Europcar

moving your way

Terms and Conditions of Hire.

11 February 2019

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Europcar

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Thank you for renting with Europcar

We are Europcar Group UK Limited. We are a private limited company registered in England and Wales under company number 01089053 and our registered office is at James House, 55 Welford Road, Leicester LE2 7AR in the United Kingdom.

In accordance with these Terms and Conditions of Hire ('**T&Cs**') we will have the following obligations:

A. to rent a Vehicle (either a car or a van which will be the same as or similar to the vehicle that you specify in your booking) plus any requested Accessories (general accessories which form part of the Vehicle, such as, for example, locking wheel nuts, parcel shelves and boot covers, and items added to the Vehicle by us, such as booster cushion, child seats and satellite navigation units) to you (being the person named in the Rental Agreement (as defined below) and the person who signs it) for the period of time that is specified in the Rental Agreement and which shall not exceed 84 days (the "**Hire Period**").

B. to provide certain ancillary services with all of our rentals and to offer you other ancillary services or products which are available at an extra cost.

The relationship between you and Europcar is governed by these T&Cs together with the following documents which, once you have signed the Rental Agreement, will form a legally binding contract between us and will govern your use of the Vehicle during the Hire Period:

i. the booking confirmation email (where you have prebooked your rental online or through our reservation centres);

ii. the Rental Agreement including, if applicable, its specific conditions which is the document you sign at the time of check-out or the first day of rental;

iii. the Tariff Guide to additional costs;

iv. the Light Damage Charges Schedule and the Tyre Charges Schedule; together the '**Contract**'

In case of any conflict between any of the documents comprising the Contract then these T&Cs will take priority

If you are a company or other organisation for which a credit account has been opened the contractual documents forming the Contract between us must be read in conjunction with any corporate agreement that may exist between the parties. In the event of any inconsistencies the provisions of the corporate agreement will prevail.

If any provisions contained in these T&Cs and/or any of the contractual documents listed above are found by any court or relevant authority to be unlawful, invalid or unenforceable, the remaining provisions shall not be affected and will remain in full force and effect.

1. TO WHOM DO THE RENTAL TERMS AND CONDITIONS APPLY ?

These T&Cs will apply to:

1.1. you because you are the person who is paying for the rental and any associated costs and you may also be a driver;

1.2. any other driver who is expressly named on the Rental Agreement and who is therefore authorised to drive the Vehicle;

1.3. a driver (a "**Referred Driver**") named on a Rental Agreement that records the hirer's name as an insurer, bodyshop, dealership or recovery agency (eg., the RAC or AA or similar).

2. WHO CAN RENT AND WHO CAN DRIVE?

2.1. Who can rent?

Any person who:

2.1.1. is legally capable of entering into a legally binding contract and is prepared to accept responsibility for the Vehicle throughout the Hire Period; **and**

2.1.2. has the means to pay for the hire of the Vehicle and any associated costs that will be accepted by us (see table below); **and**

Payment method	
Cash	Not accepted
Cheques	Not accepted
Credit Cards	Accepted always
Debit Cards	Accepted always
Accredited, prepaid or preloaded cards	Not accepted
Hire Vouchers	Accepted always

2.1.3. provides valid identification documents as indicated in the table below so that we can verify their identity and approve them for rental.

Documents required	
ID	Optional
Passport	Optional
Driving Licence	Mandatory
For UK residents only – a Utility Bill or Bank Statement that shows your home address	see details below regarding verifying your identity below

2.2. Verifying and approving your identity for rental:

2.2.1. **If you live in the UK:** before we can let you hire a Vehicle from us, in addition to providing photographic ID (ie., driving licence or passport), we may

- verify your identity and home address by using a third party authentication checking system. Depending on the results of the check we may need you to provide paper-based proof of identity (such as a utility bill or bank statement that shows your home address) that is less than 3 months old on the date you pick up the Vehicle from us. It may be helpful to have such documentation with you just in case as, if we need such paper based proof of identity and you can't provide it when we ask you for it, we won't be able to hire a Vehicle to you. Paper based proof will not be acceptable for our Selection range of vehicles; and

- undertake checks for the purpose of preventing fraud and money laundering. This may include checking your accident claims and motor vehicle history via a third party fraud prevention and detection database service.

When we and third party fraud prevention agencies process your data for these purposes, we do so on the basis that we have a legitimate interest in preventing and detecting fraud and verifying your identity before providing you with vehicle. If you pass this check and your identity and home address is successfully verified then we can let you have a hire Vehicle but if you fail this check we won't be able to hire a Vehicle to you irrespective of whether your identity and home address is successfully verified.

2.2.2. **If you live outside the UK:** then, when you collect your Vehicle, in addition to photographic ID (ID card or passport) we will ask to see proof of return flights or alternative return travel arrangements and contact details within the UK. If you can't provide such documents when we ask you for them we won't be able to hire a vehicle to you.

2.3. Who can drive the Vehicle? (the "Driver")

The Driver of a Vehicle will be any person who is deemed by us to be authorized to drive the Vehicle because they comply with all of the following requirements:

2.3.1. they are expressly mentioned and fully identified on the Rental Agreement as either the hirer or an additional driver or a Referred Driver;

2.3.2. they have provided a valid driving license and a valid identification document according to the requirements of section 2.2 above; and

2.3.3. they hold a full and valid driving license

- **UK driving licence holders:** must have held a full and valid driving licence for a minimum of 12 months that satisfies the endorsement restrictions shown in the UK Terms and Conditions section of the Europcar website (**europcar.co.uk/terms-and-conditions/specific-terms-per-country**). UK driving Licence holders must provide validation of their driving record each time they hire a Vehicle from us to drive in the UK and will need to use the DVLA online service "Share Driving Licence" to view and create a one-time passcode. Each Driver should go to **https://www.gov.uk/view-driving-licence** where she/he will be asked to submit his/her driving licence number, National Insurance number and home postcode. The passcode, **which will be valid for a maximum period of 21 days from the point it is generated**, must be presented to us and still be valid when picking up any Vehicle from us. If we need to check the Driver's licence with DVLA for any reason (other than by using the Share Driving Licence passcode) then you agree to pay the DVLA Contact charge that is set out in the Tariff Guide;

- **Non UK driving licence holders:** must have held a full and valid driving licence for a minimum of 12 months. Licences issued overseas must be clearly identifiable as a driving licence, otherwise an international driving permit will be required.

- If you need to supply an international driving permit as well as the actual licence then both documents must show the same address in your country of residence. It is acknowledged that some countries do not issue international driving permits. In such circumstances a Letter of Endorsement, issued by the relevant Consulate or Embassy, will be accepted.

- In addition the following documentation must also be provided: (i) Passport; and (ii) proof of entry/exit into/out of the UK (e-tickets acceptable)

  and

2.3.4. they comply with the minimum age requirements that are indicated during the booking process. A "**Young Driver Surcharge**" as set out in the Tariff Guide will apply to all Drivers aged between 22 and 26. The age policy may vary at certain UK locations and some Vehicles and / or products will not be available at all to Drivers under the age of 25. These restrictions will be indicated during the booking process. If you are under the age of 25 you should contact the UK Europcar Station directly for more details on their renting policy. The minimum age to drive one of our Selection range of vehicles is 25 or 30 depending on the Vehicle. These restrictions will be indicated during the booking process.

2.4. Who cannot drive the Vehicle? (an 'unauthorized driver')

2.4.1. Any person that is **not** expressly mentioned or identified on the Rental Agreement as a Driver (see section 2.3 above); and

2.4.2. Any person who cannot provide valid identification documents as indicated in sections 2.1.3 and 2.2 and 2.3 above.

2.4.3. An unauthorized driver will not be covered by any of the insurance or protection products we offer. Only third party liability insurance (compulsory protection) will apply.

2.4.4. If you allow an unauthorized driver to drive the Vehicle then you are considered to be in breach of the Contract and you will be responsible for any consequences that may arise as a result. This will include compensating us for any damage caused by you and/or the unauthorized driver.

3. WHERE CAN I DRIVE A VEHICLE ?

3.1. You must not take our Vehicle (nor permit the Vehicle to be taken) outside Mainland UK and Northern Ireland ("**the Territory**") without obtaining our prior written consent. Written consent (which will be by a form named 'VE103B') is essential whether you are just visiting the Republic of Ireland, crossing the Channel to France or going for a longer journey into Europe. The VE103B is provided as part of both our Europdrive and Cross-Border Packs. The Cross Border Pack applies and is required only if you are visiting the Republic of Ireland from Northern Ireland or the UK Mainland. There is a charge for both the Europdrive and Cross-Border Packs. The charges are set out in the Tariff Guide.

3.2 Travel from Northern Ireland into the Irish Republic 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.

3.3. If you do take a Vehicle abroad whether we give you our consent or not you are responsible for ensuring the Vehicle has the correct equipment to comply with local driving regulations in the country(ies) that you intend to drive in or through. If the Vehicle needs to be modified in any way you must always obtain our prior written consent to make the modification and, if we give that consent and the modification of the Vehicle is carried out, you will be responsible for any loss and/or damage caused by the modification.

Please be aware that you must comply with all road traffic regulations in the country where you drive the Vehicle and you must ensure that the Vehicle you are driving complies with the local legislation for each country that you may drive in or through.

4. WHAT TYPE OF VEHICLE CAN BE RENTED AND FOR WHAT PURPOSE ?

You can rent either a passenger car or a van and you must drive the Vehicle in accordance with its intended use as follows:

4.1. passenger cars are intended for the carriage of varying numbers of people (depending on the manufacturer's recommendations); and

4.2. vans may be used for the carriage of goods up to the identified weight limit.

5. WHAT ARE MY OBLIGATIONS TOWARD THE VEHICLE ?

When renting a Vehicle from us both you and/or any Driver or Referred Driver (each of whom, for the purposes of this section, will be included in the term 'you') must comply with the following obligations:

5.1. Return the Vehicle and its keys, Accessories and documentation to us:

5.1.1. at the return station identified in the Rental Agreement;

5.1.2. by the expiry time and on the date specified on the Rental Agreement, noting that we allow you a grace period of 29 minutes after the expiry time and date (please see sections 5.12 and 11.1.5 below); and

5.1.3. in the condition that we provided them to you at the start of the Hire Period, subject to any fair wear and tear. For a definition of fair wear and tear please refer to our 'Guide to a Smooth Journey' which can be found on **http://www.europcar.co.uk** at the foot of the Home page; and

5.1.4 with a full tank of fuel unless you have purchased our 'Full Tank Option' (see sections 9.3.2.1 and 18.2.1.

If you do not return the Vehicle as stipulated in this section 5.1 then we will take all necessary measures outlined in these T&Cs and, in particular, in its section 11 *(What will happen when I return the Vehicle?).*

5.2. Never drive the Vehicle outside the Territory (see section 3 above) without our prior written consent. Moreover, if we do consent then, it is for you to ascertain that the Vehicle has the correct equipment to comply with the local driving regulations of the country that you will be driving in or passing through.

5.3. Drive the Vehicle in accordance with all applicable road traffic laws and regulations and ensure that you are familiar with all relevant local laws and driving regulations.

5.4. Ensure that any luggage or goods transported in the Vehicle are secured to the extent they will not cause damage to the Vehicle or cause risk to any passengers or to any third party or to any third party property.

5.5. Treat the Vehicle with due care and respect and make sure that it is always locked and protected by its anti-theft devices when it is parked or left unattended.

5.6. Never drive the Vehicle whilst you are under the influence of alcohol, hallucinatory drugs,narcotics, barbiturates, other illegal drugs or any other substance (whether legal or illegal) that is liable to impair your driving ability.

5.7. Not fit any roof or bike rack or any tow bar nor allow anyone else to do so. If these are already fitted you must not (nor allow anyone to) modify them. You must not fit winter tyres (nor allow anyone to do so) or make any other modifications to the Vehicle without our prior written consent. You will be responsible (even if we give consent) for any damage caused by the fitting of winter tyres or subsequent exchange to normal tyres or for any other modification.

5.8. Not smoke in the Vehicle nor allow anybody else to do so. If we reasonably think that smoking has happened in the Vehicle you must pay our Special cleaning / valet charge which is described in section 9 (*What are the other fees / charges that I may have to pay?*) below.

5.9. Refill the Vehicle with the correct type of fuel. If unsuitable fuel is added then you will be responsible for all reasonable expenses incurred by us in the repair of any damage that may be caused to the Vehicle which will be calculated in accordance with the rules described in section 12 (*Damage to the Vehicle*) below.

5.10. Make routine inspections in respect of the Vehicle condition: for example, oil and water and coolant levels, front and rear windscreen washer fluid and tyre pressures and take any preventive actions necessary to keep the Vehicle in good working order.

5.11. Do not use the Vehicle nor allow the Vehicle to be used:

5.11.1. for rehire; neither can you mortgage, pawn, sell or in any way pledge or attempt to or give anyone any legal rights over the Vehicle or any part of it or any of its Accessories;

5.11.2. to carry passengers for hire or reward;

5.11.3. to carry more passengers than is recommended by the Vehicle's manufacturer;

5.11.4. to carry flammable and/or dangerous merchandise; toxic, harmful and/or radioactive products or those that infringe applicable local laws and regulations, or to transport merchandise with a weight, quantity and/or volume in excess of what is recommended by the Vehicle's manufacturer;

5.11.5. for racing, off-roading, reliability trials, speed testing or to take part in rallies, contests, or trials, wherever they are located, official or not;

5.11.6. to transport live animals (with the exception of Assistance Dogs, subject to our prior written consent. Please refer to section 25.1 for full details as to our Animal Policy)

5.11.7. to give driving lessons;

5.11.8. to push or tow another vehicle or trailer (except where the Vehicle you are renting is already fitted with a tow-hook when the maximum load will be 1,000 kilo);

5.11.9. on gravel roads or roads that are unfit for motor vehicles or where the surface or condition of it involves risks for the tyres or for the underside of the Vehicle or for the Vehicle itself, such as beaches, forest paths, mountains, etc.;

5.11.10. to intentionally commit an offence.

5.12. Return the Vehicle and its keys, Accessories and documentation to us by the expiry time and date specified in the Rental Agreement and in a condition that complies in all respects with with the requirements of section 5.1 above. We allow you a grace period of 29 minutes after the expiry time and date and if you don't return the Vehicle within this period then we will charge you:

5.12.1. the daily charge for each day (or part day) that you keep the Vehicle beyond the expiry time and date specified in the Rental Agreement plus an unauthorised Extension Charge (which is set out in the Tariff Guide); and

5.12.2. for damage caused to the Vehicle (if any) as set out in section 12 below up to the value of the damage excess amount that you agreed at the start of the Hire Period provided always that you have not done something or failed to do something which compromises or invalidates the insurance and protection provisions (see section 26 below); and

5.12.3 for any missing fuel (if applicable) in accordance with sections 18.2.2 and 18.2.3 of these T&Cs.

5.13. **You must not allow any unauthorised driver to drive the Vehicle which includes you deliberately allowing the unauthorised driver access to the Vehicle or the access being acquired due to your negligence, negligent act or failure to act.**

If you fail to fulfil any or all of these obligations then, it may cause the insurance and protection provisions (set out in section 26 below) to be compromised and/or invalidated and you will be responsible for and will pay to us all reasonable costs of any detrimental consequences, loss and/or damage that may arise as a result. In addition we reserve the right to demand immediate return of the Vehicle if the contracted and/or optional insurance coverage and complementary services are compromised and/or invalidated.

6. WHAT SERVICES ARE INCLUDED IF I RENT A VEHICLE ONLY ?

Basic hire charge includes the following services
Technical assistance to the Vehicle for breakdown recovery due to mechanical faults (not driver error or abuse) see further details under sections 8.3 and 14.1 below)
The initial cleaning of the Vehicle
Our Basic Protection Package which includes Collision Damage Waiver ('CDW') and Theft Waiver ('TW') unless section 9.2 applies to your rental
Third party liability insurance
Limited / Unlimited Mileage (depending on the applicable rate or product)

7. WHAT OTHER SERVICES ARE AVAILABLE THAT ARE NOT INCLUDED IN MY RENTAL ?

We do offer the following additional services or products but the cost for each one (as shown in the Tariff Guide) will be charged in addition to the rental charge:

Additional services and products
Child seats & Booster cushions
Additional Driver(s)
One way hire
Additional rental days
Other Protection Packages
Out of hours collection
Satellite Navigation units
Delivery and collection
Roadside Assistance Plus & Roadside Assistance Express
Europdrive and/or Cross-Border packs

8. WHAT IS INCLUDED IN THE PRICE I PAY ?

The information you provide to us at the time of booking (such as the duration of the Hire Period or your age or any Driver or Referred Driver's age) will determine the price you pay. Any change to that information could therefore also mean that the price changes. The price of your rental will be those prices in force at the time of booking or at the time you make any changes to that booking.

The price you will pay comprises the following items:

8.1. The daily rental charge for the Vehicle for the agreed number of calendar days (this will include the standard inclusive ancillary services (see section 6 above for details)) unless you are a Referred Driver (see section 1.3 above) when you will not be responsible for the daily rental charge recorded on the Rental Agreement for the Hire Period (but you will be responsible for the daily rental charge if you extend the Hire Period for your own purposes).

