

1. Bookings

Bookings should be placed via our Business Centre. To offer our customers full national coverage, you agree that vehicles may be delivered by Arnold Clark, or via one of our rental partners. We will provide our rental partners with your requirements to facilitate the booking. Acceptance of reservations will be subject to availability.

Online: Arnold Clark Autocentre using allocated username and password

Email: central.reservations@arnoldclark.com

Phone: 0141 567 0561

2. Delivery and collection

Delivery and collection of vehicles can be arranged for credit accounts. (Please refer to Table of Charges).

3. Cancellation of hires

The Arnold Clark Business Centre must be notified of a cancellation at least 2 working hours before the start of the hire to avoid cancellation charges. For specialist vehicles, we require a minimum of 8 working hours' notice. (Please refer to Table of Charges.)

4. Extension of hires

Hire extensions must be arranged before the termination date stipulated at the reservation stage. Failure to do so may result in additional charges. (Please refer to Table of Charges.)

5. Early Termination Fee

Hires booked for 28 days or greater, and return early, maybe subject to the full 28 day hire period cost.

6. Vehicle condition

All vehicles are subject to pre- and post-rental inspection. Upon delivery and collection, the customer should inspect the vehicle and sign the rental vehicle condition form. Where vehicles are delivered and not signed for, **you must NOT move the vehicle without self-inspection**. Any damage not already noted on the rental vehicle condition form should be highlighted to the Business Centre. Outside normal office hours, please leave details on the answer machine. If this procedure is not carried out, any damage will be deemed as the responsibility of the driver.

7. Fuel

Vehicles will be supplied with a full tank of fuel (less delivery mileage) and should be returned full. The customer is liable for the cost of the fuel until the vehicle is returned to the rental location. If the vehicle is not returned with a full tank, we will refuel the vehicle and recharge at the current average fuel price as per the Fleet News website. An administrative charge will be shown on your rental invoice as a 'refuelling surcharge' (RFS).

8. One-way hires

Pre booked one-way hires can be accommodated within our own location network (Please refer to Table of Charges). One-Way hires requested during and/or at the end of the hire or outside our network are subject to authorisation and possible additional recovery costs.

9. Friday, weekend and bank holiday off-hire

When you have an off-hire rental during the weekend or on bank holidays, please make sure the keys and the vehicle are available for collection. If the vehicle isn't available when the branch attempts to collect it during branch business hours, we'll extend the rental until the keys and vehicle are both available.

10. Weekend and bank holiday vehicle collection

The majority of our rental branches are open on weekends and bank holidays for vehicle collection. Please visit arnoldclarkrental.com for more information on opening hours.

11. Overseas hires

We can permit cars and vans (Group A2 - C190 and on COI only) to be taken outside mainland UK with prior consent to the following countries:

Belgium/Channel Islands/France/Germany/Northern Ireland/Republic of Ireland/Isle of Man/Luxembourg/Monaco/Netherlands

Please note: an overseas surcharge would apply to the rental. The customer is responsible for arranging 5-star European breakdown cover. The cover must include repatriation back to the UK for the vehicle and passengers. VE103 forms are required for overseas travel and we would ask for two working days' notice to issue this document. An administration charge will apply. (Please refer to Table of Charges.)

12. AdBlue

AdBlue top-ups are the responsibility of the hirer and cannot be recharged back to us. We will only accept the charge for an AdBlue tank refill during a manufacturer's routine service. We will not be responsible for any costs incurred due to failure to top up or if decanted into the petrol/diesel tank.

13. Breakdown and recovery

All of our vehicles are covered by the AA, RAC or a manufacturer-recommended service. We also provide a 24-hour, 365-day emergency service, offering advice and guidance. Our normal emergency response time is 90 minutes. However, the timescales can vary depending on the time of day, day of year, distance and geographical location. The hirer will not pay for vehicle recovery, repair or replacement, unless the fault is as a result of an accident, misuse or negligence on the part of the hirer. The hirer will be notified in writing of any accident, recovery or repair charges considered to be their responsibility and will be charged on a separate invoice.

14. Insurance

Where the customer wishes to use their own insurance, the cover provided must be fully comprehensive and a copy of the Insurance Certificate (not a cover note) must be emailed to car.rental.sales@arnoldclark.com.

The customer is responsible for ensuring that the rental vehicle has been insured for the initial duration of the rental and any subsequent extensions.

Off-hire insurance liability: Where the customer's own insurance is used, the customer's liability for the vehicle shall remain until midday the following working day after termination of the hire or until the car is collected, whichever is earliest.

We ask that the customer will provide eight working hours of paid parking when the vehicle is off-hired in a fee-affected parking area. It is understood that the user will park vehicles legally at the time of off-hiring, and inform Arnold Clark Car & Van Rental when the vehicle is parked in a fee-affected parking area.

Arnold Clark insurance cover is for the United Kingdom mainland only, unless we grant written permission before rental. If Arnold Clark insurance is being used, the vehicle must not be driven before or after the agreed hire period. Please see 'Arnold Clark Insurance Terms and Conditions' for further information.

