

Key facts about your rental

This is a summary of the key facts of your rental agreement. While it will help you understand what's included in your agreement and what isn't, you should read your rental agreement in full in order to be sure of your obligations and ours.

What's included



Motor insurance

You are insured to drive the vehicle you hire – as are any other drivers named on the rental agreement.



Repair costs

If the vehicle is damaged while it is on hire to you, then you'll only be liable for costs up to a fixed sum chosen by you.



Fuel

The vehicle comes with fuel. You'll be expected to return the vehicle with the same quantity of fuel at the end of your hire, or reimburse us for refuelling the vehicle.



Mileage

There is normally no limit on the distance you can drive in the vehicle you hire.

What's not included



Traffic fines

You must pay any fines or penalty charges relating to our vehicle, such as parking fines, that arise while it is on hire to you. We may ask you to pay our costs for dealing with these fines.



Late returns

You must return the vehicle you hire on the date and time, and to the location, specified in your rental agreement. Unless you have gained our permission to extend the hire you may incur extra charges.



Unattended returns

By arrangement, we may allow you to return the vehicle you hire outside our normal opening hours, but, if you do so, you will remain responsible for the vehicle, and any damage it sustains, until it has been inspected by us.

Please remember that...



...before you drive the rental vehicle you should take time to check the condition of the vehicle you want to hire with a member of our staff. This gives you an opportunity to identify and record any existing damage to the vehicle – such as scratches on the bodywork – this will help to ensure there are no disputes later.



...if you return the vehicle, with our approval, outside our office hours – then please park it legally in a safe, well-lit area. Take time to check the condition of the vehicle – if possible, take photos of it.



...you should check what is covered in our agreement, and the extent of your financial liability for the cost of repairs. Some types of damage are often not covered, such as punctures, chipped windscreens, damage caused by using the wrong type of fuel, and damage to the roof.

We abide by the code of conduct of the British Vehicle Rental and Leasing Association (BVRLA), an organisation that represents vehicle rental firms in the UK and maintains standards amongst them by regulating its members and providing a conciliation service for dissatisfied customers.

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We are proud to be a member of the BVRLA and display its logo as an assurance of our commitment to high standards

