

SPECIAL ASSISTANCE – GUEST BOOKING PROCESS

Dear Guest,

We are delighted to be able to support your visit to Battersea Power Station with the rental of mobility equipment. We have electric mobility scooters and manual wheelchairs for hire.

Please know that the best way to ensure you can use our mobility equipment during your visit is to book in advance as we cannot guarantee availability on the day if you do not make a booking.

Rental is free of charge, however you will be asked to leave some identification with the Guest Services Team while you are using our equipment.

To make a reservation please either call or email us as follows:



Booking Mobility Equipment (Phone)

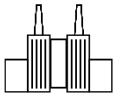
- Call Guest Services on 0208 176 6500 to request the booking of mobility equipment.
- Our Guest Services Team will take down your full name, contact details, date and time of visit and the type of equipment required.
- Our Guest Services Team will confirm the booking with you and provide you with a booking reference number.
- Our verbal confirmation will explain the types of identification you are required to bring and leave with the Guest Services Team [Driving Licence, Passport or National Insurance card] and that you will be required to sign our standard Terms and Conditions for rental of mobility equipment.
- We will advise you of the best meeting point and time and we will also provide you with a number to call when you arrive in case you cannot find us.
- We will also ask for an email address to send you an email booking confirmation or alternatively a mobile number if you would like a text confirmation.



Booking Mobility Equipment (Email)

- Email guestservices@bpsms.co.uk to request the booking of any mobility equipment with the title 'Special Assistance Request'.
- Please ensure your email includes the name of the person wishing to book the equipment, their contact details, the date and time of their visit and the type of equipment required.
- A member of our Guest Services Team will aim to respond to the email within 24hrs to confirm and we will attach a copy of our standard Terms and Conditions

- If your booking is required within the next 24hrs, please mark your email as urgent and ensure you include your contact phone number so we can call you to advise on availability before you make the journey to Battersea Power Station
- Our email confirmation will explain the types of identification you are required to bring and leave with the Guest Services Team and that you will be required to sign our standard Terms and Conditions for rental of mobility equipment.
- We will advise you of the best meeting point and time and we will also provide you with a number to call when you arrive in case you cannot find us.



Turn-up & Request

If you make an unplanned visit to Battersea Power Station and need to hire our mobility equipment, we will do all we can to support you, however we cannot guarantee availability without a booking. As our Guest Services Team are mobile and not stationed behind a desk, please approach any member of staff (Security, Housekeeping, Guest Services) working at Battersea Power Station who will be able to support you. If they are not a member of the Guest Services Team, they will know how to contact the Guest Services Team who will help to fulfil your request.

If mobility equipment is available for you to use, our Guest Services Team will:

- Establish your location and bring the equipment to you
- We will bring our Standard Terms and Conditions on a tablet for you to read and accept
- You will be required to leave any form of acceptable ID with the Guest Services Team
- You will be advised how long the equipment is available for and the time you need to return it.

Please note that you are also able to use the WelcoMe app to let us know in the future if you have any specific special assistance requirements or if we can assist you with your experience at Battersea Power Station in any way. To download please scan the QR code below:

WelcoMe

