

Long Term Rental – Terms & Conditions

Parties

Owner - Access Able, 72 St Johns Lane, Bedminster, Bristol, BS3 5AF.

Hirer – as shown on the agreement. Access Able must be informed immediately of any changes to these details. The hirer must provide photographic ID (e.g. passport or driving licence) and proof of address (e.g. utility bill or bank statement) on delivery or store collection.

Title

The equipment and all constituent parts remain the property of Access Able Limited and must be surrendered to Access Able on demand if requested.

Use of equipment

The equipment must only be used by the named hirer or any other persons shown as the 'user' on the agreement.

The equipment must not be used for any illegal purpose.

The equipment must not be used in any manner which it is not designed for.

The equipment must not be used with any defect until Access Able have inspected the equipment and either repaired it or declared it safe to use.

Continued use of the equipment with a known defect is entirely the hirers responsibility and Access Able will not accept any liability for any incident, accident or damage caused. If continued use causes further damage Access Able reserve the right to charge the hirer for the said damage.

If the hirer requests Access Able to attend to a fault on the rented equipment and the attending engineer determines that the equipment is not in fact faulty but the incident is as a result of actions or inactions by the hirer or their agents then Access Ables standard call out charge for your area will be immediately payment. **Please see the hirers responsibilities and the breakdown sections for the equipment type you have rented for full details.**

Rental period

This rental agreement is entered into as a minimum 3 month period as advised by Access Able at the commencement of the rental period.

The rental period will continue and payments must be paid on the due date and frequency as detailed in the rental agreement. Payments must be made regardless of whether the hirer is using the equipment or not.

At the end of the agreement the hirer must either return the equipment or request to continue the rental at Access Ables current published rates.

Rental payments

The hirer will pay an initial set up fee and one months rental up front on or before the start of the rental. All or part of this payment must be made by debit or credit card and card details will be held by Access Able and may be charged at any time during the rental to reimburse Access Able with any payments due for any reason covered in these terms and conditions, if payment is not provided by the hirer when requested.

Future rental payments must be made by direct debit, and a direct debit mandate must be complete at or before the start of the rental. Direct debit payments will be taken on our behalf by London & Zurich. Direct debits will be taken in line with the date and frequency on the rental agreement regardless of whether or not the hirer is making use of the equipment.

Any variation of payment date or bank account details must be agreed by Access Able and requested in writing.

If a direct debit is not paid for any reason, Access Able will charge the hirer a £10.00 administration fee. Access Able will initially contact you by telephone to discuss collecting the missed payment and administration fee. If for any reason telephone contact is not possible an email or letter will be sent requesting payment of the missed rental and the administration fee within seven days. Access Able will contact the hirer using the details provided by the hirer at the start of the rental agreement so if they are incorrect, this will not affect Access Ables subsequent actions.

If full payment is not received within the seven day period, this will result in Access Able cancelling the agreement and collecting the equipment and / or requiring access to the hirers property immediately to remove the equipment with no further notice to the hirer.

If any two out of six consecutive direct debits fail for any reason Access Able have the right to cancel the agreement and collect the equipment with no further notice to the hirer.

If immediate collection and / or entry to the premises to remove the equipment is not permitted by the hirer, Access Able have the right to continue charging a daily rental of £10.00 from the failed payment date until the equipment is recovered by Access Able.

If Access Able recover the equipment following a failed payment and this collection was not part of the original agreement, then Access Able have the right to charge the hirer to cover the recovery cost.

If the hirer refuses Access Able entry to the property to remove the equipment or does not allow Access Able to collect the equipment, then this will be viewed as theft of the equipment and the matter will be referred to the police.

Access Ables responsibilities

Access will ensure that the equipment is fully serviced and fit for purpose at the start of the rental period.

Access Able will maintain the equipment to at least the manufacturers recommended standard.

Hirers responsibilities

All equipment must be kept clean, dry, safe and secure at all times.

Access Able will inspect and / or service the equipment at regular intervals (at least annually). The hirer will be given reasonable notice and must allow it to happen within one week of Access Ables request.

