

Bedgebury National Pinetum and Forest Tramper

Frequently asked questions:

Q. What do I do if I want to cancel my booking?

A. Please give us as much notice as possible so that we can make the Tramper available to others to use. We require at least 24 hours' notice. Phone the Visitor Centre information on 01580 829820.

Q. I only have use of one hand, can I use the Tramper?

A. Yes. You only need good use on one hand to operate the Tramper and the controls can be switched to suit either your left or right hand.

You do need to be able to quickly release your grip in order to do an emergency break. If you are unable to do this, it is not safe for you to use our Tramper and we will not be able to loan this to you.

Q. What do you mean by 'you cannot use the Tramper if you have an uncontrolled medical condition/medication that affects your ability to operate the Tramper safely'?

A. If you have a medical condition or take medication that means you may black out, experience a seizure, or may render you unable to drive safely you will not be able to loan our Tramper. This is for your safety and for other users. If you are unsure please consult your GP.

Q. Why do I have to stay on the designated routes?

A. These routes have been tested by our team and considered to be suitable for safe Tramper use.

Maps are provided upon induction.

Q. Do I have to be a blue badge holder/registered as a disabled person to use the Tramper?

A. No. However we only have one Tramper for use on site and we are keen to ensure that the people who need this most are able to access this. We therefore request that people who do not have mobility impairment do not use the Tramper. If however your mobility impairment is temporary or you are unable to walk far but are not registered disabled we are happy for you to use the Tramper.

Q. Where are your accessible toilets?

A. We have one accessible toilet at the VC. We will provide you with a radar key so you can use this with ease.

We have one other ladies and mens toilet in the Pinetum, which cannot be reached by the Tramper and we do not have an accessible toilet in this location.

Q. Where can I drive the Tramper?

A. We have 2 forest routes and a map of suitable paths in the Pinetum. All start from the Visitor Centre and are on hard gravel tracks, which may be bumpy in places. There are some gates, which are identified on the map.

Short Forest Route: 2 mile loop on gravel track. Marked by waymarked posts.

Long Forest Route: 6 mile loop on gravel track. Marked by waymarked posts.

Pinetum: all hard paths in the Pinetum are suitable for the Tramper use. Unfortunately the currently bridge is weak and narrow, so is unsuitable for Trampers. However this is due to be replaced with a suitable bridge in late 2018. We apologise for any inconvenience caused until this time. To do a loop around the Pinetum avoiding the weak bridge you will need to use two gates, these are identified on the map provided at induction.

There are many hills around the Pinetum and Forest. When driving downhill we ask that the Tramper is put into 'tortoise mode' and care is taken to drive slowly.

Q. What does the induction involve?

A. You will be shown how to use the controls, the routes and emergency procedures. You will be asked to demonstrate your ability to drive the Tramper safely. You will also be asked to read and sign a Tramper loan agreement.

Q. Can I give a donation?

A. Yes. This will be greatly appreciated as any donation will go towards the upkeep of the Tramper. Please make any donation by cash or card to Friends of Bedgebury.

Q. Can I store my items in the Tramper?

A. Yes there is a small lockable storage container on the front of the Tramper.

Q. Why do I need to leave my car keys at the visitor centre?

A. This is to ensure that you return the Tramper to the Visitor Services Team, and to reduce the risk of Tramper theft.

Your car keys will be stored in a lockable container at the Visitor Centre.

Q. Can pets, children or other people share the Tramper?

A. No. The Tramper is designed for one person and it is therefore not safe for more than one person to operate the Tramper safely.