

## SPECIAL ASSISTANCE TERMS & CONDITIONS

Dear Guest,

We are delighted to be able to support you today with the rental of our mobility equipment. To ensure your safety and the safety of all our guests at Battersea Power Station, we do require you to read and agree to our terms and conditions below.

As the hirer and/or on behalf of a minor or person under my care, I fully understand and accept the following conditions of hire.

### Safety Instructions

- I will use the equipment at my own risk
- I am a minimum of 16 years old
- I will ensure the equipment is switched off when getting on or off electric equipment
- For manual wheelchairs I will ensure the breaks are applied and will not use the footplate as a step
- I will NOT use the equipment without an able-bodied carer if I suffer from any condition which could impede my ability to safely use the equipment and I will inform staff of any such condition
- I will NOT sit anyone else on the equipment during my hire session
- I will NOT let anyone else operate the equipment
- I will only use lifts to access the different levels within the centre, and will not attempt to use stairs or escalators
- I will not place items on the handles of the equipment or place anything weighing over 3 kilograms [check with the manufacturer instructions] in or on the equipment
- Should I need to access a store, outside precinct or car park area, I will park the equipment safely against a store or solid wall to avoid any children climbing on the equipment and potentially falling over walls or edges
- I will also make sure I remove the key and take this with me to avoid unauthorised use
- If I use the equipment on the outside pavements, I will always use the drop kerb and approach the kerbs at 90 degrees to the edge of the kerb (head on) and at a low speed
- I will keep my speed reduced all the times I am inside the Power Station or when in busy or confined areas, in doorways or going around corners
- I will NOT alter the equipment in any way (i.e. by removing footrests, calf straps or any other fixed item currently on the equipment)
- I will NOT remove the equipment from the Battersea Power Station estate.
- I confirm that I am not over the designated weight limit of the scooter of 25st or 158kg
- I will be responsible for the cost of damage to the equipment caused by me whilst the equipment is in my possession
- I will be liable for any injury or damage to any person or property as a result of, or in the course of, my use of the equipment
- I will indemnify Battersea Power Station against any claims from persons injured or owners of property damaged as a result of, or in the course of, my use of the equipment

Process

- Mobility scooters and wheelchairs require a valid form of ID to be left with Guest Services this could be a driving licence, passport, national insurance card.
- I will return the equipment no later than 30 minutes before Battersea Power Station closes for the day

Data Protection and Rights

- All personal data submitted to Battersea Power Station will at all times be processed in accordance with the UK Data Protection Act 2018 and our Privacy Policy.
- The management of Battersea Power Station (which includes employees of Savills and Ethos Farm) retain the right to refuse, or cancel the hire of the equipment
- Battersea Power Station reserves the right to change these terms and conditions from time to time and without notice

**Guest Signature .....**

**Date.....**