15. Accident/incident resulting in vehicle damage

If a vehicle sustains additional damage while on hire, we would ask that the customer reports the incident to us within one working day, and that the driver completes the Accident Report form supplied in the glovebox of the vehicle, regardless of whose insurance the hire was covered by. An admin fee will be applied to process all insurance claims.

We would ask that the user be able to supply full details of any third party involved in any accident with a rental vehicle.

In the event of a vehicle being taken off the road due to accidental damage, loss of use would not normally be charged under the following circumstances:

- We would normally request the right to carry out repairs in our own workshops.
 - For repairs < £500, we will repair and recharge the customer.
 - Repairs £501 - £1500, we will prepare an independent desktop inspection and recharge the customer.
 - For repairs >£1500, we will prepare an Audatex estimate, and recharge the customer.
- To help us gain authorisation for repairs to be carried out as quickly as possible, we would request that any negotiations and/or paperwork related to a claim be completed within three working days. Where negotiations are not completed within three working days, or where repairs are delayed unreasonably, Arnold Clark reserves the right to impose loss of use charges. Loss of use will cease to be charged once we have authorisation to proceed with repairs.
- Where loss of use may be caused by a negligent third party, the customer will not be charged, provided that details of the incident can be supplied, together with the name and address of the negligent third party involved. If, for whatever reason, the loss of use claim cannot be recovered from the third party, the charge will apply to the customer.
- Where damage is minor and does not render the rental vehicle unusable or illegal, we may take the decision to estimate the repair and continue to use the vehicle until it is suitable for the repair to be carried out.

16. Total loss

Where the accident damage to a rental vehicle covered under the customer's own insurance is severe enough to result in the 'write off' or 'total loss' of the vehicle, the rental charges will continue to be invoiced until a settlement offer has been agreed and payment received. The settlement figure imposed would equate to the value of the vehicle at the time of incident, according to CAP Clean – adjusted for mileage. We will not accept reimbursement based on the purchase cost of the vehicle, nor will we apply the purchase price of an equivalent replacement vehicle.

17. Payment terms

Our preferred method of payment is by variable Direct Debit and invoices must be settled within 30 days. For non-credit accounts, we need to see the payment card every 28 days if vehicles remain on hire beyond this period. Any invoice queries must be addressed within 30 days of the invoice date.

18. Credit limit

Outstanding invoices and the value of reserved and current rentals contribute to the amount of credit used on an account. When the hirer's credit limit has been reached, the account will be suspended. Please ensure invoices are paid within the 30-day terms in order to keep your account active.

Your account will be stopped if you fail to pay any outstanding balances on demand. We will ask you to return all vehicles on hire immediately if your account is stopped.

19. Fines / Penalties

The hirer is responsible for all parking fines, bus lane fines, congestion charges, road traffic offences and fines during the period of the hire. This is irrespective of whether the rental agreement has been signed by the driver or a representative of the hiring company. Any penalty settled by Arnold Clark on behalf of the hirer would incur an administration fee. Please see Table of Charges.

20. Tyres

The hirer has two options when it comes to damage to the vehicle's wheels or tyres. The hirer can replace or repair the wheel/tyre themselves. Or, Arnold Clark can repair or replace and charge the hirer at a pro-rata rate in line with the remaining legal tread depth. The hirer would be expected to pay for damage to tyres caused by continuously driving after a puncture.

During the rental period, customers would be expected to change any damaged wheel for themselves. However, assistance may be provided by contacting Arnold Clark's recovery service. Please see Table of Charges.

21. Late return

A grace period of 29 minutes is permitted at the end of an agreed rental period. Any vehicle not returned by this time will be charged at the daily rental rate every day (or part-day) thereafter.

22. Mileage

For hires of 28 days or more, we require access to vehicles on a monthly basis to verify mileage. Mileage allowance and charges are detailed on your Table of Charges and excess mileage will be charged every 84 days.

23. Customer services

Minor complaints can be verbally discussed with our Rental Business Centre on 0141 567 0561, who will identify any issues regarding a reservation and respond.

More formal complaints should be directed to either your Account Manager on telephone number **01786 468 700** or by email to our Complaints Department at complaints.rental@arnoldclark.com

24. Dangerous goods

Our vehicle must not be used to carry any object or substance which, because of its condition or smell, may harm any persons, the vehicle, and/or delay our ability to hire the vehicle again. This includes hazardous materials or dangerous goods such as asbestos. If any of our vehicles are involved in such situations you will be charged the cost of any remedial work required to bring the vehicle into a safe manner of use.

25. Diesel particulate filter

Many modern turbo diesel engines utilise technology on the exhaust system called a diesel particulate filter (DPF), which reduces the soot and harmful emissions from the engine. DPF units require the engine and exhaust to reach a suitable temperature to burn off the soot deposits collected during normal use.

This temperature is usually reached while driving at open-road speeds for around 20 to 30 minutes. Driving continuously in urban conditions or short, stop-start journeys may prevent the DPF from carrying out this self-cleaning process, leading to the filter clogging and service action being required.

A dashboard warning system will advise when driving suitably to clean the DPF is required and failure to do so may damage the DPF filter beyond repair. In such instances, we will not be responsible for any costs incurred due to failure of the DPF unit.