

STATEMENT OF POLICY

TERMS OF TRADING

A hirer must become a member before a hire can be agreed. Membership can be on a 30 day or annual basis. *A business card or membership card* will be provided to all members that will have our contact details on it.

A checklist on how to use the equipment is completed with the co-ordinator and training will be provided, if required. The checklist is signed by the hirer to say that they understand and agree. A copy is issued.

The checklist will be completed on the first hire and annually thereafter.

Equipment may be hired on behalf of a user, however if the user requires a mobility scooter then they may be required to attend the office to complete an assessment on their ability to operate the scooter safely, prior to the hire commencing.

It is the hirer's responsibility to return the equipment on the agreed date and in the same condition as it was at the start of the hire period. Any faults or damage occurring during the hire period must be advised to us as soon as possible.

Our current charges are displayed separately, and on our website.
Please note: We do not accept £50 notes.

Our aim is to give good quality service to our clients.