



PURPLE STORK

Baby & Toddler Equipment Hire

FAQs

1. How do I book ?

You can place your order by phone or by email. You can fill out the Booking Form if you know what equipment you would like to hire or simply send us an email detailing your requirements. We understand that each of our customers is unique and have widely differing needs. Please feel free to email or call us as often as you like until you are happy with your booking.

2. How do I pay ?

We accept payment by credit card, PayPal and cheque. We use the PayPal payments system to process credit card payments and email you a link to PayPal when you are ready to pay.

3. How is my order delivered ?

Where we are able we deliver to you personally. We also use the services of well-known, long-established couriers with experience of delivering within London. We work closely with our couriers to ensure that we bring you reliable, fast and low cost delivery, wherever you want it, whenever you want it.

4. How is my order collected ?

We either collect your equipment personally or use the services of a courier when we are unable to collect personally. The details of your order delivery and collection are usually confirmed when you place your order. However, we are always flexible and can accommodate your plans even if they change at the last minute. We will work with you to arrange the most convenient collection method that fits in with your holiday.

5. Do you offer discounts ?

Yes we do. For long term rentals and high value orders we offer substantial discounts. We also have many free delivery options, giving you the best value for your money. We believe in providing the highest quality equipment at reasonable prices and in keeping the cost of delivery as low as possible.

6. What type of pushchair is best for my child ?

Most of our pushchairs are suitable from birth. Raincovers are available for all of our pushchairs, and we have many extras available such as cosy fleece blankets, parasols and Snoozeshades for when you are out and about and baby needs to sleep.

7. Do you fit car seats ?

Our insurance does not allow us to fit your car seats. However, full and clear instructions are provided with all of our equipment together with safe use advice and a Welcome Leaflet detailing the safety checks that have been carried out on your equipment.

8. Which toy box would suit my child best ?

Our toy boxes are age-specific and you will therefore need to let us know the age of your child so that we can provide the most suitable toy box for them. All of our toy boxes are fantastic value at just £5.25 per week when you order other equipment and include a wide range of items from books, puzzles and games to both fun and educational toys. In the summer we also include buckets, spades and sand play accessories (although you can order these the rest of the year too!) and all year round our toy boxes include balls, badminton set and frisbees for the older children.

9. Can we collect our equipment ourselves ?

Yes. By prior arrangement you can usually collect your equipment from our office in central London at 26 York Street, W1U 6PZ.

10. Do you deliver to private holiday rentals ?

We deliver to all types of holiday accommodation. However, if we are using a courier someone will need to be in to sign for your order. At the end of your holiday you will also need to be in when the courier collects your equipment. Deliveries to family and friends homes also require someone to sign for delivered equipment but where we deliver ourselves we are usually able to provide you with a 1 hour delivery and collection window.

11. Are instructions provided with the equipment I hire ?

Yes, we provide comprehensive and clear manufacturer's operating instructions with all of our equipment.

12. Can you deliver at the weekends and on bank holidays ?

Yes. When we deliver to you personally we are able to deliver at the weekends and on bank holidays. These deliveries usually, but not always, incur a surcharge. Please let us know your requirements when you book.