

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
- ✓ 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

Handing your WAV back

- First, hand your current WAV back
- Your supplier will give it a once over to check it's in good condition
- If you've met the criteria, you might be eligible for a Good Condition Payment
- We'll send you this by bank transfer within a few days if you've saved your bank details in your online account
- Check your bank details are up to date first. Sign in at [motability.co.uk/account](https://www.motability.co.uk/account)
- If you have not added your bank details, we'll send you a cheque within a couple of weeks

Enjoy your new WAV

- It's time to meet your brand-new WAV!
- Your supplier will help you feel comfortable and confident with it
- Remember to have you or your driver's driving licence to hand
- Make sure you're completely happy with the WAV before you enter your PIN
- Enjoy your WAV, knowing we've got you covered
- Have any questions? Contact your supplier and they'll help



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](https://www.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](https://www.motability.co.uk/dfw) for more.

Scoters 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](https://www.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](https://www.motability.co.uk/nearlynew) for more.





Connect with the Motability Scheme

All Motability Scheme vehicles are leased to customers by Motability Operations Limited. Published by Motability Operations Limited. Registered Office: 6th Floor, 22 Bishopsgate, London, EC2N 4BQ. Registered in England and Wales Company No. 1373876 Motability Operations Limited is authorised and regulated by the Financial Conduct Authority. Calls may be recorded and monitored to improve customer service.