8.2. The cost of both third party liability insurance and our Basic Protection package which includes Collision damage (CDW) and theft (TW) waiver covers (unless you have chosen to provide your own fleet insurance or you are a resident of Canada or the United States of America and have purchased a product that excludes collision damage waiver and/or theft waiver covers (see section 9.2 below).

8.2.1. If you haven't purchased any of the excess reduction products that we offer, you will be responsible for paying an amount up to the collision damage waiver excess shown on the Rental Agreement together with all relevant charges each time the Vehicle is damaged or stolen during the Hire Period whether or not you were at fault.

8.2.2. Neither of our waiver covers (CDW / TW) nor any of our excess reduction products protects you for:

- loss of, or damage to, the Vehicle and/or Accessories caused by Driver abuse, negligence or breach of the Contract. In these circumstances you will be responsible to pay the sums set out in section 12 below in full and your liability will not be capped at the Excess amount; or
- any goods or personal possessions that you carry in a Vehicle (which are carried at your own risk) or which are left in the Vehicle when you return it to us.

8.2.3. You must comply with all of the terms and conditions of the Contract so that our third party liability insurance and/or collision damage waiver and/or other excess reduction products (whichever apply) are not compromised and/or invalidated. If you do not do so then we and/or any provider of those products (whichever applies) may decline to accept responsibility for any loss of, or damage to, the Vehicle arising during the Hire Period. If cover is declined, you will be liable to pay the sums set out in section 12 below in full and your liability will not be capped at the Excess amount.

8.3. Subject to section 14.1 below you will have the benefit of around the clock breakdown service or the Vehicle for the duration of the Hire Period.

8.4. Any other services you choose to add at your further cost (see section 7 above).

8.5. Value Added Tax.

8.6. Any additional fees or charges that are linked to you personally (for example: your age (if you are a young Driver)).

8.7 For the avoidance of doubt the price you pay does not include the cost to us of filling the fuel tank (refuelling) should you be in breach of your obligation to return the Vehicle to us with a full fuel tank (see sections 9.3.2.1 and 18.2.2)

9. WHAT ARE THE OTHER FEES / CHARGES THAT I MAY HAVE TO PAY ?

9.1. The Deposit

9.1.1. The deposit will have been explained in the confirmation email that was sent to you if you booked your Vehicle on our websites **www.europcar.co.uk** or **www.europcar.com** or via our Reservations Centres, or alternatively it will have been explained to you in person. You can review how the deposit is calculated at the following address on our website **http://www.europcar.co.uk/terms-and-conditions/deposit-policy**

9.1.2. To ensure there is no confusion (and in case you did not book through the websites or via our Reservations Centres) we want to confirm that in addition to the cost of the daily rental charge (that you either prepaid at the booking stage or will pay at the time of pick-up) we will ask you to leave us with some security for any additional charges that may arise during your use of the Vehicle over the Hire Period. This security is in the form of a financial deposit and the amount for this will have been specified in your confirmation email. The deposit amount will also be confirmed on the Rental Agreement.

9.1.3. If you need any additional information regarding the deposit please refer to section 19 below ('*Must I pay a deposit before picking up the Vehicle?*') or contact us by phone on **0871 384 1087** (calls will cost 10 pence per-minute plus your phone company's access charge) or by email to **reservationsuk@europcar.com** and we'll try to answer any questions you may have.

9.2. Your Insurance

9.2.1. **Corporate Fleet policies only**

9.2.1.1. If you have not purchased any of our Protection products (see section 8.2 above and the guide to the Europcar Insurance and Protections provisions under section 26 below) and you are covered by your company's fleet insurance policy then your company is responsible for the cost of such insurance and for any excess that may apply to it. The insurance cover provided under such a fleet policy must be fully comprehensive insurance without restriction or excess (or equivalent) and be effective from the start of your Hire Period (when the Vehicle will be your responsibility) until the earlier time of 8 working hours after the end of the Hire Period or the inspection and permanent return to us of both the Vehicle and its key and any accessories (when responsibility for the Vehicle will pass back to us).

9.2.1.2. We reserve the right to ask you for satisfactory proof of your fleet insurance before we let you have a Vehicle. If you become aware of any changes in your fleet insurance cover during the Hire Period you must tell us by notifying our insurance department in writing at our UK address (shown on page 1 of these T&Cs).

9.2.1.3. It is your responsibility to ensure that your fleet insurance complies with these requirements. In the event that any fleet insurance provided by you fails to be effective or satisfactory, you are responsible and must pay us the sums set out in section 12 below.

9.2.2. **Residents of Canada and USA only**
If you are a resident of Canada or the USA and have purchased a rental product that excludes collision damage waiver then only third party liability insurance will be included in the daily rental charge. You can purchase our collision damage and/or theft waiver products and any of our excess reduction products (see the Insurance and Protection provisions set out in section 26 below) but if you do not do so and the waiver cover supplied by your credit card provider does not give complete protection then you will be responsible for and must pay us in full for the sums set out in section 12 below without the application of any Excess amount. Please note that whilst we do accept waiver covers supplied by some credit card providers we do not accept either the transfer of personal car insurance policies or the cover provided by any third party waiver products that can be purchased online via a broker or similar trader.

9.3. Charges

We may charge you for various services that we will carry out as a result of incidents that may occur during the Hire Period and/or how you used the Vehicle. **These Charges (inclusive of VAT (or Insurance Premium Tax where applicable)) are listed in the Tariff Guide that is included in the document attached to your confirmation email and/or which is provided to you when you pick up the Vehicle.** Such charges include, but are not limited to, the following:

9.3.1. **Relating to Fines and Penalties**
Where the term '**issuing body**' is used in this section 9.3.1 it can apply to any, or all, of the following organisations:

- police or other enforcement agencies or other issuing authorities where a driving offence or suspected driving offence has been committed during a Hire Period;
  and
- either a public or a private enforcement agency that are entitled to issue parking charge notices and associated fines where a purported or actual breach of contract has arisen.

9.3.1.1. You are responsible for and will pay all charges arising from:

- any congestion or parking charges (or failure to pay them);
- a breach of any parking restrictions or a road traffic offence or any other offence or infringement involving the Vehicle such as (but not limited to) lane infringement, tunnel, turning and bus lane charges including the costs from the Vehicle being clamped, seized or towed away and any other charges/costs (or failure to pay them) levied by an issuing body.

  You are and will remain primarily liable for such charges and you consent to us notifying such organisations of your personal details to effect a transfer of liability.

- **If we are required to deal with such correspondence** we will charge your credit/debit card for our Third Party Administration Charge as set out in the Tariff Guide. You have the right to challenge that Third Party Administration Charge **within 14 days of the date of the invoice.** The Third Party Administration Charge will only be refunded if you can provide supporting evidence to show that the issuing authority
  (i) has rescinded the fine or penalty; and

  (ii) confirms that the original charge did not apply in any event.

9.3.1.2. If we receive a penalty charge notice or a parking charge notice that is issued by any issuing body for the Vehicle during your Hire Period and which is capable of being paid then we may pay it so that we mitigate the cost of it. **Where we, at our discretion and for whatever reason, choose to pay such charges you will reimburse us the said charge plus our Third Party Administration Charge (for each charge we pay or each time we deal with such correspondence)**. If we do pay it then we will take the following actions:

- we will inform you by letter that we have paid the penalty and we will enclose an invoice for the cost of the penalty plus our Third Party Administration Charge; and

- we will tell you that we intend to take the money for the cost of the penalty and the Third Party Administration Charge from your credit/debit card **within 14 days of the date of our letter** unless you write to us with a legitimate reason why the fine or penalty should not have been paid.

- If you do not contact us or you admit the validity of the fine or penalty then we will take the money from your credit/debit card on the 15th day following the date of the letter

- *If you do contact us with a legitimate reason as to why the fine or penalty should not be paid* then we will put this to the issuing body. If the issuing body refuses your appeal then we will confirm this to you and then take the money for the cost of the penalty and the Third Party Administration Charge from your credit/debit card. If the issuing body allows the appeal and both rescinds the fine or penalty and confirms to us that the original charge did not apply in any event then we will not take any money from your credit/debit card.

9.3.2. **Other Charges**

9.3.2.1. Any additional charges that are linked to other events which take place during your rental. All such charges are set out in the Tariff Guide and include – but are not limited to - the following examples:
charges for damage suffered by the Vehicle see section 12 below
a 'one way hire' charge you wish to return the Vehicle to a different Europcar Branch than you originally planned
a 'reservation amendment' charge
each time you modify any details of your booking once the Hire Period has started
Special cleaning / valet charge if we have to return the Vehicle to the same condition it was in before the start of the Hire Period (including for smoking in the Vehicle)
Lost or stolen or damaged keys (whether or not you are at fault for the loss, theft or damage) plus the Light Damage Administration Charge

Refuelling surcharge if you do not return the Vehicle to us with a full tank of fuel and you have not purchased our 'Full Tank Option' (see further details under section 18.2.1 below and the Tariff Guide)
'Excess Mileage Charges' for any additional miles you travel over and above the mileage allowance (if any) included in the rental charge
'Out of hours key returns box' charge will apply if you return the Vehicle to the Europcar Branch outside of normal opening hours and leave the keys in the key return box. It will also apply if you leave the keys in the key return box during normal opening hours.
'Unpaid Charges Admin Charge' will apply if we have to recover charges associated with your rental that you have not paid. Reasonable legal fees, statutory court costs and interest may also be payable in addition to the Unpaid Charges Admin Charge (as shown in the Tariff Guide)
'Europdrive' pack and 'Cross-Border' pack will be required if you wish to take the Vehicle from the UK into Europe or between Northern Ireland into the Irish Republic. These packs include the form VE103B which gives our consent (as registered keeper) for you to drive the Vehicle outside of the Territory (see section 3 above and the Tariff Guide for further details) plus other important information relating to recovery following a breakdown or incident

You agree that if you fail to make a payment to us when it is due and you still do not make payment within 5 days of us reminding you that payment is due then we may cancel the Contract and demand the immediate return of the Vehicle. We will only take this action if we have reasonable belief that you may not pay the amounts you owe and we have requested you to explain the position and you have failed to do so satisfactorily.

10. WHAT SHOULD I PAY ATTENTION TO WHEN I PICK UP THE VEHICLE ?

10.1. When you pick up the Vehicle from us you will be asked to sign a section on the Rental Agreement that describes the Vehicle's condition at that particular time. Before you sign the Rental Agreement you should;

10.1.1 inspect the Vehicle and any Accessories for any pre-existing damage; and

10.1.2 check that the Vehicle's fuel tank is full.

10.2. If you notice any apparent defect or damage that is not described on the Rental Agreement then you should ensure a note is made on the Rental Agreement and that we both sign the change to it.

10.3. Where it isn't possible to check pre-existing damage to the Vehicle and any Accessories at the time of pick-up you must notify any such damage to us within 24 hours of the start of the Hire Period. Notification of such damage should be made by phoning **0800 0280 999** and selecting option 4.

10.4. If you don't notify us of any pre-existing defect or damage then we will assume that you have accepted the Vehicle and any Accessories in the condition set out on the Rental Agreement and we will charge you for any new damage that is discovered when the Vehicle and any Accessories are inspected by both parties when you return the Vehicle.

10.5 Familiarise yourself with the Vehicle before driving it on the public highway. Make sure you know where the controls are for essential instruments such as headlights, indicators, hazard warning lights, where the parking break is situated (and how it is released and applied) 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 **https://www.europcar.co.uk/vehicle-information-card**. Should you require further assistance please ask the Branch staff or, if you have already set off on your journey, contact your nearest Europcar Branch.

11. WHAT WILL HAPPEN WHEN I RETURN THE VEHICLE?

11.1. Return of the Vehicle generally

11.1.1. You should return the Vehicle to the Europcar Branch on the date and at the time shown on the Rental Agreement. You may return the Vehicle to another of our Branches if you pay the '*one-way hire*' charge set out in the Tariff Guide. Please consult with the Europcar Branch of pick up to arrange this. If we are to collect the Vehicle and key from you it must be parked in a suitable place to allow collection at any time up to a period of 8 working hours from the end of the Hire Period without the imposition of any fines or congestion charges.

11.1.2. You are responsible for any fuel you use during the Hire Period and for returning the Vehicle to us with a full tank of fuel unless you purchased our 'Full Tank Option' at the time of check-out. If you have not purchased the Full Tank Option and you don't return the Vehicle with a full tank of fuel then we will charge you:

- for fuel required to refill the Vehicle's fuel tank at our published rates on the date of return; and
- if applicable, a refuelling surcharge. Further details of our Fuel Policy and the refuelling surcharge is set out in section 18 and in the Tariff Guide

11.1.3. **Personal Property**
We are not responsible for any loss of, or damage to, any personal belongings placed in or on the Vehicle which will at all times be your responsibility. You must not leave any personal belongings in or on the Vehicle when you return it to us (you are responsible for checking and removing your personal belongings from the Vehicle). Any personal belongings left in or on the Vehicle which remain unclaimed 2 months after the end of the Hire Period will be disposed of.

- if applicable, a refuelling surcharge. Further details of our Fuel Policy and the refuelling surcharge is set out in section 18 and in the Tariff Guide

11.1.3. **Personal Property**
We are not responsible for any loss of, or damage to, any personal belongings placed in or on the Vehicle which will at all times be your responsibility. You must not leave any personal belongings in or on the Vehicle when you return it to us (you are responsible for checking and removing your personal belongings from the Vehicle). Any personal belongings left in or on the Vehicle which remain unclaimed 2 months after the end of the Hire Period will be disposed of.

11.1.4. **Early Return**
If you return the Vehicle before the return date and time stated on the Rental Agreement then we agree that the Hire Period will end when you return the Vehicle to the Europcar Branch and hand the Vehicle keys to a Europcar agent. Please note, however, that the rental charges will remain the same (ie., as if you had not returned the Vehicle to us before the return date and time stated on the Rental Agreement) as we will not refund any unused daily rental or accessory charges to you.

11.1.5 **Late Return**
We allow you a grace period of 29 minutes after the expiry time and date of the Hire Period shown on the Rental Agreement in which to return the Vehicle to us. If you fail to do so, and you have not extended the Hire Period in accordance with section 17 below of these T&Cs, then if we do not hear from you for a period of 24 hours concerning the delay in its return we will regard the Vehicle as having been stolen and will report this to the police. We will take all lawful means to recover the Vehicle (which may include repossessing it or applying for a Court Order requiring you to return it and/or pay us an amount equal to the Vehicle's market value). If we have to take such steps then:

- you give us permission (and cannot withdraw it) to access your premises for the purposes of repossessing the Vehicle so long as we do not use unreasonable force or cause damage; and
- you must pay the charges set out in the Tariff Guide plus our reasonable legal or professional costs (to the extent not covered by the Tariff Guide).

11.2. Attended check-in of the Vehicle during opening hours

When you return the Vehicle to us you should take the opportunity to:

11.2.1. ensure you have removed all of your personal belongings (you are responsible for checking the Vehicle); and

11.2.2. inspect the Vehicle together with our agent and countersign the check-in document which includes a record of any new damage (from that described on the Rental Agreement at the time of pick up or which you notified to us in accordance with the provisions of section 10.3). The procedure detailed in sections 12.3 and 12.6 will then apply.

11.3. Unattended check-in of the Vehicle

If you wish to use our "out of hours" returns service (please refer to **https://www.europcar.co.uk/locations/uk** to check first that there is an out of hours returns service available at the particular Europcar location and please note there may be a charge for this as set out in the Tariff Guide) or if you are unable or you refuse to inspect the Vehicle with us when you return it then we will inspect the Vehicle on our own and you accept that you are responsible for all charges, fees and damage to or loss of the Vehicle which may have arisen before we have checked the Vehicle back in.

We recommend that, if possible and before you drop off the keys, you take photographs of the Vehicle in its final parking place as evidence as to its condition at the time you returned it.

11.3.1. If, during our inspection, we discover new damage to the Vehicle (from that described on the Rental Agreement at the time of pick up or notified to us in accordance with the provisions of section 10.3) the procedure detailed in sections 12.5 and 12.6 will then apply.

11.3.2. We shall not be responsible for any loss, theft or damage of any nature, related to any objects and/or belongings and/or tools that have been transported in or on, or that may be found in or on, the Vehicle.

12. DAMAGE TO THE VEHICLE

12.1. As set out in section 5 (*What are my obligations toward the Vehicle?*) and, in particular section 5.1, you are obliged to return your Vehicle and its keys, Accessories, or documentation to us in the same condition as they were at check out, subject to any fair wear and tear.

12.2. Our vehicles are working assets and, if you fail in any way to comply with the obligation set out in section 12.1 above:

12.2.1. we are entitled to repair the Vehicle at our convenience so that it is restored to this condition; and

12.2.2. you will be liable to pay the damage charges detailed in sections 12.8 to 12.18, regardless of whether the damage was caused by you or a third party (including a third party with whom you have had an accident or a Government, authority or organisation whether in or outside the UK which has seized the Vehicle and/or its keys, Accessories, or documentation), unless:

12.2.2.1. any of the damage charges detailed in sections 12.8 to 12.18 are covered by our Protection packages as described in section 26 of these T&Cs *(Insurance and Protection Provisions)* and the Tariff Guide or any other associated excess reduction products; or

12.2.2.2. it was caused by our fault or negligence or our breach of this Contract; or

12.2.2.3. we have received a payment from a liable third party, to the extent detailed in section 12.2.3.

