



Mobility Scooter FAQs

How do I pre-book a mobility scooter or wheelchair?

Mobility scooters are available to hire, free of charge, by booking online up to 7 days in advance. If a scooter is essential to your visit please check availability first. Once booked you have use of the scooter for the whole day, from your arrival until 3.30pm. If no scooters are available they will not show up as being able to book on the website, we only have a limited number available to hire out. You are welcome to ask for availability on the day at the Welcome Building in case one has been returned.

Where do I pick the mobility scooter up from?

You can pick your scooter up from the Welcome Building A volunteer will give you a brief introduction and show you how to operate the vehicle.

When does the mobility scooter need to be returned?

In order to give us time to clean the scooter, please return your scooter no later than 3.30pm to the Welcome Building. On Enchanted Christmas days please return scooters by 3pm.

How old do you have to be to ride a scooter?

You must be aged 16 or over to hire a scooter. Manual wheelchairs can be hired for visitors aged 15 and under.

Can anyone else ride on the scooter with me?

No. For safety please do not allow anyone else to ride the scooter with you including young children.

Can I go off the path in a scooter?

Depending on the weather conditions you may be able to travel off the path, over grass when the ground is dry. If the ground is wet we would recommend to remain on the hard paths.