

## Specific Terms per country

Please consult the specific hire requirements of the country where you will hire the vehicle using the corresponding listbox. Hire conditions per country are subject to change without prior notice. Please check at pick-up time.

## Please select a country

Select a country Abu-Dhabi Albania Andorra Angola Armenia Australia Argentina Austria Azerbaijan Belarus Belgium Bolivia Brazil Bulgaria Chile China Costa Rica Croatia Colombia Curacao Cyprus Czech Republic Denmark Dominican Republic Dubai Ecuador Egypt Estonia Fiji Islands Finland France French Guiana French Polynesia Gabon Georgia Germany Ghana Greece Guadeloupe Guatemala Guernsey Guinea Guyana Hungary Iceland Iraq India Ireland Israel Italy Ivory Coast Jersey Jamaica Japan Jordan Kenya Kuwait Latvia Lebanon Lithuania Luxembourg Macedonia Mali Malta Martinique Mauritius Mayotte Mexico Montenegro Morocco Mozambique Malaysia North Macedonia Netherlands New Zealand Oman (Sultanat of) Pakistan Panama Peru Poland Portugal Puerto Rico Philippines Qatar Reunion Island Romania Russia Rwanda Saudi Arabia Serbia Slovakia Slovenia South Africa Spain Sri Lanka Suriname St Barthelemy Saint Martin Switzerland Sweden Tanzania Togo Trinidad and Tobago Tunisia Turkey Thailand Ukraine United Kingdom United States Uruguay Uganda Vanuatu Zambia Zimbabwe

To download a PDF version of the current UK T&Cs, [CLICK HERE](#)

The UK Terms and Conditions of Hire (which we'll refer to as 'T&Cs' from here onwards) **together with the supplementary information that is contained in these UK specific website terms** will apply to all rentals that start in the UK.

A copy of the UK T&Cs will be attached to your confirmation email (if you are booking online or via our Reservation Centres) or, if you haven't pre-booked online or by phone, you will receive a copy when you collect your vehicle or when it is delivered to you (whichever applies). **The T&Cs should be read in conjunction with the supplementary information that is provided below in this UK specific website.**

If you are booking a car through the UK website for a rental in a different country please refer to the terms and conditions of hire in the country where you are heading because it is those terms that will apply to your rental. Due to local legal requirements their T&Cs will be different to those for hiring vehicles in the UK and to this supplementary information.

PLEASE NOTE THAT UNLESS YOU HAVE EITHER SIGNED THE RENTAL AGREEMENT TO ACCEPT THE VEHICLE OR TAKEN POSSESSION OF THE VEHICLE WITHOUT SIGNING A RENTAL AGREEMENT THERE IS NO CONTRACT BETWEEN US.

- If you would like to contact us please [CLICK HERE](#).

## Additional Driver:

A car or van may be driven by other persons provided we give our consent and they meet the qualifications set out in section 2 of the T&Cs (*Who can rent and who can drive?*). All drivers must

meet our standard qualifications as set out in the T&Cs and provide a current *Share Driving Licence* passcode. A daily charge for each additional driver during the rental period may be levied. You will be advised of the cost for this during the booking process.

### **Age:**

The minimum age generally to rent a vehicle from us is 22. The age policy may vary at certain Europcar Branches and some vehicles and / or products will not be available at all to drivers under the age of 25. Any such variation will be indicated during the booking process. Section 2.3.4 (*Who can drive the Vehicle?*) of the T&Cs gives further details of our age policy and the young driver surcharge.

There is no maximum age restriction to driving one of our vehicles except in York where the maximum age is 75 years

### **Animal Policy:**

We do not allow any animals other than Assistance Dogs to be transported in our vehicles.

We do not supply dog guards or any other form of animal restraint for our vehicles. If you are travelling with an Assistance Dog you are therefore responsible at all times for the behaviour, safety and well-being of your dog. This responsibility includes ensuring that the Assistance Dog is suitably restrained at all times so that it remains safe; it does not distract the driver or cause risk or injury to you or any other passengers sharing the vehicle with you.

We do not under any circumstances accept liability for damage suffered by the vehicle or for injury caused to the Assistance Dog or to you or the driver or to any passengers as a result of your failure to keep the Assistance Dog appropriately restrained and/or controlled.

