

Frequently Asked Questions

1. Which forms of ID do I need before hiring?

The only acceptable forms of ID are 1 photographic ID (Passport, Driving Licence or Electoral Identity Card) and 2 proof of address (Utility Bill, Bank Statement, Credit Card Statement, Building or Car Insurance Document). These can be uploaded instantly without the need to visit a depot see www.balloohire.com for details.

2. How do I open an account?

To open an account contact us on 02890458080 or email belfast@balloohire.com . You can open an account online.

3. Is delivery included in the rental price?

Delivery and collection can be arranged for all tools, machinery and equipment. This is not included in the rental price.

4. Who is responsible if the item on hire is lost, stolen or damaged?

The hirer is responsible for any damage and all losses that occur while on hire to them. Please see Terms and Conditions [here](#) .

5. Who is responsible for the item while it is on hire?

The hirer is responsible for keeping the item safe and secure while on hire.

6. Is fuel included in the hire price?

Fuel is not included in the hire price. All items, that use fuel, are supplied with a full tank of fuel. It is the customers responsibility to have the tank full upon return or a fuel surcharge will apply.

7. Can I pay for a machine when I return it?

No, machines, tools and equipment must be paid for in advance, except those customers with a credit account.

8. When does a weekend hire start?

Midday on a Friday.

9. When do I return an item from weekend hire?

Item must be returned or off hired by 10am Monday (Bank Holidays – 10am the next working day)

10. What are your Terms & Conditions?

Click [here](#) to read our Terms & Conditions

11. How do I make a complaint?

Baloo Hire Centres is committed to always providing the best possible service that we can. However, we realise that sometimes customers will feel that they have cause to complain about the service they have received. We encourage all feedback from customers, and we aim to resolve all complaints quickly, fairly and effectively. Please contact the depot directly in the first instance to give them the opportunity to resolve your complaint.

12. What are my responsibilities regarding returning an item?

Hire items must be returned by the customer in good working order and condition (fair wear and tear excepted) and in a clean condition together with all insurance policies, licences, registration and other documents relating to the hire.

If the hire items are returned in a damaged, unclean and/or defective state except where due to fair wear and tear and/or an inherent fault, the customer shall be liable to pay the supplier for the cost of any repair and/or cleaning required to return the hire items to a condition fit for re-hire and to pay the hire costs. For full terms and conditions see [here](#).

13. Should I clean the equipment before its returned?

Yes, a cleaning charge will be levied if the equipment is returned dirty.

14. When should I book my item to hire?

You should book as early as possible. You can reserve via phone 028 9045 8080, email belfast@baloohire.com or in the depot.

15. How do I open a trade/credit account?

Please click this [link](#) to download our trade/credit account form.

16. Do I need to pay a deposit?

Yes, a deposit will be taken for all equipment hire. The deposit will be determined by the length of hire and value of the equipment. This will be refunded when the equipment is returned, and suitable payment is taken. This only applies to customers without a non-credit account.

17. Is my information on your site stored securely?

Yes, any data or information we collect is stored securely. Our Privacy Policy can be found [here](#).

18. How much does a delivery cost?

Delivery rates vary from location to location, the size of item you need delivered and time of delivery required. This will be agreed prior to any delivery taking place.

19. Will I be shown how to use the equipment?

Yes, a full familiarisation will be provided if required. Full operating and safety instructions will also be given with every machine hired.

20. Do you repair customers equipment?

Yes, call 028 9045 8080 and we can prepare an approximate quote for you.

21. I'm looking for an item I can't find on your website, can you help?

Yes, contact us via email Belfast@balloohire.com or call 028 9045 8080 and we can assist you.

22. What training courses do you offer?

Please visit <https://www.balloohire.com/training>

23. What happens if the machine on hire breaks down?

In the unlikely event that your machine breaks down, we can send an engineer out to inspect the item or guide you over the phone to fix a fault. If the item can be repaired on site, we will do so. If it cannot be repaired, then we will do a swap and replace the item as soon as possible.

24. Can Balloo Hire Centres sponsor me?

We have a sponsorship form, please contact us for a copy to complete. We will then review and get back to you.