12.2.3. Where you pay the damage charges as detailed in sections 12.8 to 12.18 and subsequently:

12.2.3.1. a third party admits, or is subsequently determined by a relevant court to be responsible for some or all of the damage; and

12.2.3.2. we recover sums from the third party or the third party insurer; we will assess whether we have recovered more than our overall loss and reimburse you, as appropriate.

Damage identified upon the return of the Vehicle and in your presence:

12.3. If Light Damage (as defined in section 12.8), or the need for a Tyre Replacement (as defined in section 12.12), is identified upon the return of the Vehicle when the inspection is made in your presence and in the presence of our agent or representative, and if you acknowledge the damage by signing the statement of return of the Vehicle, we will provide you with an invoice detailing the applicable charges and, to the extent that the charges can be determined at the check-in, will charge the debit/credit/charge card you supplied to us at the time of pick-up with either:

12.3.1. the charges detailed in sections 12.8 to 12.14; or

12.3.2. the Excess amount under our Protection packages,

whichever is the lower amount.

12.4. If you contest the damage and/or the invoice by refusing to sign the statement of return for the Vehicle, or where the charge cannot be determined at the time of check-in, then we will send you the documents outlined in section 12.5 and you have the option to follow the procedure in section 12.6 below.

Damage identified upon the return of the Vehicle and in your absence:

12.5. If damage is identified during the inspection of the Vehicle by us in your absence we will send to you the following documents by email or by post:

12.5.1. the statement of return for the Vehicle detailing all the damage we identified;

12.5.2. pictures of the damage; and

12.5.3. an invoice detailing the applicable charges.

Querying the Damage Charges:

12.6. You have fourteen (14) days from the date on which the email or the letter detailed in section 12.5 above is sent to you to challenge your liability for the damage identified and/or the charges levied by us. If you do not challenge within this period of fourteen (14) days, we will invoice the charges to you and will charge the debit/credit/charge card you supplied to us at the time of pick-up with either:

12.6.1. the charges detailed in sections 12.8 to 12.18; or

12.6.2. the Excess amount under our Protection packages,

whichever is the lower amount.

12.7. Please note that depending upon the type of Protection product you have subscribed to (see the Europcar *Insurance & Protections Provisions* under section 26 of these T&Cs) and provided you have complied with all applicable local laws and these T&Cs you may not be charged for the full cost of the damage and the maximum amount you may be required to pay will be the Excess amount (as described in Europcar *Insurance & Protections Provisions* under section 26 of these T&Cs).

Damage Charges:

(1) Light Damage

12.8. Any minor damage to the Vehicle (or the loss of (or damage to) the Vehicle's keys, Accessories, or documentation) which is listed in our Light Damage Charges Schedule is classified as '**Light Damage**'. Examples of Light Damage to the Vehicle include small scratches, chips or dents to any part of the Vehicle (including certain repairs to the windscreen and tyres, as listed in the Light Damage Charges Schedule which can be found on the home page of our website: **www.europcar.co.uk**.

12.9. Where the Vehicle has suffered Light Damage, notwithstanding your obligations to us under section 5 above, this means the Vehicle does not necessarily require immediate repair for safety or cosmetic reasons before it can be rented to another customer.

12.10. In relation to Light Damage suffered by the Vehicle during your Hire Period therefore you will pay us:

12.10.1. the pre-agreed fixed sum(s) set out in the Light Damage Charges Schedule. This contains a list of charges broken down by the Vehicle type and the nature of the Light Damage; and

12.10.2. a Light Damage Administration Charge which is set out in the Tariff Guide.

12.11. The pre-agreed fixed sums(s) in the Light Damage Charges Schedule are set by us at an amount that seeks genuinely to estimate the sums that we would have to pay our suppliers to repair the Light Damage (or to replace the Vehicle's keys, Accessories, or documentation). In the case of Light Damage you will have the certainty of paying a pre-agreed fixed sum and you will not pay a Loss of Use Charge or a separate Engineer's Charge.

(2) Tyre Replacement

12.12. Any damage to the tyre which requires us to replace the tyre on the Vehicle with a new tyre that is listed in our Tyre Charges Schedule (which can be found on the home page of our website: **www.europcar.co.uk**) is classified as a '**Tyre Replacement**'.

12.13. In relation to a Tyre Replacement you will pay us:

12.13.1. the pre-agreed fixed sum(s) set out in the Tyre Charges Schedule. This contains a list of charges, broken down by tyre and by supplementary charges that will apply if an out-of-hours and/or remote location call-out is necessary; and

12.13.2. a Light Damage Administration Charge which is set out in the Tariff Guide.

12.14. The pre-agreed fixed sums(s) in the Tyre Charges Schedule are set by us at an amount that seeks genuinely to estimate the sums that we would have to pay our suppliers to replace the tyre. In the case of a Tyre Replacement you will have the certainty of paying a pre-agreed fixed sum and you will not pay a Loss of Use Charge or a separate Engineer's Charge.

(3) Serious Damage

12.15. Subject to section 12.18, any damage other than Light Damage to the Vehicle or a Tyre Replacement is classified as '**Serious Damage**'.

12.16. In relation to Serious Damage suffered by the Vehicle during your Hire Period you will:

12.16.1. pay us the sums we become liable to pay to our suppliers in recovering and/or repairing the Vehicle, for which you will indemnify us as a debt; and

12.16.2. pay us the following charges:

12.16.2.1. a Loss of Use Charge which is a charge to take account of our loss of revenue while the Vehicle is being repaired. We calculate the Loss of Use Charge on the basis of the daily rental rate set out in the Rental Agreement. The number of days charged by us for loss of use of the Vehicle will comprise:

12.16.2.1.1. for Serious Damage other than Serious Damage to the windscreen:

12.16.2.1.1.1. one day for the Vehicle to be taken in for repair;

12.16.2.1.1.2. one day for each period of four hours (or part thereof) of labour required by the relevant supplier to effect the repair; and

12.16.2.1.1.3. one day for the Vehicle to be returned to us and checked in following the repair;

12.16.2.1.2. for Serious Damage to the windscreen, two days, in each case, adjusted to reflect the estimated percentage utilisation of our fleet, which is calculated quarterly; and

12.16.2.2. an Engineer's Charge which is set out in the Tariff Guide; and

12.16.2.3. a Damage Administration Charge which is set out in the Tariff Guide.

12.17. In relation to sections 12.8 to 12.16, we inform you that:

12.17.1. where a repair or part replacement inevitably puts the Vehicle into a better condition than it was at the start of the Hire Period the amount for which you are liable to us will not be reduced to reflect the new for old replacement and/or the pre-existing condition of the Vehicle; and

12.17.2. you will not receive any credit to reflect the benefit that we may subsequently receive in the context of any commercial arrangements that we may have in place with our suppliers because of our overall relationship with them (including its size).

(4) Total Loss

12.18. Where we evaluate any damage caused to the Vehicle as being sufficiently serious that its repair would not be possible, or our Engineer determines it would be uneconomic or impractical to repair, we refer to this as '**Total Loss**'. In the event of a Total Loss, sections 12.15 to 12.16 do not apply, and you will:

12.18.1. pay us the sums (for which you will indemnify us as a debt) representing the pre-accident value of the Vehicle and any Vehicle recovery charges, less any sums that we recover in respect of the Vehicle when it is sold for salvage; and

12.18.2. pay us:

12.18.2.1. a Loss of Use Charge which is a charge to take account of our loss of revenue on the Vehicle which is a Total Loss. We calculate the Loss of Use Charge on the basis of the daily rental rate set out in the Rental Agreement, adjusted to reflect the estimated percentage utilisation of our fleet, which is calculated quarterly. The charge is payable in respect of each day, or part day, after the end of the Hire Period up to the point that the Vehicle is sold for salvage;

12.18.2.2. an Engineer's Charge (this is set out in the Tariff Guide); and

12.18.2.3. a Damage Administration Charge which is set out in the Tariff Guide.

(5) Damage to Third Parties

12.19. Unless, during the Hire Period, your Vehicle is covered by one of our Protection packages (which automatically includes third party liability insurance) you will be responsible for the cost of any damage you cause to another party, their property, the vehicle they are in and any and all uninsured losses that are otherwise incurred during the Hire Period. Please refer to sections 14.2.4 and 26.3 of these T&Cs for more details concerning your obligations to us and your potential liability to third parties.

(6) Seizure of the Vehicle

12.20. If, after check-out of the Vehicle, the Vehicle and/or its keys, Accessories, or documentation is seized by any Government, authority or organisation whether in or outside the UK, you must pay:

12.20.1. for any damage suffered by the Vehicle and/or its keys, Accessories, or documentation in accordance with sections 12.8 to 12.18; and

12.20.2. the cost of any restoration or repatriation charges we incur together with any penalties or fines arising as a direct result of the Vehicle's seizure; and

12.20.3. a Loss of Use Charge to compensate us while we cannot rent the Vehicle out to another customer (which will be calculated on the basis of the daily rental rate set out in the Rental Agreement for each day (or part of a day) in excess of the Hire Period and until the Vehicle is checked in by us as returned)

unless these damages or costs or Loss of Use Charges are due to our fault or negligence or our breach of this Contract.

13. WHAT IS EXPECTED OF ME REGARDING THE VEHICLE MAINTENANCE ?

Throughout the Hire Period we will expect you to look after the Vehicle, the keys and any Accessories against loss or damage (however that arises). If you fail to do so then you will be responsible to pay the sums set out in section 12 above.

13.1. Save for customary inspections such as oil and water levels; coolant; windscreen washer fluid levels and tyre pressures that should be regularly checked during normal use of the Vehicle to keep it in good working order neither you nor anyone else is allowed to work on the Vehicle or make any modifications to it without our prior written consent. If consent is required for work to be undertaken on the Vehicle and we give such consent we will only refund you for the work upon receipt of a valid and lawful invoice. If damage is caused to the Vehicle you will be liable to pay the sums set out in section 12 above.

13.2. The Vehicle is provided to you with tyres in a condition and number that meets with the traffic-legislation requirements of the UK. In the event of damage to any one of the tyres (other than by ordinary wear and tear or latent defect) whilst we will immediately arrange to replace it you will be liable to pay the sums set out in section 12 above.

14. WHAT SHOULD I DO IN CASE OF ACCIDENT OR MECHANICAL BREAKDOWN ?

14.1. In case of breakdown in Mainland UK or Northern Ireland

14.1.1. If a warning light appears on the dashboard or the Vehicle develops any fault during the Hire Period you or any other Driver must call the telephone number stated on the notice affixed to the lower left hand side of the Vehicle's windscreen for assistance.

14.1.2. If the Vehicle breaks down or is involved in an accident/incident in Mainland UK or Northern Ireland during the Hire Period we will, as soon as possible, recover and repair the Vehicle so that it is rendered functional.

14.1.2.1. If the Vehicle cannot be repaired we will (where possible) provide you with an alternative Vehicle of an equivalent standard and size to the Vehicle for the remainder of the Hire Period.

14.1.2.2. If we cannot repair the Vehicle or provide you with an alternative vehicle we will provide you with a refund for any part of the Rental Period that you have paid for but not received the benefit of.

14.1.3. If, and only if, the breakdown or accident or incident is due to our negligence or wilful default then we will not charge you for the recovery and/or repair (if any).

Should we consider that the breakdown is caused by the negligence or deliberate misuse or if loss of or damage to the Vehicle arises as a result of a breach of the Contract by you and/or any Referred Driver or additional Driver and/or any unauthorised driver then you will be liable to pay the sums set out in section 12 above and your liability will not be capped at the Excess amount. We may (at our discretion) accept payment from your insurer (only if applicable (see section 9.2 above)) but ultimate responsibility will be with you.

14.2. In case of an accident or incident in Mainland UK or Northern Ireland

14.2.1. If there is an accident/incident in Mainland UK or Northern Ireland you or any authorised driver or Referred Driver must tell us immediately on **0800 0280 999**. If you don't do so, or you continue to use the Vehicle, then you are responsible for any loss and/or damage caused to the Vehicle or a third party resulting from the use of the Vehicle, as well as all applicable charges set out in the Tariff Guide.

14.2.2. Should we consider that the accident or incident is caused by the negligence, deliberate misuse or a breach of the Contract by you and/or any Referred Driver or additional Driver and/or any unauthorised driver and/or our collision damage waiver does not apply or is invalidated as a result of an act or omission (please see the Insurance and Protection provisions set out in section 26 below for further information as to when our collision damage waiver applies and when it is invalidated) then we reserve the right to recharge the cost of recovery in full to you and you will be liable to pay the sums set out in section 12 above.

14.2.3. If you or any other Driver has an accident/incident you or that other Driver must:

14.2.3.1. pay the relevant charges as required by these T&Cs;

14.2.3.2. not admit or accept responsibility;

14.2.3.3. obtain and notify us of the names and addresses of all involved, including witnesses;

14.2.3.4. make the Vehicle secure and tell the police straight away if anyone is injured or the road is blocked or if any property has been damaged;

14.2.3.5. tell us of the accident or incident on 0800 0280 999;

14.2.3.6. complete and return the accident report form that we will supply if required. For further details please see the 'Guide to a Smooth Journey' on http://www.europcar.co.uk at the foot of the Home page.

14.2.4. You will use your best endeavours to supply us with full details of any third party(ies) and third party vehicle(s) involved in any accident/incident with the Vehicle. Failure to do so may invalidate the Protection package and/or any excess reduction products (if it is applicable to your rental).

14.2.5. You will, at our request, do all that is reasonably and lawfully required by us or any provider of any other product that you opt to take and allow your name and the name of any Driver or Referred Driver to be used by us (or any provider of the product) for enforcing any rights or remedies against any persons in connection with the Vehicle.

14.2.6. We will not (either on our own behalf or on behalf of any insurers) waive any rights under the Contract or any applicable insurance policy unless we do so in writing (which must be signed by us or the insurer as applicable).

14.3 In case of breakdown, accident or incident when driving outside of the UK or Northern Ireland

Full details of our overseas partners in the different countries are set out in the brochure supplied with the Europdrive and/or Cross Border packs (whichever applies). The telephone number shown in sections 14.1 and 14.2 above applies only in cases of breakdown, accidents or incidents occurring in Mainland UK and Northern Ireland and they will be unable to help you if you have a breakdown, accident or incident whilst you are driving outside of the Territory (please refer to section 3 above). You should ensure you have purchased either the Europdrive and/or Cross Border pack before you take your Vehicle outside of the UK or Northern Ireland.

15. WHEN SHALL I RECEIVE MY INVOICE AND PAY FOR THE RENTAL ?

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.

15.1. If you book a Vehicle online:

15.1.1. 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 full charge for the Hire Period. This invoice will be sent to you via email.

15.1.2. If you decide not to prepay for your booking, you will be charged at the time you pickup 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.

15.1.3 If you have incurred extra costs such as fines or tolls or refuelling charges and/or surcharges or you have caused damage to and/or loss of to the Vehicle and/or Accessories then we will charge you at a later date for such costs together with any Third Party Administration Charges if, after the Hire Period has terminated, we become aware of them.

16. WHAT IF I WANT TO CANCEL OR MODIFY MY BOOKING ?

16.1. Modification

16.1.1. You can modify your booking free of charge provided you let us know **at least 48 hours before** the Hire Period is due to start. Please be aware that new rental prices, delivery or collection times may apply and other aspects of your rental may change if you modify your booking. Wherever possible you should use the same communication channel that you used when booking the Vehicle, alternatively, you can call our Call Centre on **0871 384 1087** (*calls will cost 10 pence per-minute plus your phone company's access charge*). We will let you know if the modification to your booking is possible. If it is possible, we will tell you about any changes to the rental which would be necessary as a result of your requested modification and ask you to confirm whether you wish to go ahead with the modification to your booking.

16.1.2. We will charge you a Reservation Amendment (or Modification) Charge as set out in the Tariff Guide each time you amend any details of your booking and you give us less than 48 hours notice before the Hire Period is due to start or for any modifications that you wish to make once the Hire Period has started.

16.2. Cancellation & No Show

16.2.1. **Prepaid Rentals**
If you have prepaid your booking online via our direct booking channels:

16.2.1.1. You can cancel your rental free of charge provided that you have given us **at least 48 hours' notice before the Hire Period is due to start**. Wherever possible you should use the same communication channel to cancel your rental as you used when booking the Vehicle, alternatively, you can contact our Call Centre on **0871 384 1087** (*calls will cost 10 pence per-minute plus your phone company's access charge*) to cancel the rental.

16.2.1.2. If you cancel giving us less than 48 hours' notice, the prepaid amount will be refunded less a Cancellation Charge at the rate shown in the Tariff Guide.

16.2.1.3. If you have not cancelled your reservation and fail to pick up the Vehicle then your prepayment will be refunded less the No Show Charge at the rate shown in the Tariff Guide.

16.2.1.4. If we cancel or fail to cancel the booking you will be fully reimbursed for any sums that you have paid to us for the booking.