The equipment is covered by Premier Care standard insurance which forms part of the rental value. However, any claims made through the policy will result in an increased renewal premium and this additional cost will be passed directly on to the hirer, paid either as a lump sum on the renewal date or added to the hirers rental payment. Any claim not covered by the Insurance must be paid in full by the hirer.

The hirer must immediately report any damage to the equipment, however caused. Damage is classed as a breakage to any part of the equipment. The hirer must then allow Access Able to inspect the equipment. If the equipment is to be uplifted for repair a replacement will be provided within 2 working days. The replacement will be similar but not necessarily identical to the rented equipment.

Any damage not reported and discovered by Access Able on inspection or return of the equipment, will be chargeable and the hirer will be liable, regardless of whether the work would have been covered under the insurance or not. General fair wear and tear is taken into account. If any unreported damage requires the equipment to be uplifted for repair the hirer will be liable for the rental costs whilst the equipment is being repaired. A replacement will not be supplied during this period.

If the equipment is stolen the hirer must immediately report this to the police and acquire a crime reference number. The hirer will still be liable for rental payments until Access Ables insurers complete their work which will take a minimum of 28 days. If the claim is rejected for any reason the hirer is liable for Access Ables entire costs in the matter.

The hirer is liable for the replacement cost of any lost part of the equipment, including but not exclusively; basket, back bag and charger. These such accessories will only be covered, if the scooter is stolen or accidentally damaged as part of an existing claim. Replacement keys are covered within the policy if they are lost in isolation, excluding if they are lost in the home.

Equipment contaminated with any bodily fluid will be deemed to be unusable and the hirer will be liable for the cost of replacing the equipment. This cost will be determined by Access Able.

The hirer must not sub-let, sell or otherwise dispose of any rental equipment or parts thereof.

The hirer must not give anyone any legal rights over the rental equipment.

The hirer must not allow anyone other Access Able to repair or otherwise work on any rental equipment without express permission from Access Able.

Should the hirer wish to change the rented equipment and if Access Able agrees, the hirer will be charged for the collection / delivery if applicable and an admin charge of £70. A change of equipment will result in an increased rental charge in line with the current rates.

End of rental

The rental agreement will be formally terminated when the equipment is collected or returned to Access Able in clean and good working order.

It is the hirer's responsibility to keep all equipment safe, clean and dry until it is returned or collected by Access Able.

If the hirer delays the return of the equipment or does not give Access Able entry to collect or remove the equipment when a further rental payment is due, then Access Able reserve the right to demand this payment to be made.

Regardless of the circumstances no unused portion of a rental payment will be refunded.

If the hirer dies, then the agreement is deemed to be cancelled immediately as long as the equipment is promptly returned or collection by Access Able is arranged.

Data protection

Access Able will retain the hirers details in a safe and secure manner and only use these to maintain the agreement and to assist Access Able in the administration and management of the business. Access Able will never sell or otherwise pass the hirers personal information to any third party other than those necessary to operate this rental agreement.

Governing law

This agreement is governed by the laws of England. Any dispute may be submitted to the non-excluded jurisdiction of the English courts. If any provision of this agreement is or becomes invalid or unenforceable the remaining provisions shall not be affected.

In addition to the standard terms and conditions, please read the supplementary terms and conditions depending upon the equipment being rented.

Access Able reserves the right to cancel this agreement and immediately reclaim the equipment if the hirer does not abide by the terms and conditions.

IMPORTANT - YOU SHOULD READ THIS CAREFULLY - YOUR RIGHTS

The Consumer Credit Act 1974 covers this agreement and lays down certain requirements for your protection which must be satisfied when the agreement is made. If they are not, the owner cannot enforce the agreement against you without a court order.

The act also gives you a number of rights. You can end this agreement by writing to the person to whom you have made your payments and giving at least one month's notice. In order to do this the agreement must have been allowed to run for at least the period specified in the agreement from the date of the original agreement although this may include the period of notice. You will have to make all payments and pay any amounts you owe until the date the agreement comes to an end. If you would like to know more about your rights under the Act contact either your local Trading Standards Department or your nearest Citizens Advice Bureau.