In addition you are required to return the vehicle to us in the same condition as it was at the start of the Hire Period (fair wear and tear excepted). If it is returned to us in a dirty or messy and/or damaged condition to the extent that it will require specialist cleaning and/or repair before it can be rented to the next customer then you will be liable for the valet or special cleaning charge and for any Light Damage or Serious Damage repairs (as appropriate) as described in the Tariff Guide attached to the standard terms and conditions of hire (T&Cs).

### **Baby and Child Seats**

It is the law in the UK that all children under three years old must use an appropriate child restraint ("baby seat") when travelling in any vehicle and that all children aged three or more years old and up to 135cm (approx 4ft 5in) in height must use an appropriate child restraint ("booster seat") when travelling in a vehicle.

- You, as the driver, are responsible for ensuring that any children aged under 14 years travelling in the vehicle use either a seat belt and/or the appropriate child restraint. The penalty for offenders is a £30 fixed penalty notice or a maximum fine of £500 if a case goes to court.
- You can hire a baby seat and/or a booster seat from us at the daily rate set out in the Tariff Guide attached to the T&Cs. Please ask for details at your local Europcar Branch or, alternatively, you can add this product to your booking via the 'Choose your extras' section.

**Please note** that whilst we can supply these seats we do not fit the seat for you. This is always your responsibility.

### **Cancellation, Modification, Refund and No Show Policy:**

This relates to situations where you may wish to cancel or modify your booking or what happens if you don't show up to collect your vehicle. Our policy for all of these situations is described under section 16 of the T&Cs (*What if I want to cancel or modify my booking?*)

### **Delivery & Collection:**

'*Deliver & Collect*' is our UK nationwide delivery and collection service that is available for cars, vans and our Selection range of cars. For a fee and for your convenience we will Deliver to and/or Collect a vehicle from your home or your place of work or a hotel (although there are some geographical restrictions).

The Deliver and Collect service is offered subject to the following conditions:

### **Delivery & Collection Availability:**

- Available at all UK Europcar branches excluding airports, Bolton, Leeds City, London Woodford Green, London Enfield, London Croydon, Manchester Trafford Park, Reading, Preston & Sheffield.
- Deliver and Collect is only available: Monday to Friday 9am - 6 pm and Saturday 9am - 1pm. Sunday not available. Delivery and collection must be booked at the time of reservation. Delivery will be made within a 1 working hour time-frame agreed at the time of booking and collection within a 2 working hour time-frame based on your selected time.

### **Delivery & Collection Charges:**

- Deliver and Collect is a paid delivery and collection service available for cars, vans and selection cars. Details of charges can be found in the Tariff Guide attached to the T&Cs.
- A fixed fee of £25.00 per delivery and collection
- £2.00 per mile travelled from/to the closest Europcar Station
- If you are not available at your home or work address in the UK to take delivery of the Vehicle at the start of your Hire Period or to hand it back to us when we collect it at the end of the Hire Period an Aborted Deliver and Collect charge will apply:
  - If we have come out to you: £45.00
  - If it has been aborted without us coming out to you: £31.00

### **Delivery & Collection Booking Notice Periods:**

- Any delivery or collection required within 48 hours of booking will be subject to a £5 additional charge
- Minimum booking notice for car delivery: 2 working hours
- Minimum booking notice for van delivery: 4 working hours
- Minimum booking notice for Selection vehicles delivery: 48 working hours
- All bookings will be confirmed by the Europcar Branch so please provide an accurate contact number. This includes confirmation of the delivery and collection time. We will deliver the vehicle within 1 hour of the time that was agreed when placing the booking. We will collect the vehicle within a 2 hour time-frame based on your selected time when placing the booking.

### **Delivery & Collection Addresses:**

Deliver and Collect is available from a home, work or hotel address. If we deliver to:

- Your home address: the address must be the same as both the payment card you used to make the booking and your driving licence and you must be available to accept delivery of the vehicle

and to sign the Rental Agreement.

- Your business address or an hotel (not available for Selection vehicles): then you must give us 24 working hours notice and we will require proof of your home address (as above), and either proof of your employment at the premises or your status as a guest (at the hotel) at the time of delivery and you must be available to accept delivery of the vehicle and to sign the Rental Agreement.

