

The Circle Mobility – Hire Enquiry FAQ

What mobility equipment do you offer?

We have a range of wheeled walkers, manual wheelchairs, self-propelled wheelchairs, electric wheelchairs, and mobility scooters. We also have a range of electric bikes. The makes and models of these bikes are detailed in the “Cost of hire” table on the next page.

Do I need to have a Blue Badge to be able to use your service?

Not at all! Our service is available for anyone who needs it.

How do I hire equipment from you?

We can take hire enquiries via phone (01382 919304), email (mobility@thecirclecic.org.uk), or in person at The Circle Mobility behind the Overgate Shopping Centre.

Can you deliver my equipment to me?

Unfortunately, we are not able to offer a drop-off and collection service at the moment. However, this is something we are aiming to add to the service in the near future! Currently we are only able to offer equipment to be picked up from and returned to The Circle Mobility.

Can I buy the equipment I hire?

We do not sell the equipment that we offer, however we can point you in the direction of local retailers.

How much does it cost to hire equipment?

For single day hire (between the hours of 9am and 4:30pm on the same day) all of our equipment is free to use! For longer hiring periods, please see the below table. This table is for reference only, and the agreed cost of your booking will be noted and signed by both you and a member of The Circle Mobility team upon collection. **Please note for multi day hire we always retain a minimum of 4 Mobility Scooters and 2 Electrical Wheelchairs, this is to ensure that we have enough equipment to support our normal usage.**



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We have no fixed limit on our manual equipment instead we retain enough to ensure we can support agreed future bookings.

How long can I hire out equipment for?

The Circle Mobility operates with a standard one-month maximum time limit on equipment hire; this is in place to ensure fair and equitable access for all users. Our equipment is a shared resource, and extended bookings by a small number of individuals could unintentionally restrict access for others who may also need it.

The soft limit helps us balance individual needs with broader community demand. By encouraging returns or renewals after one month, we can assess current usage, accommodate waiting requests, and make adjustments where necessary.

Where ongoing use has no competing demand, extensions may be considered. The goal of the limit is not to create unnecessary barriers, but to manage equipment fairly and transparently for the benefit of all users.

Cost of hire for mobility aids (reference only):

	Wheeled Walker	Manual Wheelchair	Mobility Scooter	Electric Wheelchair
1 day	Free	Free	Free	Free
2 days	£2.50	£5	£15	£20
3-7 days	£5	£10	£30	£40
28 days	£16.50	£35	£110	£140

Cost of hire for bikes (reference only):

	VanRaam Opair Trike	VanRaam Veloplus3 Electric Trike	Mission E-Volution Electric Trike	Raleigh StowEway Electric Bike
1 day	Free	Free	Free	Free
2-7 days	£100	£100	£100	£100
28 days	£350	£350	£350	£350



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What do I need to bring when I hire equipment for the first time?

On your first visit, we ask you to bring two forms of ID, one of which needs to have your address. Forms of ID we accept are:

- Passport or Driving licence
- Bus pass/any card with the PASS logo/Blue Badge
- Debit/Credit card
- Recent letter with your name and address (dated within last 3 months)

Any visit following your first, we will only need one form of ID or your membership card to confirm your identity before we provide your equipment.

What happens when I arrive at The Circle Mobility?

On your first visit, we will provide you with our Hire Terms and Agreement, a Membership Form, and a demonstration of the equipment you are hiring.

Once all documents have been read and signed, we will provide you your charging equipment and process your payment (if applicable), and then you are free to go and explore sunny Dundee!

We also have a seating area, tea and coffee facilities, and an accessible toilet, so there's no need to rush your visit to us.

What does signing up to be a member mean?

Being a member at The Circle Mobility means that any visit following your first, you only need to bring one form of identification or your membership card, and will not require an equipment demonstration every visit. Please note that if you are hiring a different aid to the one you received a demonstration of when you joined the service, you will receive a demonstration of this too and your membership form will be updated.

A membership also allows us to easily create bookings for you, and keep a record of any equipment preferences you may have. You will also be able to join our mailing list to be kept up to date with news regarding The Circle Mobility (new equipment, opening times etc.)

Becoming a member with us is free. We will not share your details with any third parties, or use member details for marketing, advertising, or publicity purposes without consent. After 1 year, we will contact you to ask if you would



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like to continue being a member. If you **DO NOT** wish to remain a member with us, we will dispose of your personal information promptly.

What happens if there is an issue with my hire while I'm using it?

Our phone number (01382 919304) is attached to all of our equipment should you need to contact us while using the service. A member of our team will endeavour to resolve the situation as quickly as reasonably possible.

If the equipment is unable to be repaired on site, a replacement model of similar specification will be offered if available to allow for minimal disruption to your plans.

Should the problem be directly attributed to negligence or improper use, you will be liable to a call out and repair charge.

Unfortunately we can only support with issues during our standard operating hours. If you need support outwith this, please email mobility@thecirclecic.org.uk and we will try and get back to you as soon as possible.

Is there parking available?

Yes! We have parking spaces directly beside our unit and also have access to a gated carpark to the rear of the building. These parking spaces are free for our users and do not require a blue badge to use. We cannot accept responsibility for any damage to your vehicle while you are parked at The Circle Mobility.

Can you charge my equipment overnight if I'm hiring for multiple days?

Unfortunately, we are not able to charge equipment overnight at The Circle Mobility unit. You will be provided with a charger (a standard UK plug) when you pick up your equipment to allow you to charge it yourself. If you are visiting Dundee, we have a list of hotels that allow you to charge the equipment in their building overnight if you are staying with them!

How can I support the service?



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Firstly, thank you for wanting to support us! Here are some ways you can do that:

- **Spreading the word:** One of the best ways to support us, is simply to talk about us! Telling others about what we offer and how to find us will allow more people to benefit from the service. This in turn will allow us to improve our service over time.
- **Donations:** If you'd ever like to donate to us, we can accept cash and card donations.
- **Feedback:** This is a fantastic way to support us as it allows us to see what our users think of the service. We'd love to hear about what this service means for you! We sometimes take quotes to pass on to our funders, as this lets them know the impact this service is having on the local community. We keep all quotes anonymous by default, but if you're happy for us to use your name with your quotes, just let us know.
- **Requests:** We want this service to be as helpful as possible to the local community. If there's any equipment or improvements you think the service would benefit from, please don't hesitate to tell us.

I have a question that hasn't been answered here, how can I contact you?

If you have any queries that haven't been covered here, you can contact us by phone (01382 919304), email (mobility@thecirclecic.org.uk), or you can pop down to The Circle Mobility and speak to a member of the team.



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