



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, please call us on 01580 879820.

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

A. Yes. You only need good use of one hand to operate the Tramper. 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 it to you, you may consider borrowing a wheelchair instead.

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 the safety of other visitors. 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 are considered suitable for 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 it is available for the people who need it most. We therefore request that people who do not have mobility impairment do not use the Tramper. If 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 Visitor Centre. We will provide you with a radar key so you can use this with ease. We have a toilet block in the Pinetum, which does not have an accessible toilet and cannot be reached by the Tramper.

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.

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 confirm your understanding of the Tramper loan agreement.

Q. Can I give a donation?

A. Yes. This will be greatly appreciated as all donations help towards its ongoing maintenance. Please make any donation by cash or card to Friends of Bedgebury Pinetum online at www.bedgeburypinetum.org.uk

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. 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 safely.

Q. What hygiene precautions are you taking due to coronavirus (COVID-19)?

A. We are cleaning the tramper and wheelchairs more and spacing out hiring availability. We have hand washing facilities at our toilets and the accessible toilet is located at the visitor centre. Out in the wider forest there are no hand washing facilities so consider bringing your own hand sanitiser. It is everyone's individual responsibility to, wherever possible, adopt the principles in the Government's guidance: [Staying safe outside your home](#). Please do what you can to help yourself and others to feel safe.

What to do next?

Please book to use the tramper at least two weeks in advance. If you have any questions please call the Visitor Centre on 01580 879820 or email bedgebury@forestryengland.uk