16.2.2. Pay on arrival rentals

16.2.2.1. If you have not prepaid for your rental then you may modify or cancel your rental free of charge up to the time of pick up.

16.2.2.2. If you lodge your credit or debit card details with us we will guarantee your Vehicle until close of business on the day your rental is due to start. However, if you use this facility to guarantee your reservation and you either don't pick up the Vehicle on the day or don't give us two or more hours' notice to cancel before the rental start time then you agree that we may charge the No Show Charge set out in the Tariff Guide against that credit or debit card to reflect the fact that we held the Vehicle for you without any rental transaction ultimately taking place.

17. WHAT IF I WANT TO EXTEND MY HIRE PERIOD?

In case you want to extend the Hire Period shown on your Rental Agreement you must contact us at least 2 working hours before the end of the Hire Period or any previously agreed extension.

17.1. If we agree to extend the Hire Period you must pay us an Extension Charge (at the rate shown in the Tariff Guide) before the end of the Hire Period.

17.2. If such an extension means that the Hire Period will exceed a period of 84 days then you must :

17.2.1. return the Vehicle to the Europcar Branch where you picked it up and pay any outstanding amounts due; and

17.2.2. negotiate the hire of a new vehicle and enter into a new Rental Agreement with us.

17.3. If you do not contact us in time, or do not pay the Extension Charge, then, we will charge you the daily charge for each day (or part day) that you keep the Vehicle beyond the end of the Hire Period plus an Unauthorised Extension Charge (as set out in the Tariff Guide). If we consider it to be appropriate then we will also have the right, without prior notice, to take any legal action necessary to effect the immediate return of the Vehicle. Please note that unless we expressly agree to the extension you will no longer be insured to drive the Vehicle.

17.4. The cost for both the Extension Charge and the Unauthorised Extension Charge can be found in the Tariff Guide. **If you are a Referred Driver then, unless agreed otherwise, you will be responsible for all charges during the extended Hire Period.**

18. WHAT IS THE FUEL POLICY ?

18.1. The rules applicable to fuelling and refuelling of a Vehicle depend on the country of rental and the type of rental product you have selected. Please check carefully the rules applicable for every rental you make. Please ask our Branch staff for details of all available options when you collect the Vehicle.

18.2. All Vehicles are supplied with a full tank of fuel. Two options may then be made available to you:

18.2.1. **Full Tank Option**

18.2.1.1 At pick up we will request a pre-authorisation against your credit or debit card for the value of a full tank of fuel as well as the deposit (see section 19.1 below). The cost of the tank of fuel will depend on the Vehicle category.

18.2.1.2 You may return the Vehicle with whatever fuel is left in it and we will not charge you for refuelling the Vehicle;

18.2.1.3 if you return the Vehicle to us full of fuel (proof of refuelling may be required (see 18.2.3.1)) then we will not process the pre-authorisation for the full tank of fuel.

18.2.2. **Full to full**

18.2.2.1 We provide you with a Vehicle with a full tank of fuel.

18.2.2.2 You return the Vehicle with a full tank of fuel.
18.2.2.3 You pay nothing for either fuel or a refuelling surcharge

If you have taken up this full to full option and the Vehicle is not returned with a full tank of fuel you will be charged for the missing fuel according to the refuelling rules set out in section 18.2.3 below and in the Tariff Guide. You agree that the total amount we charge you represents the reasonable cost to us arising from your failure to return the Vehicle to us with a full tank of fuel.

18.2.3 **Refuelling Rules**
The rules regarding refuelling will depend on the total number of miles you have driven during your Hire Period:

18.2.3.1 **If you have travelled 60 miles or less in total in the Vehicle during the Hire Period** (including collection mileage (if applicable)) and

18.2.3.1.1 *you return the Vehicle full of fuel (*the fuel gauge is showing Full*)* then no refuelling surcharge will apply if:

- you can supply a valid fuel receipt that shows you purchased fuel for the Vehicle sometime within the 24 hours preceding the date and time of its return and at a fuel station that is less than 15 miles from the Europcar Branch of return; or
- you purchased our Full Tank Option in which case we will not process the credit card pre-authorisation for the full tank of fuel;

18.2.3.1.2 *the Vehicle is not full of fuel when you return it or you do not have a valid fuel receipt and you did not purchase our Full Tank Option then*

- we will charge you only for the number of miles you have driven during the Hire Period at the rate shown in the Tariff Guide.
- No refuelling surcharge will be applied.

18.2.3.2 **If you have travelled more than 60 miles in total in the Vehicle during the Hire Period** (including collection mileage (if applicable)).

The fuel level shown by the fuel gauge inside the Vehicle will be used as proof of a full fuel tank. The tank is considered to be full when the needle on the fuel gauge is pointing to its maximum level (8/8ths full)

18.2.3.2.1 *If you return the Vehicle full of fuel* (the fuel gauge is showing Full) then no refuelling charges will apply. If you purchased our Full Tank Option then the price that was pre-authorised against your credit or debit card for the full tank of fuel will not be processed.

18.2.3.2.2 *If the Vehicle is not full when it is returned to us* (ie., the fuel gauge is reading less than the maximum)

18.2.3.2.2.1 if you purchased our Full Tank Option then the price that was pre-authorised against your credit or debit card for the full tank of fuel will be processed;

18.2.3.2.2.2 If you did not purchase our Full Tank Option then you will be charged for the missing fuel based on the visual level of the fuel gauge and calculated to the nearest missing 8th shown on the fuel gauge as follows:

- If the needle is sitting between 2 graduations then the missing 8th will be calculated to the closest graduation.
- If the needle is exactly in the middle of 2 graduations then the missing 8th will be calculated by the highest graduation (in your favour). For example., if the Vehicle is returned with a fuel tank showing 7/8ths full or more then you will not be charged for refuelling.

18.2.3.3 **Refuelling surcharge**
Irrespective of the method we use to calculate the fuel charge if, on the return of the Vehicle, more than seven (7) litres of fuel is calculated to be missing then in addition to the cost of the fuel we will charge you a refuelling surcharge as shown in the Tariff Guide. If less than seven (7) litres is missing then you will be charged only for the cost of the fuel; the refuelling surcharge will not apply.

19. MUST I PAY A DEPOSIT BEFORE PICKING UP THE VEHICLE ?

As we have already stated in section 9 *(What are the other charges I have to pay?)* you will be required to provide a security deposit when you pick up the Vehicle. The amount of the deposit is shown on the confirmation email sent to you at the time of your booking. You can review our deposit policy at the following address on our website **http://www.europcar.co.uk/terms-and-conditions/deposit-policy.**

19.1. You can pay the deposit by debit card or credit card and we've set out below what will happen for each payment method. If you have prepaid your daily rental charges we will need to see the card that you used for the prepayment before we release the Vehicle to you but you can pay for your deposit using a different payment method if you wish.

Credit cards: we will request an electronic authorisation from the issuing bank to ring-fence the deposit value against the card but not actually withdraw the funds. The available credit on the card will be reduced by the deposit value but the amount will not appear on your monthly statement. Provided there are no extra charges and/or fees to pay when you return the Vehicle to us at the end of the Hire Period and it has been checked-in then the deposit amount will be released;

Debit cards: we will request an electronic pre-authorisation from your bank to ring-fence the deposit value against your debit card account. Whilst we do not physically withdraw the money at this stage you must have sufficient funds in your bank account to cover the deposit. Please note that the funds available to you in your bank account will be reduced by the pre-authorised amount so you should ensure that other payments you may need to make from this account will not be compromised as a result. Provided there are no extra charges and/or fees to pay when you return the Vehicle to us at the end of the Hire Period and it has been checked in then the deposit amount will be released. This release may be reflected as a change to the available balance or a reversal of the pre-authorised amount.

19.2. You agree that at any time during or after the Hire Period any and all additional charges that may arise under the Contract or related to your rental of the Vehicle (except for those that relate to damage to the Vehicle) can be offset against your deposit and, where there is no deposit or the deposit is insufficient, that we can apply such charges (i.e. the full amount or the difference between the amount we are entitled to and any deposit) to the credit, debit or charge card presented by you before entering into the Contract or we can issue an invoice to you for those sums that will be payable within 14 days of the date of the invoice.

19.3. If there are no additional charges that need to be paid for when you return the Vehicle to us at the end of the Hire Period then the deposit value will be released to your credit card or refunded in full to your debit card (whichever applies to the method of payment you used to provide the deposit at the start of the Hire Period). Please note that it may take up to 10 working days for the deposit monies to be available in your credit or debit card account depending on your bank or card provider.

20. CAN I PAY MY RENTAL WITH A FOREIGN CREDIT CARD ?

20.1. If your payment card was issued in a country outside of the UK then, when you come to collect the Vehicle, we will ask you to choose whether you wish to pay either in pounds sterling (GBP) or to pay in your credit card's base currency (credit card billing currency). We will record the choice you make at the time of pick-up.

20.2. If, when you return the Vehicle to us, you decide you would like to change the payment currency then it can be done provided you ask for the change **before we calculate and print the final invoice**. Once the invoice is produced it will be too late and whatever currency you chose at the time of pick up will apply.

20.3. If you wish to make payment in the credit card billing currency then the invoiced amount will be converted at the exchange rate determined by UBS and Credit Suisse on the day of payment. You will also be charged commission on the exchange at 3.25%.

20.4. Any delayed or amended charges (for example if we receive any traffic penalties or parking charges after you have returned the Vehicle) will be made in the currency you chose for your Hire Period and using the exchange rate applicable on the day they are processed.

If for whatever reason the conversion cannot be processed by Europcar the transaction will be submitted in GBP.

21. HOW IS EUROPCAR PROTECTING AND USING MY PERSONAL INFORMATION ?

21.1. Protection of the Personal Information

21.1.1. We collect and process your personal information strictly in accordance with the requirements of the Data Protection Act to the extent necessary to assist us in providing you with Vehicle rental services and to maintain and improve of our administration.

21.1.2. You are informed of any information that we need to collect whether in the Europcar Branch or online or via our Reservation Centres.

21.1.3. You should note that some of the recipients of the personal information may be located in countries where data protection legislation does not provide a sufficient level of protection equivalent to English law. By continuing to use our services, the website and by providing any personal information, you consent to such transfers, storing and processing of your personal information outside the European Economic Area, including to countries where under their local laws you may have fewer legal rights.

21.1.4. You have a right to access, rectify and delete the personal information concerning the rental. You may exercise this right by sending a letter to the following address:

The Data Protection Officer, Europcar Group UK Limited, James House, 55 Welford Road, Leicester LE2 7AR.

21.2. Use of the Personal Information

We may use any personal information you have given us, including the details of any Driver(s) or Referred Driver as follows:

21.2.1. For the purposes of the rental to verify identity, process and collect payment under the Contract, monitor fraud and deal with any issues before, during and after the Hire Period

21.2.2. We will obtain information from third parties concerning you and/or any Driver(s) to decide whether to rent a Vehicle to you. Before your rental starts we will check your identity and that of any Driver(s) by carrying out an identity check. We may pass your personal information to third party agencies for the purposes of checking your identity and that of any Named Driver and they may keep a record of any search that they do. This identity check will leave an electronic note or "footprint" on your record but **will not** affect your credit rating; it is not used as part of the credit vetting process and the information is not sold to third parties.

21.2.3. We will keep a record of any breach of the Contract, suspected fraud or accident history to help us with future decisions about you and/or any Named Driver.

21.2.4. We may give the personal details on the Rental Agreement, and details of your performance of obligations under the Rental Agreement to companies that are part of the Europcar Group as well as its franchisees; to credit reference agencies, DVLA, HM Revenue & Customs, the police, debt collectors (including solicitors) and any other relevant organisation.

21.2.5. We may also give the personal details to the British Vehicle Rental & Leasing Association ("**BVRLA**"), who may pass the details on to any of its members to help them decide whether they will accept you or any Driver(s) as a customer. Our data protection policy is available from: **https://www.europcar.co.uk/security-and-privacy-policy.**

21.2.6. Where you have agreed we will use the personal information for marketing purposes such as special promotions and loyalty programs.

By accepting these T&Cs you expressly acknowledge having granted your explicit consent with the privacy policy contained in this section 21.

22. ARE THE VEHICLES EQUIPPED WITH A TRACKER ?

22.1. To maintain and protect the Vehicle we may use electronic devices to monitor the condition, performance and operation of a Vehicle and/ or to track a Vehicle's movements including alerting us when Vehicles cross the border from Northern Ireland into the Irish Republic. This information may be used both during and after termination of the Hire Period.

22.2. By accepting these T&Cs you expressly acknowledge having granted your explicit consent to the use of such electronic devices.

23. WHAT HAPPENS IN CASE OF DISPUTE RELATED TO MY RENTAL ?

23.1. Our Liability

23.1.1. We will be responsible for personal injury or death that is caused by our negligence.

23.1.2. You accept that in certain circumstances it will not be possible to provide you with a Vehicle or to provide you with the Services you have reserved. In such circumstances or if we are in breach of this Contract you agree that our maximum liability for any losses (including any loss of profits, loss of business, business interruption, or loss of business opportunity) in contract or tort will be limited to the value of the Vehicle hire and/or any ancillary services you reserved during the booking process.

23.2. Customer Service

23.2.1. Wherever your rental took place you can choose to consult with the Customer Services department in your country of residence. Your Customer Services team will contact the country of your rental on your behalf and try to resolve your query.

23.2.2. You can contact the UK Customer Services team:

- by phone on **0371 384 0235** (which will be charged at the standard landline rate (or similar) but other networks will vary depending on your service provider) ; or
- by email to **customerservicesuk@europcar.com**; or
- if you prefer, you can write to us in the UK at James House, 55 Welford Road, Leicester LE2 7AR.

23.2.3. Whether you call us or write to us we'll aim to respond to your query or 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 reply to you.

23.2.4. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us at the time of your booking.

23.2.5. If, after you have consulted with our Customer Services team, you have a further dispute in regard to your query then you have the right to appeal to our trade association ("BVRLA") details of which can be found under section 24.2.

23.2.6. We are under a legal duty to provide Vehicles that are in conformity with the Contract. Nothing in these terms will affect your legal rights or remedies. For detailed information please visit the Citizens Advice website (**www.adviceguide.org.uk**).

23.3. Applicable Law & Jurisdiction

In case of any dispute regarding your rental, the applicable law will be the law of the country of pick-up of the Vehicle. For instance if you pick up the Vehicle in the UK then, irrespective of your nationality, you agree that the applicable law will be English law and subject to the jurisdiction of the English and Welsh courts. However, if for example, you are an English citizen and you hired a Vehicle whilst in Germany then your rental will be subject to German law.

24. IS THERE A CODE OF CONDUCT APPLICABLE TO THE CAR RENTAL INDUSTRY ?

24.1. Leaseurope has published a code of conduct for the car rental industry. You may obtain a copy at the following address: **www.leaseurope.org.**

24.2. In the event we are unable to resolve any complaint you may have then you have the right of appeal to the British Vehicle Rental and Leasing Association ('BVRLA') which is approved by the UK Government for resolution of consumer disputes relating to car rentals that take place in the UK. Further details about BVRLA can be obtained at the following address: **http://www.bvrla.co.uk/**

24.3. If your complaint relates to a rental outside of the UK then you have the right of appeal to the European Car Rental Conciliation Service which is an approved Consumer Alternative Dispute Resolution body which is listed on the European Commission's online dispute resolution platform **http://ec.europa.eu/odr.**

25. GENERAL

25.1. Animal Policy

25.1.1. We do not allow any animals other than assistance dogs ('Assistance Dogs') to be transported in our Vehicles.

25.1.2. 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 its behaviour, safety and well-being. 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.

25.1.3. 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.

25.1.4. 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 special cleaning/valet charge described in the Tariff Guide and/or to pay the sums set out in section 12 above.

25.2. Notifications

All notifications that need to be served on either you or us in regard to your Rental Agreement will be sent to the address indicated in the Rental Agreement unless either of us notifies the other party to the contrary.

25.3. End of Rental Agreement

25.3.1. If you are a consumer we may end the Contract immediately if we discover that any of your belongings have been taken away from you to pay off your debts, or a receiving order has been made against you or steps have been taken to make you bankrupt or for you to enter into an individual voluntary arrangement.

25.3.2. If you are a company we may end the Contract immediately if you go into any form of insolvency or you call a meeting of creditors or we discover that any of your goods have been taken away from you to pay off your debts or receive adverse information or fraudulent financial information.

25.3.3. If you are ending the Contract for one of the reasons set out below the Contract will end immediately and we will refund you in full for any Vehicle which has not been provided or has not been provided properly. The reasons are:

- we have told you about an error or a change in the price or description of the Vehicle you have booked and you do not wish to proceed;
- we have suspended hire of the Vehicle for technical reasons, or notified you we are going to suspend hire of the Vehicle for technical reasons, in each case for a period of more than 14 days without providing a suitable alternative vehicle to replace the (suspended) Vehicle for the remainder of the Hire Period; or
- you have a legal right to end the Contract because of something we have done wrong

25.3.4. If the Contract ends it will not affect our rights under the Contract including the right to receive and/or claim any amounts which you owe to us under the Contract.

25.3.5. If you end the Contract after the Vehicle is delivered to you, you must return the Vehicle to us. If you are ending the Contract because we have told you of an error or change in pricing or description or because you are exercising your legal rights to end the Contract because of something we have done wrong then we will pay the costs of return.

