



consumer guide to renting a vehicle

Renting a car or van in the UK is very straightforward, especially if you follow the BVRLA's guidelines. Whenever you want to rent a car or van make sure you ask the right questions beforehand. BVRLA Members will gladly answer any questions you have so that you can rent with confidence. You can identify BVRLA Members by the BVRLA logo on their premises, rental contracts and stationery. If it's not displayed, you should ask for proof that the company is a Member.

Here are the top rental tips to make sure that your rental goes smoothly.

rental agreement

The rental agreement sets out the details of the contract between you and the rental company. It includes details of the vehicle, what you've agreed to pay for the hire and when it begins and ends. Check the following:

- How much is the rental rate?
BVRLA Members pledge to offer the best price available to suit your needs - so give as much information as possible about your trip, the number of passengers and luggage/load.
- What is included, or excluded?
For example, is it for unlimited mileage or not? What about insurance? Does it include VAT? Are there any restrictions which you must adhere to in order to secure the rate, eg weekend rates will normally require you to return the vehicle before a specified time on Monday morning.
- Is the vehicle mileage recorded properly on the rental agreement both on collection and return?
- What happens in the event of a breakdown? Most rental vehicles are covered by roadside assistance. Check which roadside assistance company is used by the rental company and make sure you're given the telephone number.
- Do you have the necessary documentation with you? You will need a credit card, driving licence, additional identification such as a passport, utility bill, etc. If you have one of the latest 'photo' style licences you must take both the photo licence and the counterpart with you. Check what you will need when making the booking.

vehicle condition

The rental company, if it is a BVRLA Member, will provide a clean, modern and safe vehicle that has been maintained to the manufacturer's standards. In addition, it will have been thoroughly checked over prior to the rental.

Your responsibilities:

- Inspect the vehicle carefully on collection by walking all the way round it looking for any signs of damage. Check the spare wheel and the tools. Make sure that any damage is noted in full on the rental agreement before you sign it.
- Allow plenty of time, particularly at busy rental sites, when checking the vehicle on return. Make sure that the vehicle is inspected by the rental company and that you both agree, note and sign for any damage on all copies of the rental agreement.
- Do not load the vehicle beyond the manufacturer's maximum weight recommendations. Heavy objects should be as close to the centre of the vehicle and as low down as possible.



insurance

Vehicles will need to be insured by the rental company as required by UK law. The rental company expects you to take good care of its vehicle and you will be expected to pay for any damage to the vehicle except for;

- Damage covered by the insurance
- Damage which was noted on the damage control diagram at the start of the agreement,
- Damage arising from the rental company's negligence or breach of contract.

This also applies to the theft of, or from the vehicle. You should check the following:

- What does the insurance provision cover?
- How much is the insurance excess you would have to pay in the event of damage?

Are you happy to take this level of risk? Most rental companies have a Collision Damage Waiver (CDW) that you can purchase in order to reduce the amount of the insurance excess that you would otherwise have to pay. Ask for details.

- Are there any insurance exclusions, for example windscreens, tyres or overhead damage?
- If there is to be more than one driver have you given the rental company all the details?
- What should you do if you have an accident? Do not admit liability but exchange names and addresses including insurance companies, any witnesses and the rental company.

fuel

Misfuelling is not only an expensive mistake, it can delay your journey considerably. When you pick up the vehicle make sure:

- Check the type of fuel that the vehicle uses. A large proportion of vans use diesel along with an increasing number of cars. Putting petrol into a diesel engine or diesel into a petrol engine, causes severe damage for which you would be liable.
- Ask what the rental company's refuelling policy is

and check the fuel levels on both collection and return. Most companies operate a full tank to full tank policy. So, return the vehicle with a full tank. If you don't the rental company will charge you for taking it to the fuel station and then filling it - check their cost per litre, it will be higher than the standard pump price.

how to complain

In the unlikely event that you do have a complaint, take it up first with the rental company.

If your complaint isn't settled then you have the option to use our conciliation service. Write, giving full details including copies of all documentation or correspondence, to the Director General, BVRLA,

River Lodge, Badminton Court, Amersham, Bucks, HP7 0DD. Under our Code of Conduct we aim to resolve all complaints within 30 days of initial receipt.

use only a **BVRLA Member**

We always strongly recommend you to rent only from a BVRLA Member. Only then can you be assured of honesty, integrity and value for money backed up by a robust Code of Conduct and a reliable customer conciliation service.

The British Vehicle Rental and Leasing Association is the trade association of the vehicle hire industry in the UK. Its 800 Members operate more than two million vehicles and account for around 85% of the industry by fleet size. BVRLA Members operate under a

mandatory Code of Conduct setting out strict quality criteria which are backed up by regular, independent inspections.