- If you are unable to provide us with the required information then we may refuse to leave the vehicle or we may ask you to complete the transaction at the Europcar Branch.

- If the vehicle is collected from a different address to the delivery address, a one-way charge may be incurred and price will be dependent on distance from the original hire location. This charge will be indicated during the booking process.

### Delivery & Collection Fuel:

- The vehicle will leave the local Europcar Station with a full tank of fuel. You are responsible for the fuel used for delivery. Unless you have taken the Full Tank Option, you are responsible for leaving the vehicle with a full tank of fuel on collection. If your collection point is within 5 miles of the local Europcar Station, you will not be charged for any fuel used. Outside of this area you will be charged all fuel used for the collection of the vehicle in line with our refuelling policy.

We reserve the right to suspend, cancel or amend Deliver and Collect service at any time without giving prior notice.

We retain the right not to deliver a car if you fail to comply with any of these Terms and Conditions.

### Deposits:

In addition to the cost of the daily rental charge you will be required to leave a security deposit. This is explained in more detail under sections 9.1 (*What are the other fees/charges that I may have to pay?*) and 19 (*Must I pay a deposit before picking up the vehicle?*) of the T&Cs.

You can also review further details of our deposit policy at the following address on this website <http://www.europcar.co.uk/terms-and-conditions/deposit-policy>

### Driving Licence:

- Satisfy the following endorsement restrictions (because this will dictate whether or not we can rent a vehicle to you or allow you to drive it):

Please note that the rules below are subject to change

UK Driving Licence Endorsements	Acceptable?
Any licence with <b>two or more</b> periods of disqualification	NOT ACCEPTABLE
Any licence with <b>one</b> period of disqualification	Refer to specific Endorsement Codes below
Any licence with <b>no</b> periods of disqualification	Refer to specific Endorsement Codes below

The individual endorsement codes that are subject to rental restrictions are as follows:

UK Driving Licence Endorsement Code	UK Driving Licence Endorsement Details	Acceptable?
UT10	Taking and driving away or attempting to take and drive away a vehicle without consent	NOT ACCEPTABLE
UT20	Stealing or attempting to steal a vehicle	
UT30	Going equipped for stealing or taking a motor vehicle	
UT40	Taking or attempting to take a vehicle without consent	
UT50	Aggravated taking of a vehicle	
BA40	Causing death by driving while disqualified	ACCEPTABLE ONLY AFTER 4 YEARS FROM DATE OF CONVICTION
BA60	Causing serious injury by driving while disqualified	
CD40	Causing death through careless driving when unfit through drink	
CD50	Causing death through careless driving when unfit through drugs	
CD60	Causing death by careless driving with alcohol level above the	

	limit	ACCEPTABLE ONLY AFTER 5 YEARS FROM DATE OF OFFENCE
<b>CD70</b>	Causing death by careless driving then failing to supply a specimen for alcohol analysis	
<b>CD71</b>	Causing death by careless driving then failing to supply a specimen for drug analysis	
<b>CD80</b>	Causing death by careless or inconsiderate driving	ACCEPTABLE ONLY AFTER 4 YEARS FROM DATE OF CONVICTION
<b>CD90</b>	Causing death by driving: unlicensed, disqualified or uninsured drivers	
<b>DD10</b>	Causing serious injury by dangerous driving	
<b>DD20</b>	Aiding, Abetting, Counselling Or Procuring DD10	
<b>DD30</b>	Reckless Driving	
<b>DD40</b>	Dangerous driving	ONLY ONE DD/DR/DG ENDORSEMENT ALLOWED
<b>DD50</b>	Causing Death By Dangerous Driving	DD ENDORSEMENT ACCEPTABLE ONLY AFTER
<b>DD60</b>	Manslaughter or culpable homicide while driving a vehicle	4 YEARS FROM DATE OF THE OFFENCE
<b>DD70</b>	Causing Death By Reckless Driving	