26. INSURANCE AND PROTECTION PROVISIONS

26.1. This section 26 summarises the protection and insurance products we offer that are designed to cover your potential financial exposure if any of the following circumstances occur whilst you are renting and using one of our Vehicles. Without them, you will be personally responsible for the financial consequences:

26.1.1. **Liability to a Third Party** which means **other people's** bodily injury or death and / or damage to their property that occurs because of an accident or incident that you may cause.

- Damage to a third party's property could include a third party's vehicle and its contents, buildings or their contents, machinery or personal possessions.
- The cost of any business interruption associated with either the third party's injury or death and/or the damage to their property will also form part of this liability.

26.1.2. **Damage to or theft of the Vehicle**. This may be a result of a collision or an attempted theft and need to be repaired or it may be so badly damaged that it is irreparable and we write it off; or it may be stolen and not recovered

26.1.3. If you are the driver of the Vehicle at the time of a collision and you are responsible for the collision taking place then whilst any injured Passengers may be covered by our Third Party Liability insurance your own death or injuries, together with the possible associated consequences of it, will not. You can, however, be protected from such circumstances if you purchase any of our Personal Accident protections separately. Details of how this Personal Accident protection can benefit both you and your Passengers are available under section 26.7 of these Insurance and Protection provisions.

26.2. Definitions

For the purposes of these Insurance and Protection Provisions we have given the following words or expressions a particular meaning:

Abnormal use means that your use of the Vehicle whilst you are in charge of it doesn't comply with the Road Traffic laws that prevail and/or does not meet with the requirements of the Local Rental terms and conditions and/or does not meet with the standards of driving that would be expected of a reasonable and prudent driver

Accident Report means a full and complete signed statement (including any other document(s)) which records all of the facts of an accident or incident as they occurred (for example, how the event occurred, the nature of the damage to the Vehicle, the location where the incident took place, the dates and circumstances and any potential witness details)

Basic Protection means our standard protection products of collision damage (or damage liability) waiver and theft waiver covers that are included in rentals unless you selected the USA or Canada as your country of residence and opted for a rate exclusive of Basic Protection when booking your rental. If Basic Protection is included in the rental charge then, as long as you have complied with the Local Rental terms and conditions and have not committed a breach of any applicable laws, your financial liability for the total charge for damage resulting from an accident or incident or the theft or attempted theft of a Vehicle will be no more than the Excess amount

Bodily Injury (or bodily injury) means any physical injury or psychological damage suffered by a person that is caused as the direct result of an accident; it is not something that is intentionally self-inflicted and it does not result from sickness or disease

Book value: means the value of the Vehicle calculated by an industry recognised system which provides a figure that is the difference between the retail value and the trade value of the Vehicle at the time of the incident.

Collision (or collision) means the impact of the Vehicle with another fixed or moving body or object

Excess amount is a specified sum of money that, provided you have complied with the Local Rental terms and conditions and have not committed a breach of any applicable laws, is the maximum amount we will charge you for the damage caused to the Vehicle as a result of a collision or its attempted theft during the Hire Period; or the loss of a Vehicle if it is written off because it is irreparable or if it is stolen and we do not get it back. The Excess amount is a non-waivable sum that is governed by the conditions of the Protection product you have purchased.

Hire Period means the period of time you wish to rent the Vehicle from us. This is specified on the rental agreement and will not exceed 84 days

Local Rental terms and conditions means the documents that, together, form the Contract (as defined in the Terms and Conditions of Hire) which you acknowledge you have read and approved before you sign the rental agreement to rent any Vehicle from us and which set out the rights and obligations that will apply to both you and us throughout the Hire Period

Loss of Use is a charge to take account of our loss of revenue: (i) while the Vehicle is being repaired or while it has been seized; or (ii) on a Vehicle which is a Total Loss (as described in section 12). We calculate Loss of Use on the basis of the daily rental rate set out in the Rental Agreement

Medium Protection improves the cover offered by the Basic Protection package by reducing the Excess amount on standard Vehicles and Selection Vehicles to the amounts shown in the Tariff Guide.

Passenger means **any person other than the driver** that is being transported or is travelling in or on the Vehicle on a gratuitous basis. A Passenger is viewed as a Third Party under the mandatory Third Party Liability insurance regimes

Premium Protection is a package which is available if you are aged 26 or over and your rental starts in the UK at any of the participating branches. It improves the cover offered under the Basic Protection package by reducing the Excess amount to zero

Protection (or protection) in these Insurance and Protection Provisions applies to the means by which your financial liability for any damage to or loss of a Vehicle is limited to the Excess amount. It should be noted that this Protection is not provided by way of an insurance policy

Selection Protection is available specifically for renters of our range of Selection Vehicles. It improves the Basic Protection cover by reducing the Excess amount to £100

Third Party means any party to an incident **other than the driver of the Vehicle**. For the avoidance of doubt a Passenger is deemed to be a Third Party

Third Party Liability insurance means insurance that provides the driver of a Vehicle with protection against liability for another party's claims for damage to his/her property or for bodily injury or death arising out of an incident that occurs whilst you are using the Vehicle. Third Party Cover is a mandatory legal requirement and it is therefore an integral part of our rental service. The price of it is included in the rental charge.

Vehicle means the vehicle you will be renting from us or you will be driving with our authorisation.

We or we/ Us or us / Ours or ours means Europcar in the United Kingdom

You or you / Yours or yours means any driver that is named on the Rental Agreement

26.3. Mandatory Third Party Liability Insurance

We are required by the laws of all of the countries in which we operate our vehicle hire services to insure our Vehicles against liability for the claims or actions of Third Parties. Third Party Liability insurance is therefore automatically included as part of our vehicle hire services and you will be covered for the consequences others may suffer as a direct result of your actions whilst you are driving the Vehicle up to the level legally required by the country in which you are renting the Vehicle.

26.3.1. **What am I covered for ?**
You will be insured against liability for the following damage that you cause when you are using the Vehicle:

- bodily injury or death suffered by Third Parties; and
- property damage sustained by Third Parties and losses and costs arising as a consequence of the damage.

26.3.2. **What is excluded from the cover ?**
Third Party Liability insurance does not cover:

- bodily injury or death that you (the driver at the time of the collision) may suffer; or
- any damage to or loss of your personal property or possessions; or
- any damage caused to the Vehicle

26.3.3. **What is the amount of my financial exposure for Third Party Liability ?**
You will be covered for the sums owed as a consequence of any Third Party Liability arising as the result of a collision that you may cause up to the level legally required by the country in which you are renting the Vehicle provided you have not committed a breach of any applicable laws (including any relevant road traffic regulations) or the Local Rental terms and conditions.

However, if you didn't comply with those laws and/ or regulations and/or the applicable Local Rental terms and conditions then, whilst our insurer will still fulfil its obligations to Third Parties under the Third Party Liability insurance policy, it may seek to recover from you some or all of the costs it may have paid to that Third Party as a result of the incident.

26.3.4. **How to notify us ?**
Where an incident occurs that involves Third Parties it is important that you do your utmost to report the collision to the First Call Assist telephone reporting line (**0800 0280 999**) at the earliest possible opportunity providing full details of both the incident and of the Third Party. This will allow us to defend our case against the Third Party (if you are responsible for the incident) or to recover costs from the Third Party (if the Third Party is responsible for the incident).

PROTECTION PRODUCTS

26.4. Collision Damage Waiver

Our collision damage waiver cover limits your financial exposure for damage caused to the Vehicle whilst it is in your care. If you purchase our standard collision damage waiver product and comply with the applicable laws and the Local Rental terms and conditions then we will pay for any damage to the Vehicle that exceeds the Excess amount (including any Engineer's Charge and Loss of Use Charge calculated as indicated in section 12.16.2 and 12.18.2, but not the Light Damage Administration Charge or the Damage Administration Charge, which you will remain liable to pay). You can reduce or eliminate the Excess amount by purchasing our Medium or Premium Protection cover instead of the Basic Protection package.

Collision damage waiver cover is included in the daily rental charge for the majority of rentals unless either the USA or Canada is your country of residence and you opted for a rate exclusive of Basic Protection when booking your rental. In these circumstances the Basic Protection package (which includes collision damage waiver) may not be included in the rate and you will need to confirm to us at the point of collection that you have similar and acceptable waiver cover in place through your credit card before we will release a Vehicle to you. We do not accept personal car insurance policies (except corporate fleet insurance (see section 9.2 of the Terms and Conditions of Hire)) or any third party waiver products that can be purchased online via a Broker or similar trader.

Collision damage waiver does not cover the loss or theft of or damage to objects or property, (including luggage or goods) that are deposited or kept or transported in or on the Vehicle by you or by any Passenger.

26.4.1. **What does this protect me against ?**
Collision damage waiver cover limits your liability for damage to the Vehicle to a maximum sum of the Excess amount plus the Light Damage Administration Charge or the Damage Administration Charge, in circumstances where:

- you collide with a fixed or moving object; or
- the Vehicle is subject to an act of vandalism while you are driving or using it; or
- any glass or lights or reflectors are damaged or broken or tyres are damaged or punctured during a collision.

26.4.2. **What is excluded from the Protection ?**
The Collision Damage Waiver will not operate to limit your liability as set out above in circumstances where the damage to the Vehicle is caused:

- by the wilful acts of the driver; or
- by an explosion or fire in (or to) the Vehicle because you are using it to transport dangerous goods (*dangerous goods being any product or substance that, due to its nature and/ or main characteristics, is reasonably considered to be dangerous and which, if not transported with appropriate caution and safety, could cause harm to the Vehicle, and to any Third Party within a reasonable distance of the Vehicle*); or
- by the Vehicle hitting a bridge, car park barrier or other overhead object; or
- by its total or partial theft or an act of vandalism whilst the Vehicle is left unattended; or

- by your negligence (*which is behaviour that falls below the standards expected of a reasonably sensible person in similar circumstances*) or the negligence of your Passengers (*for example a fire caused by the use or disposal of cigarettes or cigars*); or
- because the keys are lost or stolen or damaged

Loss of or damage to your own property that is being transported or kept in or on the Vehicle during the Hire Period is not covered by the Collision Damage Waiver.

26.4.3. **What must I do to benefit from the Protection ?**
You must:

- **purchase the protection if it is not included in the rental charge;
- **comply with Local Rental terms and conditions and all applicable law and local traffic regulation when you are driving the Vehicle;
- **notify us within 24 hours of the date on which the incident took place and, in any event, before the end of your Hire Period. Notification should be made to First Call Assist on telephone number **0800 0280 999** providing full details of the incident.

** these are the minimum requirements.

26.4.4. **What is the amount of my financial exposure ?**
If you have not purchased this Protection and during the Hire Period the Vehicle is damaged, you will not benefit from the limitation of liability set out above and you will be liable to pay the sums set out in section 12 above in full. If you have purchased this Protection and, provided you have complied with the Local Rental terms and conditions and the applicable law and road traffic regulations, then the maximum you will have to pay us is the Excess amount plus the Light Damage Administration Charge or the Damage Administration Charge whichever shall apply.

26.5. Theft Waiver

Our *theft waiver* cover limits your financial exposure for loss of the Vehicle if it is stolen or if it is damaged because it is subject to an attempted theft or the Vehicle is subject to an act of vandalism during the Hire Period. If you have purchased this product then, provided you have complied with the Local Rental terms and conditions, we will pay for the costs arising from the theft, attempted theft, or act of vandalism that are greater than the Excess amount (including any Engineer's Charge and Loss of Use Charge calculated as indicated in section 12.16.2 and 12.18.2, but not the Light Damage Administration Charge or the Damage Administration Charge, which you will remain liable to pay)

Theft waiver cover is included in the daily rental charge for the majority of rentals unless you selected the USA or Canada as your country of residence and opted for a rate exclusive of Basic Protection when booking your rental. In these circumstances the Basic Protection package (which includes theft waiver cover) will not be included in the rate and you will need to confirm to us at the point of collection that you have similar and acceptable waiver cover in place through your credit card before we will release a Vehicle to you. We do not accept personal car insurance policies (except corporate fleet insurance (see section 9.2 of the Terms and Conditions of Hire)) or any third party waiver products that can be purchased online via a Broker or similar trader.

26.5.1. **What am I protected against ?**
Theft waiver cover protects you against liability for any amount greater than the Excess amount plus the Light Damage Administration Charge or the Damage Administration Charge in circumstances of:

- the theft of the Vehicle and any Accessories following an occurrence of breaking and entering (*Accessories being any supplementary component that is installed in or on the Vehicle that improves its specification*)
- the attempted theft of the Vehicle and of any Accessories
- any act of vandalism to the Vehicle whilst it is stationary and left unattended by you
- any glass or lights or reflectors that may be damaged or broken or tyres that are damaged or punctured as a result of the theft

26.5.2. **What is excluded from the Protection ?**
Theft waiver cover will not protect you and you will not benefit from the limitation of liability set out above in the following circumstances:

- If the Vehicle is stolen or damaged because of your negligence or more specifically (but without limitation) as a result of keys being left in the Vehicle whilst it is unattended or having been delivered to an unauthorised person; your failure to use the anti-theft system appropriately when the Vehicle is left unattended, any failure by you to return the keys to us or if you left the Vehicle unlocked when you weren't using it;
- Theft of or damage to personal and / or work related goods or possessions and any goods being transported in or on the Vehicle.

26.5.3. **What must I do to benefit from the cover ?**
You must:

- **purchase the product if this is not included in the rental charge;
- **comply with Local Rental terms and conditions as they apply to the theft or potential theft of a Vehicle
- **notify the local police of any incident or event immediately or as soon as is reasonably practicable and provide us with the police report or evidence that the theft has been notified to the police.
- Notify the pick up station of the theft and return the keys.
- Notify the pick up station, within 24 hours of the time you discover the Vehicle is missing and forward the keys to us at the place you picked the Vehicle up.

** these are the minimum requirements.

26.5.4. **What is the amount of my financial exposure ?**
If, during your rental, the Vehicle is stolen or is damaged in an attempted theft or due to vandalism and you have not purchased theft waiver cover then you will be liable to pay, in full, the relevant sums set out in section 12 above.

With theft waiver cover, provided you have complied with the Local Rental terms and conditions, the maximum you will have to pay us is the Excess amount plus any other applicable charges as set out in the Tariff Guide.

OTHER PRODUCTS

You can choose to limit your financial exposure further by purchasing the following Protection products. Please be aware that there are nevertheless exclusions as described below.

26.6. Value Cover: Glass, Lights and Tyre Protection

This product will apply to any damage that occurs to glass, lights or tyres in circumstances of normal use of the Vehicle during the Hire Period. It will reduce your financial liability for the Excess amount defined by your Protection product (ie., Basic, Medium, Premium or Selection Protections) to £zero as long as you have complied with the Local Rental terms and conditions.

26.6.1. **What am I protected against ?**
If you have purchased this product you will be protected against the financial liability for damage to:

- the windscreen; or
- any side or rear windows; or
- lenses (reflection of light) and lights; or
- rear view mirrors
- damage to tyres on the Vehicle unless it arises from any Abnormal use (see the definition at the start of this section 26) you may make of the Vehicle

26.6.2. **What is excluded from the Protection ?**
You are not protected under this product

- against the damage to the Vehicle if it arises because of wilful acts or negligence that you commit whilst using the Vehicle and which causes damage; or
- for the Light Damage Administration Charge or the Damage Administration Charge as set out in the Tariff Guide.
  - the cost of loss, or destruction of or damage to your baggage if it is
  - caused by fair wear and tear, depreciation or inherent defects or smokers accidents;
  - stolen as a result of your failure to secure and lock the Vehicle or if it is left in the Vehicle overnight or unattended in a public place. Loss of valuables and/or laptops will not be covered if they are left unattended in the Vehicle at any time;
  - a mobile phone
  - any damage caused to the Vehicle

26.6.3. **What must I do to benefit from the Protection ?**
You must:

- purchase it
- comply with Local Rental terms and conditions, all applicable laws and local traffic regulations when driving the Vehicle,
- notify us within 24 hours of the date on which the incident took place and, in any event, before the end of your Hire Period. Notification should be made to First Call Assist on telephone number **0800 0280 999** providing full details of the incident, (the nature of damage to the Vehicle, the location where the incident took place, the dates and circumstances and the potential witness details).

26.6.4. **What is the amount of my financial liability ?**
If you have not purchased this Protection and, during the Hire Period any glass or lights on the Vehicle are broken and / or any tyres on the Vehicle are damaged, then you will be liable for the Excess amount defined by your Protection product (ie., Basic, Medium, Premium or Selection Protection), plus any other applicable charges as set out in the Tariff Guide, including the Light Damage Administration Charge or the Damage Administration Charge. If, however, you purchase this glass, lights and tyre Protection (and provided you have complied with the Local Rental terms and conditions and the applicable laws and road traffic regulations) then you will have no liability for such damage.

26.7. Personal Accident & Baggage Protection

The following details are for information only and do not replace or supercede the terms and conditions of the current Super Personal Accident Insurance ('Super PAI') policy a copy of which can be found at: **https://www.europcar.co.uk/protection-package-details**.

