



**MOVE SMOOTHLY**



Your Smooth Journey Guide.

## Before setting off

Read the Terms and Conditions of Hire in full to understand your obligations.

### Check your vehicle carefully for damage such as scratches on the bodywork.

This will help to ensure there are no additional charges later.

### Check your Rental Agreement.

This includes a section for us to record the damage we have identified when we prepared your vehicle. You must ensure your Rental Agreement has all the damage listed.

### Let us know about any damage that is not recorded.

If there is any damage on your vehicle that is not listed on your Rental Agreement you must inform us immediately, ideally in person, before you leave the check-out branch. If you did not pick up your vehicle (or were not present when it was delivered) and you find any unrecorded damage, please call First Call Assist on **0800 0280 999** and advise them of it. You will need to quote your Rental Agreement number or the Vehicle Registration Number. This must be done within 24 hours of the vehicle being picked up from the Europcar branch or being delivered. Failure to report damage will result in additional charges later.

### Familiarise yourself with the vehicle.

Make sure you know where the controls are for essential instruments such as headlights, hazard warning lights, where the parking break is situated and what type of fuel the vehicle uses. For further information check the Vehicle Instruction Card which details basic operating instructions and can be found on the vehicle's sun visor or by visiting **vic.europcar.co.uk**. Should you require further assistance, please contact your nearest Europcar branch.

### Deposit

You will have paid the security deposit shown on the Rental Agreement. Any charges outstanding after the Hire Period, other than charges for damage, will be taken from the deposit.

- If you paid by credit card these funds will be authorised which means that the amount is 'marked' against the card but not actually charged to it. The authorisation therefore reduces the available credit against your approved limit. The amount will not appear on your monthly statement. It may take up to 10 working days for your bank to release a deposit authorised against your credit card.
- If you paid by debit card the amount will be blocked in your account by an electronic pre-authorisation and, provided there are no extra charges or fees to pay when you return the vehicle to us, it should be released within 10 working days of the Hire Period ending.

### Driving abroad

We allow some of our vehicles to be taken overseas to a select number of European countries. You will need to contact the check-out branch at least 48 hours in advance to obtain permission and the required vehicle On Hire Certificate Form (VE103B). In addition to the cost of hiring the vehicle you will also need to buy our Eurodrive cover. You are responsible for being aware of and complying with the driving laws and regulations in other countries. Please note that driving regulations in the UK require drivers to drive on the left hand side of the road.

### Fines, penalties & speed limits

As the hirer of the vehicle, you are responsible for and will pay for any London Congestion charges, Dartford Crossing charges and any parking fees that may apply during the Hire Period. You will also be responsible for any fines and penalty charges that occur because of offences or infringements involving the vehicle. This includes, but is not limited to, parking fines, a failure to pay London Congestion and/or Dartford Crossing charge, bus lane penalties, speeding fines, clamping release and any other traffic offences that occur whilst the vehicle is on hire to you.

An administration charge will also apply to any fines and/or penalties. Please refer to section 9.3 of the T&Cs for more details.

### Mobile phones

It is illegal in the UK to use a handheld mobile phone whilst you are driving any vehicle.

### Smoking

It is illegal to smoke in any of our vehicles. All our vehicles display a non-smoking sign on the windscreen. You will be charged a special cleaning fee/valet charge if you smoke within the vehicle. Please refer to the Tariff Guide attached to the T&Cs for details of the cost.

### Returning your vehicle

Our normal opening hours are:

**Monday – Friday 08:00 to 18:00**

(closed Bank Holidays)\*

**Saturday 08:00 to 13:00**

**Sunday CLOSED\***

\* We are open on Sundays and Bank Holidays at major airports and large city locations. The opening hours of all our branches can be found at **www.europcar.co.uk**.

### Early returns

If you return the vehicle before the return date and time stated on the Rental Agreement, then the Hire Period will end when you return the vehicle to the Europcar branch and hand the vehicle keys to a Europcar agent.

- If you prepaid at the booking stage we will not refund any unused prepaid daily rental or accessory charges to you.
- If, at the booking stage, you opted to pay-on-arrival and you return the vehicle early then, when the vehicle is checked in by us, our system will recalculate the daily rental and accessory charges according to the actual number of days you retained the vehicle. This calculation will be based on the daily rental rate and accessory charges (if any) applicable on the date of return. Whilst the recalculated daily rental and accessory charges (if any) may be higher than your original quoted daily rate the final charge should be less than or equal to the original expected Rental Charge.

### Late returns

Always allow plenty of time to get back to the check-in branch, especially at airports. The Hire Period is calculated in 24 hour periods, starting from the date and time stated on the Rental Agreement at the check-out branch. However, we do allow a 29 minute grace period at the end of the Hire Period before the start of a new 24 hour period.

### Out of hours returns

You can return your vehicle to some of our branches even when they are closed using our secure key drop-off box. Please ask the check-in branch beforehand to ensure this service is available at the location. There will be a charge for using this facility (please refer to the Tariff Guide for this) and you will remain responsible for the condition of the vehicle until it can be inspected by a member of our check-in branch team. When parking, ensure the vehicle is parked legally in a safe, well-lit area. If using a parking meter please ensure that you pay for at least eight working hours.

### Extending your hire period

If you want to extend your hire beyond the agreed check-in time/date, please notify the check-in branch at least two working hours beforehand so they can amend your Rental Agreement accordingly. Failure to do so will result in a late check-in fee being applied in addition to the standard daily Rental Charge.

### Collections

If you have asked us to collect the vehicle at the end of your Hire Period then you must ensure it is parked in a place that will allow us up to eight working hours from the end of the Hire Period to collect it without the imposition of parking, clamping, towing or compound charges. If you do not do so then you will be charged for any costs we incur as a result. You will remain responsible for the condition of the vehicle until our check-in branch is able to carry out a full inspection of it.