Scooter & Powerchairs

Hirers responsibilities – Scooters and powerchairs

The hirer must keep all equipment, but especially electrical and electronic equipment, dry at all times.

The hirer must keep all equipment clean at all times. Electrically powered equipment must not be washed but only wiped with either a dry or slightly damp cloth.

The hirer must secure the equipment safely when it is not in use. Switching it off and removing the key is not sufficient. It must be secured either behind a locked, private door or secured to an immovable object. Failure to do this invalidates the insurance and renders the hirer liable for the full replacement cost of any equipment stolen and any other associated costs. Equipment with batteries in boxes designed for easy removal must have these boxes secured or removed if the equipment is to be left in a place accessible to the public.

The hirer must ensure that they keep all batteries fully charged using the charger supplied. Failure to keep batteries charged can result in irretrievable battery failure. Access Able would test any such suspect batteries, and if the test determines that the failure is a result of the hirer not charging the batteries, look to the hirer for the cost of replacement batteries. If the rental equipment has a separate control that requires non-rechargeable batteries then it is the hirers responsibility to replace these as and when necessary.

The hirer must ensure that pneumatic tyres are correctly inflated at all times. Damage caused to tyres due to under-inflation may be chargeable to the hirer.

Insurance – Scooters and powerchairs

All equipment hired out by Access Able is covered by Premier Care Standard insurance to indemnify Access Able and the hirer against any costs resulting in theft of the equipment and any third party claims. However, any claims made through the policy will result in an increased renewal premium and this additional cost will be passed directly on to the hirer. This can be paid in a lump sum on the renewal date or added to the hirers rental payment.

Any claim made will affect the hirers premium for 12 months from the next renewal date but if no subsequent claims are made the premium will go back down in the following year and therefore return to the standard rental payment.

This increase is detailed in the scale below (correct as of February 2026).

Claim value	Up to £150	£151 - £500	£501 - £1,000	£1,001 - £2,000	Over £2,000
Increase in renewal premium	10%	20%	40%	75%	300% / no renewal
Estimated annual increase	£9.60	£19.20	£38.40	£72.00	£288.00

The hirer must immediately report any damage to the equipment, however caused. Damage is classed as a breakage to any part of the equipment. The hirer must then allow Access Able to inspect the equipment. If the equipment is to be uplifted for repair a replacement will be provided within 2 working days. The replacement will be similar but not necessarily identical to the rented equipment.

Any damage not reported and discovered by Access Able on inspection or return of the product, will be chargeable and the hirer will be personal liable, regardless of whether the work would have been covered under the insurance or not. General fair wear and tear is taken into account.

The insurance covers the hirer against accidental damage but does not cover for cosmetic damage. The hirer will therefore be liable for cosmetic damage to, or loss of any part of, the rental equipment and will be liable for reasonable costs of repair.

The hirer is liable for the replacement cost of any lost part of the equipment, including but not exclusively; basket, back bag and charger. These such accessories will only be covered, if the scooter is stolen or accidentally damaged as part of an existing claim. Replacement keys are covered within the policy if they are lost in isolation, excluding if they are lost in the home.

Access Ables insurance only covers the equipment whilst on mainland Great Britain.

Any insurance claim will attract an excess charge of £25.00 payable to Access Able whether or not Access Able proceed with the claim or repair.

Should any insurance claim be rejected by Access Ables insurer for any reason then the hirer becomes liable for the full costs of the repair to or replacement of the rental equipment. Including but not exclusively:

- Total loss due to theft or vandalism when the product is left unattended or stored unsecured.
- Cosmetic damage to bodywork.
- Split or broken seat, headrests or arm rests.
- Scratched wheels and scuffed tyres.

When any mobile equipment is not in use it must be either be kept behind a private, locked door or must be secured to an immovable object. Failure to do this invalidates the theft insurance and the hirer will become liable for the entire value of Access Ables loss.

If the equipment is damaged by a third party then it is the hirers responsibility to acquire their details. Failure to do so may render the hirer liable for the entire cost of the repair.

If the equipment is stolen the hirer must immediately report this to the police and acquire a crime reference number.

In the event of either an accident or theft the hirer may be required to report the event, either verbally or in writing, to Access Ables insurers.