We automatically include Third Party Liability insurance as part of our vehicle rental services (for details of this insurance please see section 26.3 above entitled '*Mandatory Third Party Liability Insurance*').

The Third Party Liability Insurance does not, however, cover bodily injury suffered by the person driving the Vehicle at the time of a collision if that collision occurs as a result of that driver's actions (an 'at fault' driver). If you are the at fault driver of the Vehicle you will therefore not be covered for the financial repercussions of:

- personal bodily injury or death; or
- any damage to or loss of your personal property or possessions.

In order therefore to minimise your financial exposure for such damage, loss or injury in such circumstances we are offering our Super-Personal Accident Insurance product which you can purchase.

- Super-Personal Accident Insurance provides best-in-class protection for medical expenses incurred as a result of injuries suffered; and /or a lump sum indemnity if you are disabled or you die as a result of the collision (or an accident). It also incorporates baggage cover.

26.7.1. **What am I covered for ?**
If you purchase this Insurance product and you are in a collision whilst you are driving the Vehicle you can make a claim towards the financial cost of any of the possible consequences that result if you or any of your passengers die or are injured or if your personal effects are damaged or lost:

- a lump sum payment up to the maximum stated in the Super PAI policy
  - in the event of your death (or presumption of death) or the death of any of your passengers within 24 months of the collision or incident as a result of the collision; or
  - if you or if any of your passengers ultimately remain partially or totally disabled from the consequences of the collision or incident;
- medical expenses for you and your passengers of up to the maximum stated in the Super PAI policy (which includes hospitalisation, consultations and pharmaceutical costs; X-rays and relevant medical tests; dental treatment or any prosthetics) necessitated by the collision or incident.
- Loss, damage, theft or destruction of your travel bags and suitcases and the personal effects (including valuable personal effects, such as jewellery or furs and computer equipment, cameras or personal hi-fi equipment) contained in them to the maximum stated in the Super PAI policy as a result of a collision or theft.

If you and / or your Passengers are victims of a collision during the Hire Period then, provided you have purchased the product (in which case the Protection will apply to you and all passengers in the Vehicle), a claim can be made against it irrespective of who is at fault. As a result:

- Passengers and a 'not at fault' driver (both of whom are considered to be third parties in the context of the mandatory Third Party Liability insurance regime) can not only be indemnified by the Third Party Liability insurer for injury, loss of or damage to personal property but can also collect the lump sum indemnity they are entitled to under the Super-Personal Accident Insurance product; or
- Passengers travelling with an at fault driver will be considered third parties in the context of the mandatory Third Party Liability insurance regime can be indemnified by the Third Party Liability insurer for injury, loss of or damage to personal property but can also collect the lump sum indemnity under the Super-Personal Accident Protection product. However, an at fault driver will only be covered by the Super-Personal Accident Protection product.

26.7.2. **What is (mainly) excluded from the cover ?**
This Super-Personal Accident Insurance does not cover:

- any of the costs set out above if the expense was not incurred as a direct result of the collision or incident occurring whilst you were in control of the Vehicle or if you intentionally caused or brought about the accident or collision; or
- any costs relating to treatment you were receiving or medical conditions you were suffering from before the accident or incident occurred; or
- the cost of loss, or destruction of or damage to your baggage if it is
  - caused by fair wear and tear, depreciation or inherent defects or smokers' accidents;
  - stolen as a result of your failure to secure and lock the Vehicle or if it is left in the Vehicle overnight or unattended in a public place. Loss of valuables and/or laptops will not be covered if they are left unattended in the Vehicle at any time;
  - a mobile phone
  - any damage caused to the Vehicle

26.7.3 **What is the amount of my financial exposure?**
Provided you have not committed a breach of any applicable laws (including any relevant road traffic regulations and, in particular, relating to the wearing of seat belts and not exceeding the official passenger capacity of the vehicle – for instance if 7 people are injured in a 5 seater vehicle then the Super-Personal Accident insurance will simply not apply at all) then you will be entitled to the Protection up to the indemnity limits shown in the Super PAI policy copy stored at **https://www.europcar.co.uk/protection-package-details**.

However, if you didn't comply with those laws and/or regulations then our insurer may refuse the cover altogether or, if it can be shown that you were partially responsible for the level of injury you suffered in the collision or incident, it may seek to reduce its liability for the costs.

26.8 Enhanced Partner Protection ("EPP")

Our **Enhanced Partner Protection product (EPP)** applies only where you have booked a rental through a car-hire cost comparison website or a travel agent that we have approved ("**Broker**") and you have purchased a relevant insurance product (an "**insurance policy**") through that Broker. The EPP product is only available from the Europcar Branch at the time you pick up the Vehicle.

26.8.1 **What is EPP?**

26.8.1.1 EPP protects you against the requirement to pay us directly for damage and theft Excess amount charges, as well as any other charges covered by your insurance policy, if you damage the Vehicle or the Vehicle is stolen during the Hire Period. Without this product you will have to pay us for those charges (subject to the Excess amount where relevant) and then recover that sum from your insurer under the insurance policy that you have purchased from them.

26.8.1.2 When you purchase EPP we will not charge you directly for the damage, theft or attempted theft of the Vehicle but we will engage with your insurer to recover the sums owing that are covered by your insurance policy. All you will have to do is inform us about the incident in accordance with your obligations under clauses 12 or 14 of these T&C.

26.8.2 **What do I need to be aware of when considering this product?**

26.8.2.1 EPP is only available for bookings made through certain Brokers with whom we have agreed this process. You will therefore need to ask our Branch staff to confirm whether EPP is available for your booking.

26.8.2.2 The price of EPP will be confirmed to you at the Europcar Branch and is contingent upon the length of your Hire Period and the Europcar Branch where you pick up the Vehicle. EPP will only apply for your original Hire Period and not to any extensions of that Hire Period.

26.8.2.3 By purchasing EPP:

26.8.2.3.1 you are authorising us, on your behalf, to submit a claim to the insurer from whom you purchased your insurance policy and for the insurer to make payments directly to us for charges covered by your insurance policy in respect of the damage incurred by the Vehicle, or the theft or attempted theft of the Vehicle during your original Hire Period; and

26.8.2.3.2 you agree not to make a claim for any sum paid to us by the insurer; and

26.8.2.3.3 you are not excluding your liability for damage or theft of the Vehicle or other charges that may become payable under these T&Cs.

26.8.2.4 We will not refund you for the cost of EPP once the Hire Period has started or where you are subsequently unable for any reason to rely on the insurance cover you have purchased through the Broker.

26.8.3 We will not refund the cost of this product once the Hire Period has started or where you are subsequently unable for any reason to rely on the damage excess cover you have purchased from the Broker.

26.9 How to notify us?

26.9.1 It is important that you do your utmost to properly complete and sign an accident claim form which will be made available on request. This gives us all relevant details of the incident and will allow us to ensure your claim is being handled as efficiently as possible. The accident claim form should be transmitted to us within a maximum of 5 working days of the collision or incident.

Europcar

moving your way

Tariff Guide - 11 February 2019

The following are products we offer that you may buy when you pick up the Vehicle. These are not included in the rental charges. Some are optional.

Product	What does it do?	Daily Rate (inc VAT)	
Young Driver Surcharge	This is a mandatory charge for hirers and drivers under the age of 26 who are subject to our Basic Protection package and any excess reduction product.	£35.00 per day	
Additional Driver	The cost to authorise each additional person to drive a Vehicle and includes the Basic Protection package	£13 per day up to a maximum of £130	
DVLA Contact	This is the charge we make if we need to validate your driving licence with the DVLA	£4.75	
Congestion Charge	This is a mandatory local government tax levied to enable you to drive a Vehicle if you pick it up from within the London Congestion Zone. The Charge will be valid up to midnight on the day of pick-up	£11.50	
Full Tank Option	You can buy a full tank of fuel at the start of your Hire Period at less than the average fuel price calculated according to our fuel policy (please see www.europcar.co.uk/terms-and-conditions). If you buy this product then you can return the Vehicle to us with any level of fuel in the tank and you will not be charged for refuelling	Either 6 pence or 12 pence per litre (depending on where in the UK your rental starts) below the average fuel price calculated according to our fuel policy as set out on our website	
Europdrive Pack	This is mandatory if you wish to take the Vehicle and drive it outside of the UK. The pack includes our consent form VE103B	1-3 days	£84
		4-7 days	£108
		8-13 days	£144
		14-20 days	£168
		21-27 days	£192
		28+ days	£240
Cross-Border Pack	This is mandatory if you wish to take the Vehicle and drive it from Mainland UK into the Republic of Ireland and/or from Northern Ireland into the Republic of Ireland. The pack includes our consent form VE103B	1-2 days	£30
		3-4 days	£70
		5-6 days	£100
		7+10 days	£150
		11+ days	£125
Booster Cushion	Seating for young children	£5 per day up to a maximum of £50	
Child Seats	Full seating for young children (0-7 years)		
Satellite Navigation Units		£14.99 per day up to a maximum of £149.99	

CONVENIENCE PRODUCTS - These are optional products that are not included in the daily rental charges

Heathrow Only	What is the Charge for?	Cost*
Arrive and Drive	This applies if you wish to collect your hire Vehicle from outside Terminal T3 at Heathrow Airport	£20
Meet and Greet	A personalised service where we meet you in the Arrivals Hall and take you to your hire Vehicle in the short-stay car park	£35
Drop Off Service	We drive you to the airport in your hire Vehicle and drop you off so you don't need to use the courtesy bus	£20

* Inclusive of 20%VAT (if applicable)

EMERGENCY TRAVEL PRODUCTS - These are optional products that are not included in the rental charges

Product	What does it do?	Daily Rate (inc IPT*)	
		**Vehicle Category	Daily Rate
Super Personal Accident Insurance (SPAI)	Provides cover for you and your passengers for: personal injury and death up to €200,000, medical expenses up to €10,000 and baggage up to €5,000	All Vehicle groups	£8
		Van groups	£10
Emergency Travel Service (SPPAI)	Provides cover for a range of emergency situations that could arise in a foreign country such as medical repatriation, replacement of travel documents and legal referrals	All Vehicle groups	£3.60

* 'IPT' means Insurance Premium Tax

ROADSIDE ASSISTANCE PRODUCTS - These are optional products that are not included in the daily rental charges

Product	What does it do?	Daily Rate (inc VAT)	
		**Vehicle Category	Daily Rate
Roadside Assistance Plus	Protects against having to pay recovery charges for non-mechanical breakdown or driver error incidents (eg., locking keys inside the Vehicle) which would normally be chargeable	All Vehicle groups	£5
Roadside Assistance Express	**This is an enhanced version of Roadside Assistance Plus available in the UK Mainland and Northern Ireland** We bring a replacement Vehicle to you so you can continue your journey	All Vehicle groups	£9

UPGRADE CHARGES - These are optional charges which will be applied per day if the booked vehicle is upgraded

Upgrade Level	What does it do?	Daily Rate (inc VAT)
		Daily Rate
Various	It may be possible to upgrade your reserved Vehicle to a different Vehicle at the time of pick-up. Please ask for further detail at the time of collection	Between £3 and £300 per day depending upon the Vehicle you originally booked and the Vehicle you are upgrading into

EXCESS REDUCTION PRODUCTS - These are optional and are not included in the rental charges

Product	What does it do?		Consolidated Pricing (inc VAT)			
			Category A Daily Rate‡		Category B Daily Rate‡	
	STANDARD CARS	Days Rental	Small ** Vehicle	Large ** Vehicle	Small ** Vehicle	Large ** Vehicle
Premium Protection Package ('Premium')	Is available at participating Europcar Stations only and applies if you are aged 26 or over. This product can reduce standard collision damage waiver excess applicable to small and large group Vehicles to zero	1 day	Up to £33.00	Up to £37.00	Up to £28.00	Up to £33.00
		2-3 days	Up to £29.50	Up to £35.00	Up to £25.50	Up to £31.00
		4-6 days	Up to £26.50	Up to £32.00	Up to £23.00	Up to £28.50
		7-13 days	Up to £24.00	Up to £29.50	Up to £18.00	Up to £23.00
		14-27 days	Up to £20.50	Up to £25.50	Up to £13.00	Up to £18.00
		28+ days	Up to £18.00	Up to £23.00	Up to £10.50	Up to £13.00
		28+ Fixed	Up to £15.50	Up to £18.00	Up to £7.50	Up to £10.50
			Category A Daily Rate‡		Category B Daily Rate‡	
	STANDARD CARS	Days Rental	Small ** Vehicle	Large ** Vehicle	Small ** Vehicle	Large ** Vehicle
Medium Protection Package ('Medium')	Limits your financial liability in case of damage to or theft of the Vehicle to either £450 or £350 (see table below entitled "**VEHICLE CATEGORY DESCRIPTIONS and COLLISION DAMAGE WAIVER EXCESS VALUES")	1 day	Up to £26.00	Up to £30.50	Up to £23.00	Up to £28.00
		2-3 days	Up to £23.50	Up to £28.00	Up to £20.50	Up to £26.00
		4-6 days	Up to £20.50	Up to £26.00	Up to £18.00	Up to £23.50
		7-13 days	Up to £18.00	Up to £23.50	Up to £13.00	Up to £18.00
		14-27 days	Up to £15.50	Up to £20.50	Up to £10.50	Up to £15.50
		28+ days	Up to £13.00	Up to £18.00	Up to £8.00	Up to £10.50
		28+ Fixed	Up to £10.50	Up to £13.00	Up to £5.00	Up to £8.00
	SELECTION VEHICLES ¥	Vehicle Category**	Days Rental		Daily Rate	
Selection Protection Package ('Select')	This product can reduce standard collision damage waiver excess applicable to Selection group Vehicles to £100	SELECTION	1 day		£38.00	
			2-3 days		£35.00	
			4-6 days		£32.50	
			7-13 days		£30.00	
			14-27 days		£27.00	
			28+ days		£24.00	
Medium Protection Package ('Medium')	Limits your financial liability in case of damage to or theft of the Vehicle to £500	SELECTION	1 day		£34.00	
			2-3 days		£31.00	
			4-6 days		£28.50	
			7-13 days		£26.00	
			14-27 days		£23.00	
			28+ days		£20.00	
	CDV & OTHER VANS ¥	Vehicle Category**	Daily Rate 1-14 days		Daily Rate 15+days	
Medium Protection Package ('Medium')	Limits your financial liability in case of damage to or theft of the Vehicle to £250	CDV	£17.85		£11.85	
		Other Vans	£22.85		£16.85	
		Vehicle Category**		Daily Rate 1-3 days	Daily Rate 4-6 days	Daily Rate 7+ days
Value Cover	Reduces standard collision damage protection excess liability for damage to windscreens, tyres and glass to zero	Small and Large Cars		£12.50	£11.00	£9.50
		Van groups		£13.00	£11.50	£10.00
		Selection		£14.50	£13.00	£11.50

‡ Categories A & B Daily Rates for Premium & Medium Protection packages are linked to particular Europcar Branches. Details of these categorisations can be found on the Europcar website at https:www.europcar.co.uk/protection-package-location-category
¥ Our Premium Protection package is not available for Selection Vehicles, CDVs or Other vans

ENHANCED PARTNER PROTECTION ("EPP")

Product	What does it do?	Consolidated Pricing (inc VAT)
Enhanced Partner Protection ("EPP")	EPP protects you against the requirement to pay us directly for damage and theft Excess amount charges in relation to the damage or theft of a Vehicle where you have purchased an insurance policy via an on-line car-hire cost comparison website or a travel agent ('Broker'). With EPP, we will recover the costs of the damage or theft on your behalf - up to the value of the Excess amount - directly from the insurer provided such costs are covered by your insurance policy.	Prices vary from £6.25 - £17.50 per rental (depending on the Hire Period and pick-up Branch

EXCESS REDUCTION PRODUCTS FOR UNITED STATES AND CANADIAN RENTERS ONLY - These are optional and are not included in the rental charges

Product	What does it do?	Consolidated Pricing (inc VAT)		
		**Vehicle Category	1 - 14 Days	15 Days +
Collision Damage Waiver	Reduces your liability for damage to the Vehicle to the standard collision damage waiver excess amount	All Vehicle groups	£12	£10
Theft Waiver	Reduces your liability for theft of the Vehicle and/or damage arising out of a theft to the standard collision damage waiver excess amount	All Vehicle groups	£12	£10
Medium Protection Package ('Medium')	Combines: Collision Damage Protection, Theft Protection, and the Medium Protection Package to reduce your liability to £250 for standard Vehicles and £500 for Selection Vehicles	Small	£29.85	£21.85
		Large	£34.85	£28.85
		Selection	£37.85	£31.85
		CDV	£32.85	£26.85
		Other Vans	£34.85	£28.85
Premium Protection Package ('Premium')	**Available at participating Europcar Stations only and applies if you are aged 26 or over** Reduces your liability for the full cost of a Vehicle to zero	Small	£35.85	£25.85
		Large	£40.85	£30.85
		Selection & CDV & Other Vans	NA	NA