<b>DD80</b>	Causing death by dangerous driving	
<b>DD90</b>	Furious driving	
<b>DG10</b>	Driving or attempting to drive with drug level above the specified limit	<p>ONLY ONE DD/DR/DG ENDORSEMENT ALLOWED</p> <p>DG ENDORSEMENT ACCEPTABLE ONLY AFTER 3 YEARS FROM DATE OF THE OFFENCE</p>
<b>DG40</b>	In charge of a vehicle while drug level above specified limit	
<b>DG60</b>	Causing death by careless driving with drug level above the limit	
<b>DG80</b>	Driving or attempting to drive when unfit through drugs	
<b>DG90</b>	In charge of a vehicle when unfit through drugs	
<b>DR10</b>	Driving or attempting to drive with alcohol level above limit	
<b>DR20</b>	Driving or attempting to drive while unfit through drink	
<b>DR30</b>	Driving or attempting to drive then failing to supply a specimen for analysis	
<b>DR31</b>	Driving or attempting to drive then refusing to give permission for analysis of a blood sample that was taken without consent due to incapacity	

<b>DR40</b>	In charge of a vehicle while alcohol level above limit	<p>ONLY ONE DD/DR/DG ENDORSEMENT ALLOWED</p> <p>DR ENDORSEMENT ACCEPTABLE ONLY AFTER 3 YEARS FROM DATE OF THE OFFENCE</p>	
<b>DR50</b>	In charge of a vehicle while unfit through drink		
<b>DR60</b>	Failure to provide a specimen for analysis in circumstances other than driving or attempting to drive		
<b>DR61</b>	Refusing to give permission for analysis of a blood sample that was taken without consent due to incapacity in circumstances other than driving or attempting to drive		
<b>DR70</b>	Failing to provide specimen for breath test		
<b>DR80</b>	Driving or attempting to drive when unfit through drugs		
<b>DR90</b>	In charge of a vehicle when unfit through drugs		
<b>IN10</b>	Using a vehicle uninsured against third party risks		<ol style="list-style-type: none"> <li>1. WITH A BAN - ACCEPTABLE ONLY AFTER 4 YEARS FROM DATE OF OFFENCE</li> <li>2. WITH NO BAN - ACCEPTABLE</li> </ol>
<b>MR09</b>	Reckless or dangerous driving (whether or not resulting in death, injury or serious risk)		ACCEPTABLE ONLY AFTER 3 YEARS FROM DATE OF OFFENCE



<p><b>MR29</b></p>	<p>Driving a vehicle while under the influence of alcohol or other substance affecting or diminishing the mental and physical abilities of a driver</p>	<p>ACCEPTABLE ONLY AFTER 3 YEARS FROM DATE OF OFFENCE</p>
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For more information about driver licence endorsements, please visit .

<https://www.gov.uk/penalty-points-endorsements/endorsement-codes-and-penalty-points>

and

- provide validation of their driving record each time they hire a Vehicle from us to drive in the UK. To do this they will need to use the DVLA online service “Share Driving Licence” (at <https://www.gov.uk/view-driving-licence>) to view and create a one-time passcode. To obtain the passcode the driver will be required to supply his/her driving licence number, National Insurance number and home postcode

If a driver is unable to obtain a passcode online then s/he should call the DVLA Customer Contact Centre on 0300 083 0013 (Mon - Fri 9am - 5pm). If this is not possible then provided the driver brings their National Insurance number with them when picking up a vehicle we can help them try to obtain the passcode by giving them access to Share Driving Licence.

For more information around the driving licence changes and guidance on using ‘Share Driving Licence’, drivers can visit: <https://www.gov.uk/government/news/driving-licence-changes>

**Holders of the old style UK paper licence**  must also provide a Share Driving Licence passcode together with an additional form of photographic ID which can be a Full Valid Passport, an Armed Forces ID Card or a Police Warrant Card. No other form of identification will be accepted.

**Non UK driving licence holders must provide:**

- a full and valid driving licence which has been held for a minimum of 12 months. It must be clearly identifiable as a driving licence; entitle the licence holder to drive the category of vehicle they wish to rent from us and **valid for use in the UK**. If these conditions cannot be met then an International Driving Permit<sup>1</sup> will be required (as well as your home driving licence);

and

- the following additional documentation: (i) Passport; and (ii) proof of entry into /exit out of the UK (e-tickets acceptable) .

<sup>1</sup> If a Chinese driving licence is not accompanied by an International Driving Permit then we can accept a notary translation instead. If your home country doesn't issue International Driving Permits then a Letter of Endorsement issued by your home country Embassy or Consulate is acceptable.

