get me home?

If you have a scooter permit and your journey is disrupted, we will arrange onward travel for you. Without a permit onward transport cannot be guaranteed.



### I am traveling on a longer journey with multiple train companies, how do I find out if my scooter is allowed on all trains?

The Passenger Assistance team can provide details about other train companies and are able to advise you. Always check before traveling with more than one train company on their ability to support you on your journey.

# Essential safety information

These travel safe requirements must be met by all people travelling with a mobility scooter.

- Remove luggage from the rear of the scooter before driving on the ramp to ensure vehicle stability.
- When driving, please keep speed to a minimum to ensure the safety of you and those around you.
- Never reverse towards the edge of the platform, particularly when undertaking a 3-point turn.
- Align your scooter properly with the ramp, always face forward and never reverse on the ramp. Once onboard, ensure the brakes are applied.
- Ensure your scooter is charged before travel. Train power sockets are not suitable for charging motorised vehicles and must not be used.
- On the train, if emergency assistance is required, use the Call For Aid button located in the wheelchair/accessible space.
- Staff will tell you when the ramp is safe to use.
- If your scooter has been folded/dismantled, make sure it has been correctly reassembled.



The EMR Assisted Travel team can give advice on rail travel, book passenger assistance and sell train tickets, this team is available 8.00am to 7.00pm, Monday to Friday.

Customer information is available outside these times via our Customer Service team based in Derby, they are contactable 24/7 on 03457 125 678, except for Christmas Day and Boxing Day.

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## Phone

Call us on **03457 125 678**. Lines are open **24/7**.

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## Text Direct

Text **18001**, followed by **08000 11 33 23**.

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## Email

Email at [contact@eastmidlandsrailway.co.uk](mailto:contact@eastmidlandsrailway.co.uk).

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## WhatsApp

Message us on **07501 330 988**.

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## Post

EMR Customer Service Centre, Locomotive House, Locomotive Way, Pride Park, Derby, DE24 8PU.

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## British Sign Language

Visit: [eastmidlandsrailway.co.uk/british-sign-language-interpreter](http://eastmidlandsrailway.co.uk/british-sign-language-interpreter)

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For more information please visit our website or request a copy of our Accessible Travel policy.





The information in this leaflet was correct at the time of printing in July 2024, but may be subject to change without prior notice. East Midlands Railway does not accept liability for any inaccuracy of this information.