VEHICLE CATEGORY DESCRIPTIONS and COLLISION DAMAGE WAIVER EXCESS VALUES

**Vehicle Category	Description	Standard Collision Damage Waiver Excess	Medium Excess	Premium Excess
Small	Mini / Economy / Economy Elite / Compact / Compact Elite	£1,100	Cat A Vehicle‡ £450 Cat B Vehicle‡ £350	£0.00
Large	Intermediate / Intermediate Elite / Standard / Standard Elite / Full Size / Premium / Luxury	£1,400		
Selection	Selection Vehicles	£2,000	£500	NA
Vans	All Vans	£1,500	£250	NA

You may incur some of the following Charges during your Hire Period. These are not included in the rental charges

Service	What is the Charge for?	Cost *
Excess Mileage Charges STANDARD CARS (excludes Selection Vehicles)	**Rentals of up to 20 consecutive days:** mileage is unlimited and excess mileage charges will not apply **Rentals of 21 consecutive days or more:** Excess mileage charges will apply if the car travels more than the selected mileage allowance of 30, 90 or 120 miles per day (averaged over the whole length of the Hire Period). For example: if during a 30 day Hire Period you drive 2,750 miles and opted for the 90 miles per day inclusive mileage allowance then you will be charged for 49 miles@ 20 pence per mile (ie., 2750 minus (30x90))	20 pence per mile for each mile driven over the selected mileage allowance of 30, 90 or 120 miles per day on rentals of 21 days or more
Excess Mileage Charges SELECTION VEHICLES (excludes Standard Cars)	**Rentals of up to 27 consecutive days:** mileage is unlimited and excess mileage charges will not apply **Rentals of 28 consecutive days or more:** Excess mileage charges will apply if the car travels more than 75 miles per day (averaged over the whole length of the Hire Period). For example: if during a 30 day Hire Period you drive 2,750 miles then you will be charged for 500 miles @ 30 pence per mile (ie., 2750 minus (30x75))	30 pence per mile for each mile driven over 75 miles per day on rentals of 28 days or more
Excess Mileage Charges VANS	**Rentals of up to 6 consecutive days:** Excess mileage charges will apply if the Van travels more than 250 miles per day. For example: if during a 5 day hire you drive a Van 1350 miles then you will be charged for 100 miles @ 20 pence per mile (ie., 1350 minus (5x250)) **Rentals of 7 consecutive days or more:** Excess mileage charges will apply if the Van travels more than 90 miles per day. For example: if during a 10 day Hire Period you drive a Van 1200 miles then you will be charged for 300 miles @ 20 pence per mile (ie., 1200 minus (10x90))	20 pence per mile for each mile driven above the applicable inclusive mileage allowance
One-way hire	If, in the middle of the Hire Period, you decide you wish to return the Vehicle to a different Europcar Station than you originally planned then you must have this authorised by us in advance (because some Europcar Stations do not accept all Vehicles) and you must pay the one-way hire Fee. **ONE-WAY HIRES ARE NOT EVER PERMITTED OUTSIDE OF THE UK.** **If you do leave a Vehicle outside of the UK we will charge you for the cost to repatriate it**	**Pre-authorised UK Fee:** up to a maximum cost of £300 **Unauthorised UK Fee:** up to a maximum cost of £500 **Unauthorised overseas Fee:** up to a maximum cost of £2,000 Please Contact the Europcar Station where you collected your Vehicle for cost details
Deliver and Collect	This applies if you wish to have your Vehicle delivered to or collected from your home or work address in the UK. In addition to the Deliver/Collect charge you are also responsible for the cost of the fuel we use to deliver and to collect the Vehicle. Minimum notice period 2 hours for Standard cars and 2 days for Selection Vehicles and Vans	**Up to 24 hours notice:** ≤ 3 miles: = £15 each way; ≥ 3miles: = £15 each way + £1.95 per mile for each mile over 3 miles each way **24+ hours notice:** ≤ 3 miles: = £5 each way; ≥ 3miles: = £5 each way + £1.95 per mile for each mile over 3 miles each way
Aborted Deliver and Collect Charge	This applies, in addition to the Deliver or Collect charge shown above, 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	£37.50
Out of hours collection	If you wish to collect your Vehicle from a Europcar Station which is outside of the Europcar Station's normal opening hours	£60
Out of hours key return box	This will apply if you return the Vehicle to the Europcar Station outside of normal opening hours and leave the keys in the return box. It also applies if you use the return box during normal opening hours.	£20
Refuelling Surcharge	In addition to the cost of the fuel, a refuelling surcharge will apply if: (i) you have not purchased our Full Tank Option; and (ii) on the return of the Vehicle, more than seven (7) litres of fuel is calculated to be missing (including any fuel we use when we collect the Vehicle from your home or work address in the UK at the end of your Hire Period); and (iii) you return the Vehicle to us at the Europcar Branch without refilling the tank. If seven (7) litres of fuel or less is missing (including any fuel we use when we collect the Vehicle from your home or work address in the UK at the end of your Hire Period) then you will be charged only for the cost of the fuel; the refuelling surcharge will not apply. Please refer to section 18.2 of the T&Cs for further details	• The cost per litre calculated according to the fuel policy set out on our website **www.europcar.co.uk/terms-and-conditions/** • a one-off refuelling surcharge of £18
Special cleaning / valet charge	This applies if you return the Vehicle to us in a condition that requires more than our standard 'ready for rent' clean. For example if you or one of your passengers smokes in the Vehicle	Up to £85

* Inclusive of 20%VAT (if applicable)

CHARGES FOR LOSS OR DAMAGE TO THE VEHICLE OR ACCESSORIES

Service	What is the Charge for?	Cost*
Light Damage to the Vehicle	You will be notified of the charges with respect to Light Damage to the Vehicle (which are the fixed sums set out in the Light Damage Charges Schedule) once the Vehicle has been assessed at the end of the Hire Period. Light Damage is further explained in sections 12.8 to 12.11 of the T&Cs	You will be charged a Light Damage Administration Charge of £40 in addition to the fixed sums set out in the Light Damage Charges Schedule
Tyre Replacement	You will be notified of the charges with respect to a Tyre Replacement to the Vehicle (which are the fixed sums set out in the Tyre Charges Schedule) once the Vehicle has been assessed at the end of the Hire Period. Tyre Replacements are further explained in section 12.12 to 12.14 of the T&Cs	You will be charged a Light Damage Administration Charge of £40 in addition to the fixed sums set out in the Tyre Charges Schedule.
Damage to the Vehicle other than (i) Light Damage and Tyre Replacement or (ii) where the Vehicle is determined by us to be a Total Loss	You will be notified of the charges with respect to damage to the Vehicle, once the Vehicle has been assessed at the end of the Hire Period. As explained in section 12.16.1 of the T&Cs, you will pay us the sums we become liable to pay to our suppliers in recovering and/or repairing the Vehicle.	You will be charged a Loss of Use Charge (calculated as indicated in section 12.16.2.1 of the T&Cs), an Engineer's Charge of £40 and a Damage Administration Charge of £80, in addition to the sums contemplated in the column to the left (*What is the Charge for?*).
Damage to the Vehicle, where the Vehicle is determined by us to be a Total Loss	You will be notified of the charges with respect to damage to the Vehicle, once the Vehicle has been assessed at the end of the Hire Period. As explained in section 12.18.1 of the T&Cs, you will pay us the sums representing the pre-accident value of the Vehicle and any Vehicle recovery charges, less any sums we recover in respect of the Vehicle when it is sold for salvage.	You will be charged a Loss of Use Charge (calculated as indicated in section 12.18.2.1 of the T&Cs), an Engineer's Charge of £40 and a Damage Administration Charge of £80, in addition to the sums contemplated in the column to the left.
Accessories	Accessories comprise general accessories identified in the Light Damages Charges Schedule (such as locking wheel nuts, parcel shelves, boot covers etc) and items added to the car by us, such as Booster Cushions, Child Seats and Satellite Navigation Units. To replace Accessories identified in the Light Damage Charges Schedule which have been lost or damaged or stolen, we charge the fixed sums set out in the Light Damage Charges Schedule.	A Light Damage Administration Charge of £40 will be added to the charges for the replacement accessory(ies) identified in the Light Damage Charges Schedule.
Keys	The cost to replace lost, stolen or damaged keys can be up to £500 depending on the make and model of the Vehicle	A Light Damage Administration Charge of £40 will be added to the charges for the replacement key identified in the Light Damage Charges Schedule
Vehicle Recovery Charge	Recovery of a Vehicle that has broken down or is damaged due to customer negligence	£175 recovery charge £3 per mile towing
Statutory Charge for Vehicle Recovery by Police	The cost to redeem a Vehicle if it is recovered by police because of your breach of the T&Cs (please refer to section 5 (*What are my obligations towards the Vehicle?*))	£150
Statutory Storage Charges following Police Recovery	Charges that are made by the police for storing a Vehicle following its recovery by them	£20 per day
Agent Recovery Charge	The cost we incur if, because of your breach of the T&Cs (please refer to section 5 (*What are my obligations towards the Vehicle?*)), we have to instruct agents to recover a Vehicle on our behalf	Between £200 & £400 in the UK Up to £2,000 from Europe
Reservation Amendment (or Modification) Charge	To cover our administration costs each time you amend any details of your booking before the Hire Period is due to start and you give us less than 48 hours notice of the change or for any modifications you may wish to make once the Hire Period has started	£5

* Inclusive of 20%VAT (if applicable)

Service	What is the Charge for?	Cost *
Changeover Charge	This charge will apply if, after the Hire Period has started and for reasons of personal preference only, you wish to change the Vehicle to a different Vehicle within the same vehicle group	£25
Cancellation Charge	This charge will be made if you tell us you wish to cancel your prepaid booking but you give us less than **48 hours** notice	£45
No Show Charge	This charge will apply if you did not cancel your pre-paid booking and you do not collect your Vehicle	£85
Light Damage Administration Charge	Applies if we have to charge you for Light Damage caused to the Vehicle whilst you are in possession of it (and includes loss of or damage to Accessories or keys, as identified in the Light Damage Charges Schedule) or Tyre Replacements. This charge pays for the back-office resource required to process associated paperwork.	£40
Damage Administration Charge	Applies if we have to charge you for damage (other than Light Damage or Tyre Replacements) caused to the Vehicle whilst you are in possession of it. This charge pays for the back-office resource required to process associated paperwork with respect to Serious Damage and Total Loss, including calculation of the applicable Loss of Use Fee and liaison with the engineer. *This charge is in addition to the Engineer's Charge*	£80
Engineer's Charge	This applies if the Vehicle has suffered Serious Damage or is a Total Loss. It pays for an engineer to assess whether a damaged Vehicle is worth repairing and, as applicable, to (i) liaise with the repairers to determine how it will be repaired and what it will cost; or (ii) determine the pre-accident value of the Vehicle and to arrange for the Vehicle to be sold for salvage. *This charge is in addition to the Damage Administration Charge*	£40
Third Party Administration Charge	Applies if we have to provide your details to any third parties (for example for unpaid congestion or parking charges)	£40
Unpaid Charges Admin Charge	Applies if we have to recover unpaid charges associated with your rental. Reasonable legal fees, statutory court costs and interest may be payable in addition to this fee	£40
Extension Charge	Applies when you notify us that you wish to extend the length of your Hire Period	£5
Unauthorised Extension Charge (in addition to the daily rental charge)	Applies if you don't let us know that you wish to extend the length of your Hire Period at least 2 working hours before it is due to be returned to us	£40

* Inclusive of 20%VAT (if applicable)

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Light Damage Charges Schedule
1st February 2019

Light Damage Charges Schedule – **Cars**

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			Category									
Area	Element	Type and Condition	Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium
Front	Badge	Broken/Damaged	51	82	67	80	105	63	64	76	60	68
		Missing	51	82	67	80	105	63	64	76	60	68
	Bonnet	Scratch/Scuff <75mm Paint Damage	231	264	278	305	320	365	389	349	268	265
		Scratch/Scuff - Medium 75-150mm	437	485	508	559	575	586	628	601	507	508
		Scratch/Scuff - Large 150mm+	584	638	665	734	745	705	749	771	675	687
		Dent - Small 25-75mm	231	264	278	305	320	365	389	349	268	265
		Dent - Medium 75-150mm	437	485	508	559	575	586	628	601	507	508
		Dent - Large 150mm+	584	638	665	734	745	705	749	771	675	687
	Bumper Moulding	Broken/Damaged	181	121	181	128	181	185	48	211	259	140
		Missing	181	121	181	128	181	185	48	211	259	140
	Bumper skirt	Broken/Damaged	68	88	99	62	95	58	102	109	103	132
		Missing	68	88	99	62	95	58	102	109	103	132
		Scuffed	68	88	99	62	95	58	102	109	103	132
	Front Bumper	Scratch/Scuff <75mm Paint Damage	234	239	251	226	247	237	224	250	271	250
		Scratch/Scuff - Medium 75-150mm	314	328	344	311	339	321	320	348	366	343
		Scratch/Scuff - Large 150mm+	314	328	344	311	339	321	321	349	366	343
		Dent - Small 25-75mm	234	239	251	226	247	237	224	250	271	250
		Dent - Medium 75-150mm	314	328	344	311	339	321	320	348	366	343
		Dent - Large 150mm+	314	328	344	311	339	321	321	349	366	343
	Fog Light (Right/Left)	Broken/Damaged	54	88	106	94	103		77	155	72	81
		Missing	54	88	106	94	103		77	155	72	81
	Front Grille	Broken/Damaged	164	203	205	204	279	263	189	333	217	251
		Missing	164	203	205	204	279	263	189	333	217	251
	Headlight (Right/Left)	Broken/Damaged	259	242	291	400	381	663	761	839	300	257
		Missing	259	242	291	400	381	663	761	839	300	257
	Indicator (Right/Left)	Broken/Damaged	25	27	14	19	15	26	15	33	27	13
		Missing	25	27	14	19	15	26	15	33	27	13
	Front Skirt (Right/Left)	Broken/Damaged	68	88	99	62	95	58	102	109	103	132
		Missing	68	88	99	62	95	58	102	109	103	132
	Tow Eye Cover	Broken/Damaged	121	124	124	85	125	97	123	118	122	115
		Missing	121	124	124	85	125	97	123	118	122	115
	Wiper Arm	Broken/Damaged	44	67	64	70	58	72	83	74	60	64
		Missing	44	67	64	70	58	72	83	74	60	64
	Wiper Blades	Broken/Damaged	33	28	24	24	28	43	38	47	31	39
		Missing	33	28	24	24	28	43	38	47	31	39
	Number Plate	Broken/Damaged	25	25	25	25	25	25	25	25	25	25
		Missing	25	25	25	25	25	25	25	25	25	25
	Wind Screen	Glass chip 5-10mm	35	35	35	35	35	35	35	35	35	35
Side	Door (Front/Rear)	Scratch/Scuff <75mm Paint Damage	238	226	232	242	239	232	241	243	241	260
		Scratch/Scuff - Medium 75-150mm	450	428	437	465	450	400	411	441	467	501
		Scratch/Scuff - Large 150mm+	600	567	580	619	598	510	523	588	628	679
		Dent - Small 25-75mm	238	226	232	242	239	232	241	243	241	260
		Dent - Medium 75-150mm	450	428	437	465	450	400	411	441	467	501
		Dent - Large 150mm+	600	567	580	619	598	510	523	588	628	679
	Door Handle (Front/Rear)	Broken/Damaged	82	103	105	119	154	55	27	104	134	110
		Missing	154	154	152	150	153	110	152	115	154	152
	Door Seal (Front/Rear)	Broken/Damaged	126	31	69	69	57	129	132	117	65	91
	Front Wing	Scratch/Scuff <75mm Paint Damage	160	162	163	174	164	178	185	177	182	172
		Scratch/Scuff - Medium 75-150mm	328	331	335	362	338	318	331	343	379	370
		Scratch/Scuff - Large 150mm+	455	448	455	495	463	422	441	476	522	524
		Dent - Small 25-75mm	160	162	163	174	164	178	185	177	182	172
		Dent - Medium 75-150mm	328	331	335	362	338	318	331	343	379	370
		Dent - Large 150mm+	455	448	455	495	463	422	441	476	522	524
	Fuel Flap	Broken/Damaged	173	151	167	191	147	87	143	136	150	165
		Scratch/Scuff <75mm Paint Damage	123	124	124	127	122	128	93	105	125	117