**Fines & Charges**

You are liable for the payment of all charges, fees & costs arising from any congestion charge, bus lane penalties, speeding fines, road traffic offence, or parking offence involving the vehicle,

including costs from the vehicle being clamped, seized or towed away & any charges/costs (or failure to pay) of the appropriate organisation if & when they ask for these payments together with our administration fee.

Please familiarise yourself with sections 9.3.1 ('*Charges and Fees relating to Fines and Penalties*') and 21.2.4 ('*Use of Personal Information*') of the T&Cs for further information.

## **Fuel Options and Refuelling Policy**

All vehicles are supplied with a full tank of fuel at start of the hire period and you are responsible for the consumption of all fuel from the point the vehicle leaves the Europcar Branch. The rules that apply to fuelling and refuelling vehicles in the UK are set out in section 18 of the T&Cs (*What is the fuel policy?*)

**If you collect the vehicle from the Europcar Branch** and return it to a Europcar Branch yourself then, *unless you have taken the Full Tank Option* (see section 18.2.1 of the T&Cs), you must return the vehicle to us with a full tank of fuel (see section 18.2.2 of the T&Cs '*Full to full*' option). If you haven't taken the Full Tank Option and you don't return the vehicle with a full tank of fuel then we will charge you to top up the fuel tank with the missing fuel.

**If you choose our *Deliver & Collect* service** then you are responsible for the fuel we use to *Deliver* and the fuel we use to *Collect* the vehicle. The vehicle will leave the local Europcar Branch with a full tank of fuel. Unless you have taken the Full Tank Option (see section 18.2.1 of the T&Cs) you are responsible for leaving the vehicle for us to *Collect* it with a full tank of fuel. If you don't (and you haven't taken the Full Tank Option) then, if your collection point is outside of a 5 miles radius of the local Europcar Branch, you will be charged for fuel used to top up the fuel tank when we have returned it to the Europcar Branch (so this will include the fuel used by us when we *Collect* the vehicle).

Whether you have chosen to collect the vehicle from and return it to a Europcar Branch yourself or to make use of our *Deliver & Collect* service then any necessary top-up of fuel will be charged at £0.50 per litre above the national average litre price published by the RAC at the following website address: <https://www.rac.co.uk/drive/advice/fuel-watch/> plus, if applicable, a refuelling surcharge as shown in the Tariff Guide according to the refuelling rules set out under section 18.2.3 of the T&Cs.

You can find full details of the refuelling policy under section 18 of the T&Cs ('*What is the Fuel Policy?*')

## **Insurance and Protection Provisions:**

These are described in full under section 26 of the T&Cs (*Europcar insurance and protection provisions*)

## **Invoice:**

You will receive a final invoice once all elements of your rental have been settled. You will pay or be charged the full amount in one or in several lots as agreed between us.

If you book a vehicle online:

- You may decide to prepay for your booking, for example, the daily rental charge of the Vehicle and accessories for the Hire Period and for any additional services or products. Your means of payment will be debited by the agreed amount but you will not receive an invoice for that prepayment as the confirmation email will be deemed the receipt for this. Once you have returned the Vehicle to us then we will establish whether any additional fees or charges apply and will supply an invoice to show the entire cost of the Hire Period. This invoice will be sent to you via email.

- If you decide not to prepay for your booking, you will be charged at the time you pick up your Vehicle for the amount of the rental charges for the Vehicle plus the deposit and for any accessories or additional services or products or additional Drivers or protections you decide to take out before you take the Vehicle away. The cost for this will be shown on the Rental Agreement and will be agreed with you before you sign the document. Any additional fees or charges will be charged, if applicable, when you return the Vehicle (if they can be calculated at that time) and we will supply an invoice to show the entire cost of the Hire Period. This invoice will be sent to you via email.

- If you have incurred extra costs such as fines or tolls or caused damage and/or loss to the Vehicle and/or accessories then we will charge you at a later date, together with any associated administrative charges if, after the Hire Period has terminated, we become aware of them.

### **Lost Property:**

Any property placed in the car or van is at your own risk and we take no responsibility for it. Please refer to section 11 of the T&Cs (*What will happen when I return the vehicle?*) for full details of our policy in regard to loss or damage to any personal belongings.

