

# Terms & Conditions

Clients are advised to read our Terms & Conditions carefully. Acceptance of and payment for a booking is acceptance of our Terms & Conditions. If clients have any queries contact a member of the Mobility Scooter & Wheelchair Hire Cornwall team.

## Confirmed Bookings

Bookings will be confirmed on receipt of a deposit / payment. All bookings are subject to a signed booking agreement.

## VAT Exemption Form

Clients are required to complete the VAT element of our Booking Form where applicable. If clients are not eligible to complete the VAT element of the Booking Form, VAT will be chargeable.

## Insurance

Mobility Scooter & Wheelchair Hire Cornwall has public liability insurance. Rates quoted include public liability insurance (subject to the damage liability of the equipment) and VAT (where applicable). Details of the insurance cover are available if required. Clients are required to inform Mobility Scooter & Wheelchair Hire Cornwall as soon as possible in the event of any accident or incident or damage to equipment. Mobility Scooter & Wheelchair Hire Cornwall reserve the right to refuse the supply of equipment if deemed in the interests of the safety of the client and others. Clients are advised to disclose any relevant information likely to affect the ability to operate equipment safely.

## Delivery & Collection

All deliveries of equipment may be subject to proof of identification. Mobility Scooter & Wheelchair Hire Cornwall will do its best to have the equipment available on the day and at the time agreed. If clients decide to cancel the booking or do not arrive to collect the reserved equipment on the agreed day and time no refund will be issued. On delivery, clients will receive a demonstration of the equipment including charging, disassembling, and assembly if required.

A member of our team will inspect the equipment at the time of collection to ensure it is returned in satisfactory condition. In the event of any damage to equipment (other than what is deemed as reasonable minor wear and tear) Mobility Scooter & Wheelchair Hire Cornwall reserves the right to recover the cost of any losses or damages at the expense of the client. We recommend you read any User or Operations Manual provided.

If you fail to arrive at the agreed time and date to collect and/or return equipment or fail to give sufficient notice that you may need to amend the agreed time and date to collect and/or return equipment Mobility Scooter & Wheelchair Hire Cornwall reserve the right to charge an additional collection and/or delivery fee to cover time, fuel and inconvenience.

## Overseas Hire

Mobility Scooter & Wheelchair Hire Cornwall do not offer overseas hire agreements.

## Theft

Theft will be reported to the police.

## Emergency Call Out

In the event of a technical problem we will endeavour to resolve the situation as quickly as reasonably possible. If the equipment is unable to be repaired a replacement model of similar specification will be offered if available. Should the problem be directly attributed to negligence or improper use, clients will be liable to a call out and repair charge.

## Payment Terms

Bookings are subject to a non-refundable deposit of £50. Full and final payment is required no later than 14 days prior to hire commencement date unless otherwise agreed. If a booking is made within 14 days of hire commencement date full payment will be required at the time of booking. Cash on delivery may be acceptable

where no alternative is possible. In the event that clients choose to return the equipment earlier than the date originally agreed on the Booking Agreement, no refund will be made. Hire periods can be extended subject to availability and any additional hire fees.

### **Our Promise**

We have maintained the equipment to the manufacturers recommended standard. We assure clients that the equipment is suitable for its intended purpose.

### **Clients Promise**

Clients will look after the equipment (and any keys, charging equipment, and User Manual).

A charge of £5 will be made for lost or damaged keys or User Manuals.

A charge of up to £100 will be made for lost or damaged charging equipment.

Clients will protect the equipment against wet weather which may cause damage.

Clients will not load the equipment beyond the manufacturers' maximum weight recommendations.

Clients will not use the equipment or allow it to be used on unsuitable terrain or gradients.

Clients will not sell, rent or dispose of the equipment or any of its parts.

Clients will not allow any other person to use the equipment.

Clients will not use the equipment whilst under the influence of alcohol, drugs or medication likely to affect ability to operate the equipment safely.

Clients accept liability for any damage to the equipment through improper or careless use, and accept all associated repair or replacement costs.

Clients will use, store, and charge the equipment in line with advice given, and the advice contained within the manufacturers User Manual.

### **Equipment Care**

All clients will be given advice relating to the use and care of any equipment. Clients will also be given the manufacturers User Manual.

### **Cancellation of a Booking**

Clients may cancel a booking at any time up to 14 days prior to the hire commencement date without further charge. Mobility Scooter & Wheelchair Hire Cornwall reserve the right to retain any deposit received. If a booking is cancelled within 14 days of delivery date, Mobility Scooter & Wheelchair Hire Cornwall reserve the right to retain any deposit and balancing payment received. Notification of any cancellation should be made as soon as possible to Mobility Scooter & Wheelchair Hire Cornwall by emailing [info@hireamobilityscooter.co.uk](mailto:info@hireamobilityscooter.co.uk) or by calling **01872 491408**. Unless a booking has been cancelled in accordance with the above terms, no refund (if applicable) will be given.

### **Refund Policy**

Any refund is made at the discretion of Mobility Scooter & Wheelchair Hire Cornwall.

### **Equipment Images**

Equipment images on our website are examples only. Specific models cannot be guaranteed.

### **Data Protection**

All information regarding our clients will be used and stored in accordance with current Data Protection laws. Mobility Scooter & Wheelchair Hire Cornwall will not give clients' personal details to third parties, or use client details for marketing, advertising or publicity purposes without consent.

### **Complaints**

All queries or complaints should be made by sending an email to [info@hireamobilityscooter.co.uk](mailto:info@hireamobilityscooter.co.uk) or by calling **01872 491408**.

By signing the booking form you agree to these terms.