Breakdown – Scooters and powerchairs

In the event of a breakdown inform Access Able and an engineer will be despatched as soon as possible.

Access Able will attend a breakdown between 8.30am and 5pm. Outside of these times or if Access Able are unable to attend you will be advised to ring the 24/7 National breakdown recovery included within your Standard Premier Care insurance.

However, before calling out an engineer please check the following:

- The free wheel lever is not located in the drive position. You should be unable to push the scooter / powerchair in order for it to operate.
- Make sure the charger is unplugged before trying to operate, do not try to use whilst still plugged in and charging.
- If it cuts out while in use on an incline it will more than likely be the circuit breaker. Turn off at the key and press circuit breaker back in, turn the key back on and continue with journey.

As stated in the mains terms and conditions you may be charged if Access Able or 24/7 National breakdown recovery attend for any of the above reasons.

Access Able will only attend a breakdown within the equipment's radius of operation from the address shown on the rental agreement. If the equipment fails outside these geographical limitations then it is the hirer's responsibility to return the equipment to within said limitations. If Access Able have to travel outside of these geographical limits to recover the equipment then the hirer will be liable for Access Ables costs.

If Access Able cannot repair a fault within 48 hours then they will either supply a replacement piece of equipment or deduct pro-rata from the rental cost.

End of rental – Scooters and powerchairs

The hirer must either return the equipment to Access Ables trading address or make the equipment available for Access Able to collect at the address on the rental agreement. If the hirer originally collected the equipment from Access Able but requires Access Able to collect the equipment, then a further charge may be levied by Access Able.

If the equipment is to be collected from an address other than the original delivery address then Access Able may levy a further charge to cover any extra time and/or mileage incurred.

The equipment must be available for collection at a time to suit Access Able. If Access Able attend an address at the date and time agreed with the hirer or their agent and, for any reason, the equipment cannot be collected then a further charge may be levied by Access Able to cover its costs.

Access Able reserves the right to cancel this agreement and immediately reclaim the equipment if the hirer does not abide by the terms and conditions.

Stairlift

Hirers responsibilities – Stairlift

The hirer must take good care of the equipment including the charger and keys.

The hirer must ensure that the charger is connected and switched on at its mains supply at all times.

Where required the stairlift must be parked on its charging points. Failure to keep batteries charged can result in irretrievable battery failure. Access Able will test any such suspect batteries and if the test determines that the failure is as a result of the hirer not charging the batteries, look to the hirer for the cost of the replacement batteries.

The remote controls supplied with the equipment require non-rechargeable batteries and it is the hirers responsibility to replace these as and when necessary.

Insurance – Stairlift

Access Able only insure the equipment to cover Access Able against any public liability issues. Therefore, the insurance does not insure the equipment or its constituent parts against theft, damage, interruption or surging of the mains electrical supply, fire or flood. In these events Access Able will look to the hirer to recover its losses, therefore we strongly advise the hirer to include the equipment on their household insurance.

Access Able and their insurers do not accept any liability for loss of or damage to any of the hirers, or the hirers families personal property, however caused.

Breakdown - Stairlift

In the event of a breakdown inform Access Able and an engineer will be despatched as soon as possible.

Access Able will attend a breakdown between 8.30am and 8pm.

However, before calling out an engineer please check the following:

- The mains plug is in the wall socket and the socket is turned on.
- The footplate, seat and both armrests are all fully down.
- The seat is in the correct position, facing across the stairs.
- The key switch under the armrest is turned on.
- If fitted, the circular, red cut-off switch is not 'out'. This must be pressed in and twisted to allow the stairlift to operate.
- There is nothing touching the underside of the footplate.

As stated in the mains terms and conditions you may be charged if we attend for any of the above reasons.

If Access Able attend and cannot repair a fault within 48 hours then they will either supply a replacement piece of equipment or deduct pro-rata from the rental cost.

End of rental – Stairlift

If the hirer no longer requires the equipment, the hirer, or their agent must give Access Able at least 48 hours notice to retrieve the equipment.

