

## 1. Bookings

Bookings should be placed via our specialist Travel Team based within our Rental Business Centre. Vehicles will be supplied by your requested branch. Acceptance of reservations will be subject to availability.

**Online:** Arnold Clark Autocentre using allocated username and password

**Email:** rental.travel.events@arnoldclark.com

Phone: 0141 849 7879

## 2. Cancellation of Hires

The Arnold Clark Travel Team must be notified of a cancellation at least 48 hours prior to the start of the hire. A cancellation fee will apply if cancelled within 48 hours of the start of the hire.

\* Please refer to the Table of Charges for fees

## 3. Extension of Hires

Extension of hire must be arranged prior to the time of termination stipulated at reservation stage. The daily rental rate will be applied in line with length of extension requested.

## 4. Early Termination Fee

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

## 5. Vehicle Condition

All vehicles are subject to pre and post-rental inspections at our rental locations. The Hirer should inspect the vehicle and sign the rental vehicle condition form.

## 6. Fuel

Vehicles will be supplied with a full tank of fuel and should be returned full. The Hirer is liable for the costs 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.

A refuelling surcharge of 20% will apply.

## 7. 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.

## 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. Breakdown and Recovery

All of our vehicles are covered by the AA, RAC or 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 breakdown contact number can be found on the rental documentation provided and sticker inside, on the vehicles windscreen. The Hirer will not pay for vehicle recovery, repair or replacement, unless the fault is as a result of an accident, misuses or negligence on the part of the Hirer.

## 10. Payment Terms

Our payment terms are based on your account: **Pre-payment Account:** Payment made full and upfront for rental. We accept most major debit and credit cards. Please note that we cannot accept cash payments.

**Credit Account:** Our preferred method of payment is variable direct debit and invoices must be settled within 30 days. Any invoice query must be addressed within 30 days of the invoice date.

## 11. Credit Limit (Credit Account)

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 to keep your account active.

Your account will be stopped if you fail to pay any outstanding balance on demand. We will not accept any further reservations and will not honour any confirmed bookings due to take place.

## 12. Fines / Penalties

The Hirer is responsible for all parking fines, bus lane fines, congestion charges, road traffic offences and fines during the period of hire – these should be settled directly with the appropriate authority.

Any penalty settled by Arnold Clark on behalf of the Hirer would incur an administration fee – please see table of charges.

## 13. 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 (when excess waiver has not been applied) 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 wheels themselves. However, assistance may be provided by contacting Arnold Clark's Recovery Service.

## 14. 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.

## 15. 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 thereafter.

## 16. Mileage

Rentals of 1 – 3 days: allowance of 250 miles per day Rental of 4 days plus: unlimited mileage

Mileage charge: £0.10 per mile

On hires of 28 days or more, we require access to vehicles on a monthly basis to verify mileage.

## 17. Customer Service

Minor complaints can be verbally discussed with our Specialist Travel Team or Account Manager on **0141 849 7879**. They can identify any issues regarding a reservation, or contact the relevant branch if the issue has arisen as part of a rental.

More formal complaints should be directed to our Customer Service Department in writing:

**Email:** complaints.rental@arnoldclark.com

**Online:** arnoldclarkrental.com/contact

## 18. Dangerous Goods

Our vehicle must not be used to carry any objects 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 costs of any remedial work required to bring the vehicle into a safe manner of use.

## 19. Driver Credentials

Drivers must hold a valid and full driving licence for a minimum period of four years, or, one year if the driver is over 23 years of age. Drivers must have a clear insurance record. Certain endorsed licences may or may not be accepted at the discretion of the rental location.

Drivers who are 80 years and over will be required to provide DVLA-recognised medical confirmation that they are fit to drive.

## 20. Young Drivers

There are additional conditions for drivers under 25 years of age:

- Drivers must hold a valid and full driving licence for a minimum period of four years. This reduces to one year if the driver is over 23 years of age.
- Drivers between 23 and 24 years of age may hire vehicles up to and including SUV category vehicles, as well as automatics, estates and vans.
- All drivers under the age of 25 will incur a surcharge

\*Please Refer to Table of Charges

## 21. Additional Drivers

A maximum of four (4) drivers on a single rental may drive the vehicle on Arnold Clark insurance, providing we have carried out driving licence checks prior to the rental. The rental rates allows for two (2) drivers on the rental – any additional drivers up to the total of (4) would incur an additional charge – please see table of charges.

## 22. Licence Checks

Paper driving licences are no longer used in the UK. Therefore, UK driving licence holders need to use the DVLA's "Share My Driving Licence" online service to validate their driving licence record before they can hire one of our vehicles.

To create your one-time passcode, go to [gov.uk/view-driving-licence](https://www.gov.uk/view-driving-licence). You will be asked to submit you:

- Driving licence number
- National Insurance number
- Postcode

Once generated, your passcode will be valid for a maximum of 21 days. Drivers must present their passcode to us along with their driving licence.

Customers with an original paper licence will also need to bring photographic ID, as well as one proof of address and their DVLA access code.

## 23. EU and International Drivers

EU licence holders not residing in the UK must bring a domestic driving licence and either a passport or ID card.

