

Guidance for using eFOLDi products on public transport and TfL

Wheelchairs and mobility scooters

You can take wheelchairs and some mobility scooters on many services, including buses, Tubes, trains, trams, and some boats such as Thames Clippers.

Important: If you're using an eFOLDi scooter or power chair, please do not remain seated on it during travel. For your safety and in line with TfL guidance and public transport services, fold or stow the product securely and use the standard passenger seating provided on the vehicle.

Mobility scooters can't be taken on some boats, taxis or the Emirates Air Line.
On almost all buses, the wheelchair ramp is located at the exit door (in the middle of the bus).

Mobility Aid Recognition scheme

This scheme is a way to let bus drivers' that your mobility aid - for example, a mobility scooter has been approved and to automatically let down the ramp for you.

When you apply for a card, a travel mentor will confirm your mobility aid is suited to bus travel and will give you guidance to ensure you're able to safely manoeuvre it to get on and off the bus.

You will also be offered the opportunity to have an accompanied journey, and they will also provide useful tips for how to get safely on and off the bus and plan your journeys.

You can apply for the card if you use a mobility scooter, walking aid or wheelchair buggy. Please note not all mobility aids are suitable for travel on public transport.

If your mobility aid is suited to bus travel, you will be given a Mobility Aid Recognition scheme card which you can show to bus drivers.

For more information go to <https://tfl.gov.uk/transport-accessibility/wheelchair-access-and-avoiding-stairs>. To join the scheme, or to find out more, email travelmentor@tfl.gov.uk or call TfL on 020 3054 4361 between 09:00 - 16:00 Monday to Friday to book an appointment

eFOLDi Explorer and the Mobility Aid Recognition Scheme

Will not be accepted by TfL on buses in its unfolded (scooter state). The unfolded scooter is larger than TfL's specified maximum size and TfL do not allow scooters with a potential maximum speed of 8mph to be used on TfL vehicles such as trains and buses. The Explorer is acceptable without assessment when folded up and used as mobile luggage.

eFOLDi Lite and the Mobility Aid Recognition Scheme

May be accepted on an individual assessment basis. The user would need to contact TfL's Mentoring service and request an assessment. The Lite will be accepted without assessment when folded and used as rolling luggage.

eFOLDi Power Chairs and the Mobility Aid Recognition Scheme

All wheelchairs, both powered and unpowered, are acceptable to TfL without requiring assessment. All busses and trains will accept a wheelchair for transport and no Mobility Aid card is needed.

General Requirements

In order for a mobility device to be generically approved by TfL with no assessments required it must meet the following specifications UNLESS it is a wheelchair type device.

Maximum Width - 600mm, Maximum Length - 1000mm, Maximum Turning Radius - 1200mm