### **Model Choice**

Make sure your trip gets off to a smooth start with Europcar UK's Model Choice service.

Drive away in the make and model you choose!

In the event that we are unable to provide the vehicle that you requested, due to mechanical issues or late returns from previous customers, you will either be offered an upgrade (if available) or the option to take a similar vehicle of the same category with a refund of the cost difference that you paid for your requested model, or a full refund.

### **One-Way Hires within the UK**

One-way hires are permitted between all Europcar Branches subject to payment of a one-way hire charge. Such charges vary but apply to all one-way hires. The charges are included in the price quoted during the booking process (if you booked online or by phone through our reservation centres) or it can be provided by the Europcar Branch where you pick-up your vehicle.

### **Payment methods:**

These are described in section 2.1.2 of the T&Cs (*Who can rent?*).

### **Tax:**

All prices include VAT unless we tell you otherwise.

### **Travelling abroad:**

Subject to certain restrictions a limited selection of our cars and vans may travel outside of the UK provided that:

- the vehicle will enter only the countries listed below;

- you have our prior consent; and
- you are carrying a valid VE103B <sup>2</sup> form; and
- you have purchased either our Europdrive or our Cross-Border Pack (whichever applies in the circumstances) <sup>3</sup>.

A Green Card is not necessary.

You must contact your Europcar Branch either at the time of booking or at the point of checkout and before travelling to ensure your vehicle is not subject to any restrictions and to obtain the relevant consent. Please note that without the correct documentation (a valid VE103B form), you could be turned back from the border or the vehicle may be impounded or you may be subject to, and liable for, a considerable charge.

The charge set out in the Tariff Guide attached to the T&Cs will be made either for our Europdrive Pack or our Cross-Border pack (whichever applies) and is payable by all customers that we agree may take their rental vehicle for travel to or in any of the following countries :

- Andorra, Austria, Belgium, Denmark, Finland, France, Germany, Gibraltar, Iceland, Republic of Ireland <sup>4</sup>, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Portugal, San Marino, Spain, Sweden and Switzerland.

***Please note that no other countries are permitted travel areas for our rental vehicles***

<sup>2</sup> A **VE103B form** is the ONLY valid document giving owner's permission to take a vehicle outside of mainland UK and acts as a duplicate of the Vehicle Registration Document. No letters or other documents should be used. The VE103B form is provided by the Europcar Branch at time of pick up or later by arrangement.

<sup>3</sup> **Europdrive or Cross-Border Pack:** Provides cover to ensure that both you and the car or van can be recovered in the event of the car or van becoming un-drivable as the result of an accident or through mechanical failure. You are responsible for ensuring the Vehicle has the correct equipment to comply with local driving regulations in the country you will be driving the Vehicle through or within

<sup>4</sup> **Relating to travel from Northern Ireland into the Republic of Ireland:** All Vehicles retained on our fleet in Northern Ireland are fitted with electronic devices which tell us if a vehicle has crossed the border from Northern Ireland into the Irish Republic. If, during your hire period, the device confirms that you have driven the vehicle across the border without our prior knowledge and consent then we will let you know immediately by email or text that the device has alerted us to your border crossing and give you advance warning that we reserve the right to charge you for the cost of the Cross-Border Pack when you return the vehicle to us at the end of the hire period.

## Verifying Your Identity

Full details of how we verify your identity is set out in section 2.2 (*Verifying your identity*) of the T&Cs.

## Contact Us

We very much hope you enjoy using the vehicle you rent from us. We do, however, appreciate that from time to time things can go wrong. If they do, we'd very much like to hear from you so we can see if there is anything we can do to put things right.

If you feel the need to complain, please contact us by phone on 0371 384 0235 (which will be charged at the standard rate from a BT landline (or similar) but other networks will vary depending on your service provider) or by email to [customerservicesuk@europcar.com](mailto:customerservicesuk@europcar.com) and we'll try to resolve your issue.

If you prefer, you can write to us in the UK at 1 Great Central Square, Leicester, LE1 4JS. Whether you call us or write to us we'll aim to respond to your complaint within 10 working days of receiving your communication. If we can't respond in these timescales, we'll tell you why and let you know when we aim to come back to you.