

Festival of Lights Mobility Scooter & Wheelchair Frequently Asked Questions

1. Is there any cost to book a mobility scooter or wheelchair?

No, both these services are free to use.

2. What time are the wheelchairs and mobility scooters available?

Both wheelchairs and mobility scooters are available from 8.00pm nightly (except Christmas Day). These must be returned to their respective pickup locations prior to 10.30pm.

3. How do I book these services?

Online at www.festivaloflights.nz/accessibility, or over the phone.

Call 022 166 8720 to book a mobility scooter with Taranaki Disabilities Information Centre Trust (TDICT), or 06 759 6060 to book a wheelchair with New Plymouth District Council.

For same-day bookings after 4pm, please call TDICT or the Festival Visitor Experience Supervisor directly on 027 304 0398.

4. How many wheelchairs and mobility scooters are available?

The Festival has 3 wheelchairs, and six mobility scooters available to book every night except Christmas Day. One of the mobility scooters is a double-seater (two seats side by side) – perfect for navigating the lights together.

5. Where do I collect my mobility scooter or wheelchair from?

Mobility Scooters: Collect these from the Fernery, next to the Fred Parker Lawn. If you require assistance getting to the scooter pickup point, we recommend parking at the TSB Stadium, and catching the accessible transport buggy down the hill. They will be able to drop you off right next to the mobility scooters, and transport you back up the hill at the end of your visit! **Note: This service finishes promptly at 10:30pm each night. Please ensure you allow time to return your scooter before the transport buggy ceases running.**

Wheelchairs: Collect these from the Info Container in the Festival Hub (located in the Bellringer Pavilion carpark, next to the cricket pitch). If you or your companion requires assistance getting to the Info Hub, please call the Visitor Experience Supervisor on 027 304 0398, and we will do our best to meet you at the front gate with a wheelchair.

6. What if I need multiple wheelchairs or mobility scooters?

Group Bookings: - If booking on behalf of a group, please make separate bookings for each or email our team tsbfol@npdc.govt.nz

7. What time is the last departure for wheelchairs and mobility scooters?

To allow sufficient time to see the lighting route, we recommend collecting your wheelchair or mobility scooter before 8.30pm. To ensure that wheelchairs and mobility scooters are returned on time, we may not allow departures after 9pm.

8. Are you running accessible buggy tours this season?

Due to congestion in the park the tours are no longer running as this is a H&S concern. However, there are alternatives with wheelchairs and mobility scooters available.