Drivers from outside the EU must possess a valid domestic driving licence with an English translation. If the English translation is not available, an international driving permit is required in addition to a domestic driving licence.

## 24. Vehicle Licence Categories

All vehicles available from Arnold Clark Car & Van Rental can be hired under a regular car licence which shows the following vehicle category qualifications:

**B Cars and Small Vans** up to 3,500kg, carrying up to and including eight (8) passengers.

**C1 Vans** between 3,500kg and 7,500kg

## 25. Arnold Clark Insurance Services Covers:

- Full repairs to the rental vehicle (excluding excess where applicable)
- Unlimited third party liability including passengers in hired vehicle
- The theft of a rental vehicle and its accessories providing the keys have been kept secure.

## 26. Arnold Clark Insurance Services does not cover:

- Theft of property inside the vehicle.
- The loss, damage or theft of keys.
- Consequential theft or damage to the vehicle.
- Damage to the vehicle caused by hitting low level objects such as bridges or low branches.
- Damage caused by failure to pay due care and attention to potential hazards on the road such as deep water or debris.
- Misfuelling.
- Vehicle used for Hire and Reward (unless pre-approved).
- Vehicle used in competition.
- Vehicles used in off-road.
- Vehicle misuse or abuse.
- Anything being towed by a vehicle or carried on a roof rack or ladder rack.
- Vehicles that have been modified in any way without the authority of Arnold Clark or our insurers.
- The driver of the vehicle's personal injury or loss of life. (Their own insurance would have to cover this).

## 27. Insurance Excess

Every rental on Arnold Clark Insurance Services would be subject to an excess charge.

Every insurance claim is subject to an insurance excess charge. Therefore, if a rental vehicle is involved in more than one claim it will be liable for more than one insurance excess.

We reserve the right to review the insurance excess value or indeed remove the option to use our insurance. If the damage is minor and does not make 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.

## 28. Excess Waiver

We can offer an excess waiver for an additional charge – see table of charges. This waiver would reduce the excess to zero and would also cover windscreen and tyre damage.

## 29. Liability

The Customer will be responsible for the vehicle from the point the vehicle is signed for at our rental location at the commencement of the hire until its return and check in by one of our rental staff.

**Airport Drop Off:** The Customer is responsible for the vehicle until it has been collected and checked by a member of the rental staff.

## 30. Hirer Responsibility

- You must look after the vehicle and the keys to the vehicle. You must always lock the vehicle when you are not using it and use any security device fitted or supplied with the vehicle. If the vehicle is left unlocked, or the keys are left in the vehicle and it is subsequently stolen, or if you give the keys to another person who is not a named driver, the Hirer will be liable for any damage sustained to the vehicle or the full cost of the vehicle (if not returned). This also includes any costs incurred in recovering the vehicle.
- You must take all reasonable precautions to protect the vehicle against adverse weather which may cause damage.
- You must make sure that you use the correct fuel. Failure to do so will result in you being liable for the full cost of recovery and repair.

- You must check the bulbs and tyre pressure regularly.
- You must check the oil, adblue and other fluid levels regularly and refill as necessary.
- You must not smoke in the vehicle.
- You must not carry more passengers than the vehicle is designed to carry.
- You must not sell, rent, or dispose of the vehicle or any of its parts. You must not give anyone any legal rights over the vehicle.
- You must not let anyone carry out maintenance or repair of the vehicle without our permission. If we give you permission, we will only provide a refund on the production of a VAT receipt for the work, up to the value of £100.00. You must not present yourself as an agent or servant of Arnold Clark. any recalls.
- You are responsible for any damage to the vehicle caused by hitting low-level objects such as bridges or low branches. This responsibility is not excluded by the purchase of an excess waiver. You are also responsible for any damage caused by failure to pay due care and attention to potential hazards.
- You must not use or allow the vehicle to be used off-road or on roads unsuitable for the vehicle.
- You must cease to use the vehicle and contact us immediately if any accidental damage, structural damage, mechanical failure or malfunction may cause further damage if the vehicle were continued to be used.
- You must, if possible, obtain the names and addresses of third parties involved in any accident, vandalism or damage to the vehicle and inform Arnold Clark, the police and insurers if applicable
- You agree that we are entitled to charge you a reasonable additional cost should the vehicle require more than our standard cleaning on its return to restore it to its pre-rental condition (allowing for fair wear and tear) or if you have damaged the inside of the vehicle. These charges will remain despite the purchase of an excess waiver.
- You must bring the vehicle back to the agreed rental office during the opening hours displayed at the office. One of our rental staff must see the vehicle to check that it is in good condition. You will remain responsible for the vehicle and its condition until we do so.
- You acknowledge that you will be held responsible for any loss or damage to the vehicle, its documents, and its parts and accessories, arising during the rental or any extension until the vehicle has been checked by a member of the rental staff.

### 31. Our Responsibility

We have maintained the vehicle to at least the manufacturer's recommended standard. We assure you that the vehicle is roadworthy and suitable for renting at the start of the rental period. Providing you are not renting the vehicle for business purposes, we are responsible for loss caused where the vehicle is not fit for purpose.

Signature

Date