The equipment will be removed at a time to suit both the hirer and Access Able. Installation and removal charge for the stairlift is paid at the beginning of the rental, however if Access Able attend but are unable to gain entry or remove the stairlift within a reasonable period then a further charge may be levied for a further appointment to remove the equipment.

Access Able reserves the right to cancel this agreement and immediately reclaim the equipment if the hirer does not abide by the terms and conditions.

Rise & Recline Chairs

Hirers responsibilities – Rise & Recline Chairs

The hirer must take good care of the equipment and all constituent parts and keep it clean at all times.

Equipment contaminated with any bodily fluid will be deemed to be unusable and the hirer will be liable for the cost of replacing the equipment. The hirer must notify Access Able immediately and the cost will be determined by Access Able.

Insurance – Rise & Recline Chairs

Access Able only insure the equipment to cover Access Able against any public liability issues. Therefore, the insurance does not insure the equipment or its constituent parts against theft, damage, interruption or surging of the mains electrical supply, fire or flood. In these events Access Able will look to the hirer to recover its losses, therefore we strongly advise the hirer to include the equipment on their household insurance.

Access Able and their insurers do not accept any liability for loss of or damage to any of the hirers, or the hirers families personal property, however caused.

Breakdown - Rise & Recline Chairs

In the event of a breakdown inform Access Able and an engineer will be despatched as soon as possible.

Access Able will attend a breakdown between 8.30am and 5pm.

However, before calling out an engineer please check the following:

- The mains plug is in the wall socket and the socket is turned on.

As stated in the mains terms and conditions you may be charged if we attend for any of the above reasons.

If Access Able attend and cannot repair a fault within 48 hours then they will either supply a replacement piece of equipment or deduct pro-rata from the rental cost.

End of rental – Rise & Recline Chairs

The hirer must either return the equipment to Access Ables trading address or make the equipment available for Access Able to collect at the address on the rental agreement. If the hirer originally collected the equipment from Access Able but requires Access Able to collect the equipment, then a further charge may be levied by Access Able.

If the equipment is to be collected from an address other than the original delivery address then Access Able may levy a further charge to cover any extra time and/or mileage incurred.

The equipment must be available for collection at a time to suit Access Able. If Access Able attend an address at the date and time agreed with the hirer or their agent and, for any reason, the equipment cannot be collected then a further charge may be levied by Access Able to cover its costs.

Access Able reserves the right to cancel this agreement and immediately reclaim the equipment if the hirer does not abide by the terms and conditions.

Daily Living & Other Mobility Aids

Hirers responsibilities – Daily Living & Other Mobility Aids

The hirer must take good care of the equipment and all constituent parts and keep it clean at all times.

Insurance – Daily Living & Other Mobility Aids

Access Able only insure the equipment to cover Access Able against any public liability issues. Therefore, the insurance does not insure the equipment or its constituent parts against theft, damage, interruption or surging of the mains electrical supply, fire or flood. In these events Access Able will look to the hirer to recover its losses, therefore we strongly advise the hirer to include the equipment on their household insurance.

Access Able and their insurers do not accept any liability for loss of or damage to any of the hirers, or the hirers families personal property, however caused.

Breakdown - Daily Living & Other Mobility Aids

In the event of a problem with the equipment, inform Access Able and an engineer will be despatched as soon as possible.

Access Able will attend between 8.30am and 5pm.

If Access Able attend and cannot repair a fault within 48 hours then they will either supply a replacement piece of equipment or deduct pro-rata from the rental cost.

End of rental – Daily Living & Other Mobility Aids

The hirer must either return the equipment to Access Ables trading address or make the equipment available for Access Able to collect at the address on the rental agreement. If the hirer originally collected the equipment from Access Able but requires Access Able to collect the equipment, then a further charge may be levied by Access Able.

If the equipment is to be collected from an address other than the original delivery address then Access Able may levy a further charge to cover any extra time and/or mileage incurred.

The equipment must be available for collection at a time to suit Access Able. If Access Able attend an address at the date and time agreed with the hirer or their agent and, for any reason, the equipment cannot be collected then a further charge may be levied by Access Able to cover its costs.

Access Able reserves the right to cancel this agreement and immediately reclaim the equipment if the hirer does not abide by the terms and conditions.