

Wheelchair Service – Terms & Conditions

BurJuman Mall provides complimentary wheelchairs for the convenience of customers who require mobility assistance while visiting the Mall.

By taking and using a wheelchair from any BurJuman Mall wheelchair stations, the customer agrees to the following Terms & Conditions:

1. Complimentary Use

Wheelchairs are provided free of charge and are available on a first-come, first-served basis, subject to availability.

2. Self-Service Collection

Customers may open the designated wheelchair cabinet and collect a wheelchair directly without assistance from Mall Security or Customer Service team.

3. Mall Use Only

Wheelchairs are intended solely for use within BurJuman Mall premises and must not be removed from the Mall.

4. Return to the Same Station

After use, the wheelchair must be returned to the same wheelchair station/cabinet from which it was collected and placed securely inside the designated cabinet. Wheelchairs must not be left in any other area of the mall or parking

5. Customer Responsibility

From the time a wheelchair is collected until it is returned to the designated station, the customer is responsible for its reasonable care and appropriate use.

6. CCTV Monitoring

Wheelchair stations and surrounding areas are monitored by CCTV for security, safety and asset-protection purposes, in accordance with applicable Mall policies and regulations.

7. Loss, Damage or Misuse

Any intentional misuse, unauthorized removal, loss or damage resulting from improper or negligent use may be investigated. Where appropriate and permitted, the responsible individual may be held accountable for the resulting loss or damage.

8. Safe & Responsible Use

Customers are requested to use the wheelchair only for its intended purpose and to follow all applicable safety instructions. Children must not use wheelchairs for recreational purposes or without appropriate supervision.

9. Reporting an Issue

Customers should not use a wheelchair that appears damaged or unsafe. Any damage, malfunction or other issue should be immediately reported to Mall Security or the Customer Service team.

10. Personal Belongings

BurJuman Mall is not responsible for personal belongings left in or on wheelchairs after use.

11. Right to Restrict Use

BurJuman Mall reserves the right to restrict access to the wheelchair service in cases of misuse, repeated failure to return wheelchairs, deliberate damage or violation of these Terms & Conditions.

By collecting and using a wheelchair, the customer acknowledges and agrees to comply with the above Terms & Conditions.