### Fuel

Your vehicle was supplied with a full tank of fuel, and you would have been given a choice of the following options:

- To buy a tank of fuel upfront and save time by not having to refuel before returning your vehicle to the check-in branch.
- Refuel your vehicle and bring it back to the check-in branch with a full tank. If you don't return the vehicle to us fully refuelled then we will charge you according to the provisions of section 18.2 in the Terms and Conditions of Hire.

### Personal belongings

We do not accept liability for any items or personal possessions that you may have left in the vehicle at the end of the Hire Period. Please be sure to check the vehicle thoroughly before you return it to us.

### Reporting damage

If you have damaged the vehicle during your Hire Period, please report this and call First Call Assist on **0800 0280 999** as soon as it is safe to do so.

We will need to assess the cost of repair and you will be charged for any damage unless you have purchased one of our Protection products (see sections 12 and 26 of the T&Cs for more information relating to damage to the vehicle and our Protection products). This excludes damage caused by driver misuse.

### Invoice queries

If you need any further information about your invoice or wish to reprint your invoice please visit **www.europcar.co.uk** from a desktop computer and select the options in the help menu.



## Assessing damage

You are responsible for the condition of your hire vehicle and it should be returned to us in the same condition as it was provided at the start of the Hire Period.

You will be charged for any damage to the vehicle that is outside of our normal wear and tear policy (see below).

The level of Protection you have taken (see section 26 of the Terms and Conditions of Hire for more information relating to our Protection products) will determine what your maximum liability will be (which means the excess amount shown on the front of your Rental Agreement) if, in the event of an incident, the vehicle is damaged outside of the normal wear and tear policy. This may include the cost of roadside recovery if it is necessary. Please refer to section 12 of the Terms and Conditions of Hire for further details of how we evaluate your liability in the event the vehicle is damaged outside of the normal wear and tear policy.

### What is normal wear and tear?

Normal wear and tear is damage that naturally and inevitably occurs as a result of normal use of the vehicle or ageing. We regard the following items as normal wear and tear rather than damage. These will therefore not be recorded and you will not be charged for the cost to repair them.

Our check-in branch team will measure any damage.

### Body & paintwork

- A small area of stone chipping (up to 5mm) and light surface scratching (up to 75mm) typical of everyday use is acceptable – please use the diagrams on the left to guide you.
- A small dent (up to 25mm/size of a 10p coin) is acceptable, unless it has broken the paintwork or is on the swage line (side mouldings).

### Glass & light units

- Small glass chips (under 5mm) are acceptable to windscreens and headlamps – please use the diagrams on the left to guide you.

### Interior & luggage area

- Normal wear and soiling through everyday use is acceptable. You will be charged for any damage including rips and tears or for anything that is broken or missing, or for the removal of any permanent stains or for smoking.

### Wheels & tyres

- Tyres should have no obvious damage caused through kerbing or abuse.
- Wheel rim and wheel trim scuffing (up to 40mm total area is acceptable) excluding main wheel body scuffing or wheel distortion.

### Let us know about any damage that is not recorded

If there is any damage on your vehicle that is not listed on your Rental Agreement, you must inform us immediately, ideally in person, before you leave the check-out branch. If you did not pick up your vehicle (or were not present when it was delivered) and you find any damage that is not recorded on your Rental Agreement then please call First Call Assist on **0800 0280 999**. You will need to quote your Rental Agreement number or the Vehicle Registration Number.

### Damage price guide

A copy of our damage price guide can be found here: [europcar.co.uk/damage-price-guide](http://europcar.co.uk/damage-price-guide).

## Useful contact numbers

### First Call Assist™



In the event of an accident or incident call **0800 0280 999**

### Accident Reporting Process

In the event of an accident or incident call First Call Assist as soon as it is safe to do so on **0800 0280 999** and press **option 1**. Please quote your Rental Agreement or Vehicle Registration Number.

- Do not admit liability - provide all of the details of the incident to First Call Assist along with photographs so that we can deal with any claim.
- Obtain contact details and Vehicle Registration Number of the other drivers.
- Tear off the relevant Accident Card from the back of this leaflet, and give it to the other party along with the Europcar Vehicle Registration Number.

### In the event of a breakdown

Please see the customer information sticker for contact details. This can be found on the **vehicle windscreen**.

### In the event of tyre, windscreen or glass damage

Please call First Call Assist on **0800 0280 999** and press the relevant option.

### Congestion Charges and Tolls

To pay the London Congestion charge call: **0343 222 2222**

To pay the Dartford Crossing charge call: **0300 300 0120**



To make or amend a booking call Central Reservations: **0871 384 9900\*\*\***



FAQ's can be found by visiting [faq.europcar.co.uk](http://faq.europcar.co.uk)

In the event of an emergency call **999**



Europcar is proud to be associated with the BVRLA, the trade association for the UK vehicle rental and leasing industry.



the driving people

Our damage policy has been developed in partnership with RAC to ensure it is fair and transparent.

# Europcar

moving *your* way

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**20% off**  
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box when you book your rental.

# MOVE ANYWHERE

\*\*Offer is only available for UK rentals booked via [europcar.co.uk](http://europcar.co.uk) and quoting a valid Nectar card number at the time of booking. Visit [europcar.co.uk/conditions](http://europcar.co.uk/conditions) for full details of how to qualify for the Nectar points and discount offer in addition to a copy of the Europcar standard terms & conditions of hire which will apply to the rental. All rentals are subject to vehicle availability and driver qualification.

**Europcar**  
moving *your* way