

Frequently Asked Questions

What types of equipment and services does DT Scooters provide?

DT Scooters provides folding travel mobility scooters for travelers to the Orlando, FL and Port Canaveral, FL areas. Our inventory consists of 3-wheel and 4-wheel folding travel mobility scooters.

We also provide our consumers with the opportunity to purchase the products we rent. Visit our [Online Store](#) for a list of all our products.

How do I rent a scooter?

You can book your rental online by first completing our [scooter rental inquiry form](#).

How fast can I book mobility equipment?

To ensure equipment availability, we recommend that you complete our inquiry form. Please contact us at least 72 hours in advance for land-based rentals. For cruise-based rentals, we recommend at least 7 business days. In last minute travel situations, we'll try to get you the equipment you need as fast as possible but we cannot guarantee availability.

Does DT Scooters sell special needs equipment?

No, DT Scooters only provides rentals and sales for mobility scooters at this time.

Who do I call if my scooter breaks down?

DT Scooters operators can be reached through our toll-free number: 1-800-697-6765 Ext. 3.

I am heavier than the average person. Will the scooter be suitable for my needs?

Our scooters range in weight capacity. Please complete our inquiry form or call us toll-free at 1-800-697-6765 Ext. 3 so that we can further discuss your needs and we will do our best to assist you!

What are your scooter rental rates?

Our rental rates vary based on the vacation destination, rental duration, and your requested pick-up / drop-off points. Please note that all quotes are provided in US dollars. Our prices include taxes, deposits, and any shipping or delivery charges.

You can obtain an estimate for your scooter rental by completing our inquiry form or call us toll-free at 1-800-697-6765 Ext. 3.

How do I pay for the scooter rental?

To pay for your scooter please complete our [online authorization form](#). DT Scooters accepts payment by major credit cards including Visa, MasterCard, American Express and Discover. All prices are quoted and billed in US dollars.

Where do I pick up and drop off the scooter?

DT Scooters will deliver the equipment to your hotel or cruise ship port!

For hotel rentals, please leave the scooter at the hotel bellman desk/counter.

For cruise ship rentals, please leave the scooter at the same location where you pick it up from – we will arrange a location with you prior to embarkation (this will vary depending on the cruise line).

Call us toll-free at 1-800-697-6765 Ext. 3 and we'll help make the most convenient delivery arrangements for you.

When do I recharge the scooter battery?

The scooter battery will probably require charging each day. We suggest that you plug the power cord into a standard outlet at the end of the day so that it can charge overnight. We will ensure that you understand how to use the scooter that you've rented, and you can always contact us if you have any questions.

Will the equipment fit into the trunk of a car?

Our folding travel scooters are compact and can fit in most cars and SUV (into the trunk of medium to full-sized). For smaller cars you may be able to fit the scooter in the back seat. If you have questions or concerns please contact us with the make and model of your car along with dimensions of your trunk and we can verify if the scooter will fit. If you plan to rent a vehicle and you are not sure what type of vehicle to rent to accommodate your scooter rental, please call us at 1-800-697-6765 and we can assist with providing recommendations!

Will a DT Scooters folding travel mobility scooter fit through the cruise stateroom door?

Our folding travel mobility scooters will fit through any stateroom door onboard your cruise ship. If you would like more space to fit through the door we do recommend that you to book an accessible stateroom.

How many locations do you have?

DT Scooters provides service to the Orlando, FL and Port Canaveral, FL areas and we're looking to add more locations soon! Stay tuned for new locations and feel free to provide us with suggestions on new rental destinations!

Which ports does DT Scooters service?

DT Scooters provides rental service to Port Canaveral, FL.

I'm a Travel Agent. Can I book your service for my clients?

Yes! We welcome Travel Agent inquiries!