

Terms and Conditions re Hire of Mobility Equipment with Healthcare 21

Equipment refers to any scooter, power or manual chair and accessories on hire from Healthcare 21

Customer is the person entering into the agreement with Healthcare 21 to hire Equipment as set out in the Booking Form

Booking Form is the form outlining the details of the Equipment to be hired and terms of hire

User or Nominated Representative is the person specified on the Hire Form as being the intended User of the Equipment and where this is not the Customer, will be treated for the purposes of these Terms and Conditions as using the Equipment with the Customer's full approval.

Hire Period is the period of time specified on the Booking Form from the collection of the Equipment by the Customer or the User to its return to Healthcare 21

Day is a 24 hour period in the case of Private Hire or Overnight hire or the duration of the opening hours of the event

1. The Customer declares that the Customer is at least 18 years old and where the Customer is under 18 years old, will be accompanied by an adult at all times when using the Equipment
2. The Customer reasonably believes that the User is capable of safely operating the Equipment after training and/or instruction from Healthcare 21.
3. The Customer will ensure that the Equipment is used by the User only in accordance with the instruction given by Healthcare 21.
4. The Customer confirms that the User has not been medically declared unfit to operate the Equipment and that the weight and height limit details have been supplied accurately
5. The Customer will take good care of the Equipment at all times during the Hire Period
6. Only the User will use the Equipment, nominated only by the Customer if under the age of 18 years old
7. The Customer and/or User is only authorised to collect the Equipment

Cancellation Policy:

- Cancellation of the Equipment Hire for any reason by Healthcare 21- 100% Refund
- Cancellation of the event by the event organizer- 100% Refund
- Cancellation by the Customer with no notice on no show of the day of collection- No Refund (except at Healthcare 21's discretion dependent on circumstance of cancellation)
- Cancellation by the Customer up to one week in advance of the event- 100% Refund
*Cancellation after this time- 50% Refund unless stated above

- All Powered Equipment must be returned to Healthcare 21 at the end of each Day Hire Period for battery re-charge
- All Equipment must be returned to Healthcare 21 at the end of the Hire Period in good condition and or same condition as it was provided to the Customer and/or User
- Charges for damaged equipment are the full cost of repair to the Equipment or the full cost of replacement of the Equipment, whichever is deemed necessary by Healthcare 21

- The Customer and/or User must report immediately any damage to the Equipment by phone 1890 777 444 or in person to the Healthcare 21 staff at the event
- If the Equipment is returned to us in an unusable condition due to excessive mud in the axles or motor, it may not be released again the following day and no replacement may be available.
- The Customer and/or User accepts full liability for any loss of or damage to the Equipment and any injury to the Customer and/or User or any third party during the Hire Period, which are caused other than as a result of Healthcare 21's negligence. The Customer/User is therefore advised to obtain appropriate insurance to cover this potential liability