

Getting your next Wheelchair Accessible Vehicle (WAV)





● Home

● Grocery dash

● Family feast

Getting your next WAV

☀️ ————— ☀️

We hope you've been enjoying your Wheelchair Accessible Vehicle (WAV). Your lease ends in just over three months. So, now's a good time to start thinking about your next lease with us.

You'll get our all-inclusive package

Remember, that means we'll cover your insurance, breakdown, servicing and maintenance, and MOTs.

You'll also get:

- ☀️ A dedicated WAV supplier. They're your first point of contact for any issues
- ☀️ They'll check the conversion parts of your WAV every year, at your home
- ☀️ They'll look at your WAV within 72 hours if you need critical repairs
- ☀️ Where they can, your supplier will try to repair your WAV at your home
- ☀️ If your vehicle is out of action for more than 48 hours, we'll try to give you a converted alternative until yours is repaired

Have your needs changed?

You can choose to lease another brand-new WAV, but if your needs have changed, we have other options too. Go to page 7 to learn more.

A grant or financial help

The Motability Foundation is a charity which oversees the Motability Scheme. It also provides means-tested grants to Motability Scheme customers to help fund the vehicle they need.

Visit [motabilityfoundation.org.uk](https://www.motabilityfoundation.org.uk) for more information.

Did you know?

More than 90% of our customers chose to stay with us in 2024

Five steps to getting your next WAV



Step one

Choose your new WAV

You can use our search tool to help you. You can also filter results by make, model and other features that matter to you. Visit motability.co.uk/wavsearch to get started.

Step two

Start applying

You can start applying for your next lease from home in your Motability Scheme online account. This will save you time with your supplier.

You can also use your online account to:

- ✱ Track the progress of your next order
- ✱ Find the PIN you'll need when your WAV is delivered
- ✱ Update your bank details

Sign in or create your account at motability.co.uk/account





Step three

Have a demonstration and order your new WAV

You can stay with the same supplier you used for your current WAV, or find a different one at [motability.co.uk/findadealer](https://www.motability.co.uk/findadealer)

Once you've taken a test drive and you're happy with your WAV, your supplier will complete your order. Remember, our WAV suppliers will come to you.

You'll need your:

- National Insurance number or Customer Reference Number
- Proof of identity, such as your driving licence

If you have not added the details of who will be driving your WAV in your online account, you'll also need to bring their driving licences.

See our test drive top tips at [motability.co.uk/test](https://www.motability.co.uk/test)



Step four

Get ready

While you wait for your new WAV, there are some things you should do:

1. **Book an MOT for your current WAV**

We'll cover the cost of the test and repairs.

2. **Look out for your new PIN**

You'll need a PIN when your supplier delivers your new WAV to your home. You can find this in your online account once you've ordered. We'll also send it to you in a letter.

3. **Stay in touch with your supplier**

We recommend you speak to your supplier to check when your new WAV will be ready. You can also track your application in your online account.

So you know, you could get a Good Condition Payment at the end of your lease, but there's a few things you'll need to do first. Learn more at [motability.co.uk/gcp](https://www.motability.co.uk/gcp)



Step five

Enjoy your new WAV

First, you'll hand back your current WAV. Your supplier will give it a quick check. If it's in good condition and you've met a few other criteria, you might be eligible for a Good Condition Payment.

We'll send this to you by bank transfer within a few days if you've saved your bank details in your online account. If not, we'll send a cheque within a couple of weeks.

Already added your bank details? Check these are still up to date before you hand your WAV back. Sign in at motability.co.uk/account

Next, it's time to meet your brand-new WAV! Your supplier will answer any questions you have. Make sure you're completely happy with the WAV before you enter your PIN and you or your driver has their driving licence to hand.

Then, you can start enjoying your WAV with peace of mind, knowing we've got you covered.

If you have any questions, contact your supplier. They'll do everything they can to help you feel comfortable and confident with your new WAV.



If you're leaving the Scheme

We'll be sad to see you go. Just contact your supplier to agree a time to return your WAV at the end of your lease.

You'll also need to contact your allowance provider to reapply for your tax exemption certificate if you're getting another car away from the Scheme.

Thinking about something different?

If your needs have changed, we have other options on the Scheme, like a car with adaptations.

Adaptations might suit you best

If you can transfer out of your wheelchair, a standard car fitted with adaptations could be a better option for you.

We have a range of adaptations to help you drive, get in and out, or store your equipment. You can add many adaptations at the start of your lease at no extra cost.

Your adaptations installer can guide you on the different types of adaptations that might help you. You can find one at motability.co.uk/adaptations

Drive from your wheelchair

Drive From Wheelchair WAVs make it possible to stay in your wheelchair while you drive. They're large vehicles that are specially adapted for you.

They cost more than passenger WAVs and take time to make, but they offer great independence. Visit motability.co.uk/dfw for more.

Scooters and powered wheelchairs

If you're just looking for a more cost-effective way of getting out and about locally, a scooter or powered wheelchair might be right for you.

We have over 500 product types to choose from and most cost less than your weekly mobility allowance. You can find out more at motability.co.uk/scooter

Nearly New WAVs

These are WAVs people have given back after they've ended their lease early. They'll be up to four years old, in good condition, and cost less, so they might work better for your budget. Your lease on these will be three years instead of five. Visit motability.co.uk/nearlynew for more.





Connect with the Motability Scheme

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