Light Damage Charges Schedule – **Cars**

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			Category									
Area	Element	Type and Condition	Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium
Side	Side Indicator Repeater	Broken/Damaged	23	16	17	19	21			26	13	30
		Missing	23	16	17	19	21			26	13	30
	Door Mirror Glass	Broken/Damaged	37	45	51	49	71	217	236	153	59	48
		Missing	37	45	51	49	71	217	236	153	59	48
	Mirror Housing	Scratch/Scuff <75mm Paint Damage	106	106	140	145	162	199	130	106	129	135
		Broken/Damaged	118	166	207	206	199	192	313	272	203	159
		Missing	118	166	207	206	199	192	313	272	203	159
	Moulding (Front/Rear)	Broken/Damaged	242	175	298	376	310	520	497	519	563	293
		Missing	242	175	298	376	310	520	497	519	563	293
	Rear Wing	Scratch/Scuff <75mm Paint Damage	217	192	205	201	209	225	248	232	208	260
		Scratch/Scuff - Medium 75-150mm	418	372	380	403	404	382	417	424	416	490
		Scratch/Scuff - Large 150mm+	563	498	506	543	542	490	528	568	565	663
		Dent - Small 25-75mm	217	192	205	201	209	225	248	232	208	260
		Dent - Medium 75-150mm	418	372	380	403	404	382	417	424	416	490
		Dent - Large 150mm+	563	498	506	543	542	490	528	568	565	663
	Pillar A	Scratch/Scuff <75mm Paint Damage	148	151	155	159	172	150	137	152	150	158
		Scratch/Scuff - Medium 75-150mm	315	312	321	336	349	284	314	313	318	344
		Scratch/Scuff - Large 150mm+	438	428	440	464	479	387	430	436	448	483
		Dent - Small 25-75mm	148	151	155	159	172	150	137	152	150	158
		Dent - Medium 75-150mm	315	312	321	336	349	284	314	313	318	344
		Dent - Large 150mm+	438	428	440	464	479	387	430	436	448	483
	Pillar B	Scratch/Scuff <75mm Paint Damage	160	159	173	170	180	185	191	209	174	191
		Scratch/Scuff - Medium 75-150mm	317	325	349	356	362	324	337	361	368	409
		Scratch/Scuff - Large 150mm+	424	442	474	486	487	427	447	497	519	584
		Dent - Small 25-75mm	160	159	173	170	180	185	191	209	174	191
		Dent - Medium 75-150mm	317	325	349	356	362	324	337	361	368	409
		Dent - Large 150mm+	424	442	474	486	487	427	447	497	519	584
	Pillar D	Scratch/Scuff <75mm Paint Damage								169		158
		Scratch/Scuff - Medium 75-150mm								389		337
		Scratch/Scuff - Large 150mm+								610		512
		Dent - Small 25-75mm								169		158
		Dent - Medium 75-150mm								389		337
		Dent - Large 150mm+								610		512
	Sill	Scratch/Scuff <75mm Paint Damage	161	170	164	163	179	178	191	188	171	156
		Scratch/Scuff - Medium 75-150mm	231	245	234	236	255	250	233	275	245	220
		Scratch/Scuff - Large 150mm+	251	278	255	259	281	254	234	290	269	235
		Dent - Small 25-75mm	161	170	164	163	179	178	191	188	171	156
		Dent - Medium 75-150mm	231	245	234	236	255	250	233	275	245	220
		Dent - Large 150mm+	251	278	255	259	281	254	234	290	269	235
	Underside Protection	Broken/Damaged	68	113	106	106	75	73	66	68	128	90
		Missing	68	113	106	106	75	73	66	68	128	90
	Wheel Trim (Front/Rear)	Broken/Damaged	64	65	77	63	56			62	56	78
		Missing	64	65	77	63	56			62	56	78
	WingTrims	Missing	140	38	78	138	58	123	68	171	100	11
	Wheel Arch (Front/Rear)	Scratch/Scuff <75mm Paint Damage	71	69	75	91	68	59	58	63	62	90
		Scratch/Scuff - Medium 75-150mm	71	69	76	125	68	59	58	63	62	90
		Scratch/Scuff - Large 150mm+	71	69	77	158	68	59	58	63	62	90
		Dent - Small 25-75mm	71	69	75	91	68	59	58	63	62	90
		Dent - Medium 75-150mm	71	69	76	125	68	59	58	63	62	90
		Dent - Large 150mm+	71	69	77	158	68	59	58	63	62	90
	Door Glass (Front/Rear)	Glass chip 5-10mm	35	35	35	35	35	35	35	35	35	35
	Alloy/Steel Wheel (Front/Rear)	Scratch/Scuff <75mm Paint Damage	65	65	65	65	65	65	65	65	65	65

Light Damage Charges Schedule **– Cars**

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			Category									
Area	Element	Type and Condition	Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium
Side	Rear Sliding Door	Scratch/Scuff <75mm Paint Damage								622		441
		Scratch/Scuff - Medium 75-150mm								1064		768
		Scratch/Scuff - Large 150mm+								1285		996
		Dent - Small 25-75mm								622		441
		Dent - Medium 75-150mm								1064		768
		Dent - Large 150mm+								1285		996
Rear	Rear Badge	Broken/Damaged	51	82	67	80	105	63	64	76	60	68
		Missing	51	82	67	80	105	63	64	76	60	68
	Boot lock	Broken/Damaged	68	61	81	82	87	86	112	118	73	47
		Missing	68	61	81	82	87	86	112	118	73	47
	Tailgate/Boot Lid	Scratch/Scuff <75mm Paint Damage	226	233	242	252	256	223	276	257	266	302
		Scratch/Scuff - Medium 75-150mm	428	433	454	472	475	427	529	452	497	560
		Scratch/Scuff - Large 150mm+	575	572	601	618	627	569	691	618	652	748
		Dent - Small 25-75mm	226	233	242	252	256	223	276	257	266	302
		Dent - Medium 75-150mm	428	433	454	472	475	427	529	452	497	560
		Dent - Large 150mm+	575	572	601	618	627	569	691	618	652	748
	Rear Bumper	Scratch/Scuff <75mm Paint Damage	228	239	250	203	247	251	248	236	251	268
		Scratch/Scuff - Medium 75-150mm	310	327	342	283	339	354	354	333	341	369
		Scratch/Scuff - Large 150mm+	310	327	359	283	339	356	354	333	341	369
		Dent - Small 25-75mm	228	239	250	203	247	251	248	236	251	268
		Dent - Medium 75-150mm	310	327	342	283	339	354	354	333	341	369
		Dent - Large 150mm+	310	327	359	283	339	356	354	333	341	369
	Rear Fog Lamp (Right/Left)	Broken/Damaged	140	48	65	47	33		121	106	74	77
		Missing	140	48	65	47	33		121	106	74	77
	Rear Light (Right/Left)	Broken/Damaged	100	91	129	183	170	199	203	211	224	147
		Missing	100	91	129	183	170	199	203	211	224	147
	Rear plate light	Broken/Damaged	38	40	43	59	43	35	37	36	28	51
		Missing	38	40	43	59	43	35	37	36	28	51
	Rear Spoiler	Scratch/Scuff <75mm Paint Damage	154	170	224	169	180	167	213	171	192	159
		Scratch/Scuff - Medium 75-150mm	220	242	314	242	258	239	289	244	263	225
		Scratch/Scuff - Large 150mm+	220	242	314	252	258	240	289	251	263	225
		Dent - Small 25-75mm	154	170	224	169	180	167	213	171	192	159
		Dent - Medium 75-150mm	220	242	314	242	258	239	289	244	263	225
		Dent - Large 150mm+	220	242	314	252	258	240	289	251	263	225
	Rear valance	Scratch/Scuff <75mm Paint Damage	154	170	224	169	180	167	213	171	192	159
		Scratch/Scuff - Medium 75-150mm	220	242	314	242	258	239	289	244	263	225
		Scratch/Scuff - Large 150mm+	220	242	314	252	258	240	289	251	263	225
		Dent - Small 25-75mm	154	170	224	169	180	167	213	171	192	159
		Dent - Medium 75-150mm	220	242	314	242	258	239	289	244	263	225
		Dent - Large 150mm+	220	242	314	252	258	240	289	251	263	225
	Tow Eye Cover	Broken/Damaged	117	76	85	21	85	46	105	88	94	121
		Missing	117	76	85	21	85	46	105	88	94	121
	Wiper Arm	Broken/Damaged	41	32	41	41	47	71	83	58	38	38
		Missing	41	32	41	41	47	71	83	58	38	38
	Wiper Blades	Broken/Damaged	33	28	24	24	28	43	38	47	31	39
		Missing	33	28	24	24	28	43	38	47	31	39
	Rear Screen	Glass chip 5-10mm	35	35	35	35	35	35	35	35	35	35
	Number Plate	Broken/Damaged	25	25	25	25	25	25	25	25	25	25
		Missing	25	25	25	25	25	25	25	25	25	25
	Rear Loading Door	Scratch/Scuff <75mm Paint Damage										375
		Scratch/Scuff - Medium 75-150mm										556
		Scratch/Scuff - Large 150mm+										654
		Dent - Small 25-75mm										375
		Dent - Medium 75-150mm										556
		Dent - Large 150mm+										654

Light Damage Charges Schedule **– Cars**

Europcar
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			Category									
Area	Element	Type and Condition	Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium
Roof	Aerial	Broken/Damaged	15	20	71	104	112	193	179	88	22	62
		Missing	15	20	71	104	112	193	179	88	22	62
	Roof	Scratch/Scuff <75mm Paint Damage	223	340	362	366	332	354	363	346	344	491
		Scratch/Scuff - Medium 75-150mm	324	500	533	546	488	477	485	482	509	712
		Scratch/Scuff - Large 150mm+	365	575	613	633	562	500	495	540	589	816
		Dent - Small 25-75mm	223	340	362	366	332	354	363	346	344	491
		Dent - Medium 75-150mm	324	500	533	546	488	477	485	482	509	712
		Dent - Large 150mm+	365	575	613	633	562	500	495	540	589	816
	Sunroof/ Panoramic Glass Roof	Glass chip 5-10mm	35	35	35	35	35	35	35	35	35	35
Interior	Air compressor	Broken/Damaged	43	45	43	92	95	202	202	202	92	95
		Missing	43	45	43	92	95	202	202	202	92	95
	Boot Carpet	Broken/Damaged	113	102	179	152	261	137	207	207	437	380
		Missing	113	102	179	152	261	137	207	207	437	380
	Bulkhead	Broken/Damaged	40	40	40	45	90	130	202	202	45	90
		Missing	40	40	40	45	90	130	202	202	45	90
	Centre Console	Broken/Damaged	81	114	181	224	177	438	516	463	234	86
		Burn/Holed/Cut	81	114	181	224	177	438	516	463	234	86
		Missing	81	114	181	224	177	438	516	463	234	86
	Door Panel	Burn/Holed/Cut	242	175	287	376	310	520	497	519	563	293
		Missing	242	175	298	376	310	520	497	519	563	293
	Front Armrest	Broken/Damaged				90		216	202	202	90	
		Missing				90		216	202	202	90	
	Front Left Seat Back Cover	Broken/Damaged	262	232	268	355	288	306	562	397	422	350
		Burn/Holed/Cut	262	232	268	355	288	306	562	397	422	350
		Missing	262	232	268	355	288	306	562	397	422	350
	Front Left Seat Base Cover	Broken/Damaged	166	180	198	236	262	314	1100	422	373	294
		Burn/Holed/Cut	166	180	198	236	262	314	1100	422	373	294
		Missing	166	180	198	236	262	314	1100	422	373	294
	Front Right Seat Back Cover	Broken/Damaged	262	230	274	328	287	306	562	403	424	339
		Burn/Holed/Cut	262	230	274	328	287	306	562	403	424	339
		Missing	262	230	274	328	287	306	562	403	424	339
	Front Right Seat Base Cover	Broken/Damaged	186	181	197	250	252	674	1100	482	381	300
		Burn/Holed/Cut	186	181	197	250	252	674	1100	482	381	300
		Missing	186	181	197	250	252	674	1100	482	381	300
	Gear Lever Gaiter	Broken/Damaged	244	70	61	54	54	83	86	141	72	37
		Burn/Holed/Cut	244	70	61	54	54	83	86	141	72	37
		Missing	244	70	61	54	54	83	86	141	72	37
	Glove Compartment	Broken/Damaged	139	160	160	166	231	492	187	318	243	140
		Missing	139	160	160	166	231	492	187	318	243	140
	Head Restraint	Broken/Damaged	146	131	116	308	159	160	202	202	308	159
		Missing	146	131	116	308	159	160	202	202	308	159
	Interior Carpet	Burn/Holed/Cut	446	585	490	528	517	473	520	617	563	587
		Missing	446	585	490	528	517	473	520	617	563	587
	Interior Lighting	Broken/Damaged	36	54	112	87	91	308	270	316	85	97
		Missing	36	54	112	87	91	308	270	316	85	97
	Key	Broken/Damaged	185	106	126	265	182	260	341	403	320	131
		Missing	185	106	126	265	182	260	341	403	320	131
	Luggage Cover	Broken/Damaged	98	113	188	171	248	325	409	301	260	265
		Missing	98	113	188	171	248	325	409	301	260	265
	Rear View Mirror	Broken/Damaged	84	84	111	90	226	291	324	275	143	203
		Missing	84	84	111	90	226	291	324	275	143	203
	Rear Armrest	Broken/Damaged				269	92	344	202	202	269	92
		Missing				269	92	344	202	202	269	92

Light Damage Charges Schedule – **Cars**

Europcar
moving your way

			Category									
Area	Element	Type and Condition	Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium
Interior	Rear Left Seat Back Cover	Broken/Damaged	185	176	218	209	299	223	239	603	489	322
		Burn/Holed/Cut	185	176	218	209	299	223	239	603	489	322
		Missing	185	176	218	209	299	223	239	603	489	322
	Rear Left Seat Base Cover	Broken/Damaged	232	168	255	342	210	351	351	426	418	351
		Burn/Holed/Cut	232	168	255	342	210	351	351	426	418	351
		Missing	232	168	255	342	210	351	351	426	418	351
	Rear Right Seat Back Cover	Broken/Damaged	180	188	234	232	310	214	247	514	499	312
		Burn/Holed/Cut	180	188	234	232	310	214	247	514	499	312
		Missing	180	188	234	232	310	214	247	514	499	312
	Rear Right Seat Base Cover	Broken/Damaged	181	99	210	239	199	351	351	501	420	326
		Burn/Holed/Cut	181	99	210	239	198	351	351	501	420	326
		Missing	181	99	210	239	199	351	351	501	420	326
	Roof lining	Broken/Damaged	182	389	581	484	598	801	657	726	843	756
		Burn/Holed/Cut	182	389	581	484	598	801	657	726	843	756
	SD Card	Broken/Damaged	55	55	55	55	55	400	202	202	55	55
		Missing	55	55	55	55	55	400	202	202	55	55
	Shelves	Broken/Damaged	56	65	61	63	234	427	202	202	63	234
		Missing	56	65	61	63	234	427	202	202	63	234
	Spare Wheel	Broken/Damaged	109	62	113	119	235	147	106	269	94	84
		Missing	109	62	113	119	235	147	106	269	94	84
	Speaker	Broken/Damaged	36	42	42	88	74	43	202	202	88	74
		Missing	36	42	42	88	74	43	202	202	88	74
	Sunvisor	Broken/Damaged	36	106	66	98	92	52	202	202	98	92
		Burn/Holed/Cut	36	106	66	98	92	52	202	202	98	92
		Missing	36	106	66	98	92	52	202	202	98	92
	Switches & Controls	Broken/Damaged	104	196	163	170	467	195	202	202	170	467
		Missing	104	196	163	170	467	195	202	202	170	467
	Window Handle	Broken/Damaged	23	21	17	20	12				11	
		Missing	23	21	17	20	12				11	
	Locking Wheel Bolt Key	Broken/Damaged	30	40	30	52	53	58	202	202	52	53
		Missing	30	40	30	52	53	58	202	202	52	53
	Full Valet Required	Broken/Damaged	60	60	60	60	60	60	60	60	60	60
		Soiled	60	60	60	60	60	60	60	60	60	60
	Interior Cleaning	Broken/Damaged	35	35	35	35	35	35	35	35	35	35
Accessories	Tool Kit	Missing		19	24	52	12	11	11	23		29
	Hub Covers	Missing	48	24	31	29	30	29	28	32	33	20
		Scratch/Scuff <75mm Paint Damage	30	30	30	30	30	30	30	30	30	30
	Child Seat	Broken/Damaged	40	40	40	40	40	40	40	40	40	40
		Soiled	40	40	40	40	40	40	40	40	40	40

Light Damage Charges Schedule **– Vans**

Europcar
moving your way

			Category					
Area	Element	Type and Condition	CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats
Front	Badge	Broken/Damaged	63	76	43	141	71	71
		Missing	63	76	43	141	71	71
	Bonnet	Scratch/Scuff <75mm Paint Damage	255	227	262	354	256	221
		Scratch/Scuff - Medium 75-150mm	515	536	552	661	515	495
		Scratch/Scuff - Large 150mm+	705	781	768	879	703	705
		Dent - Small 25-75mm	255	227	262	354	256	221
		Dent - Medium 75-150mm	515	536	552	661	515	495
		Dent - Large 150mm+	705	781	768	879	703	705
	Bumper Moulding	Broken/Damaged	51	94	77	57	41	101
		Missing	51	94	77	57	41	101
	Bumper skirt	Broken/Damaged	84	77	92	204	95	71
		Missing	84	77	92	204	95	71
		Scuffed	84	77	92	204	95	71
	Front Bumper	Scratch/Scuff <75mm Paint Damage	216	199	250	284	181	158
		Scratch/Scuff - Medium 75-150mm	299	278	312	384	257	225
		Scratch/Scuff - Large 150mm+	302	403	312	384	257	225
		Dent - Small 25-75mm	216	199	250	284	181	158
		Dent - Medium 75-150mm	299	278	312	384	257	225
		Dent - Large 150mm+	302	403	312	384	257	225
	Front Grille	Broken/Damaged	211	163	152	278	202	163
		Missing	211	163	152	278	202	163
	Headlight (Right/Left)	Broken/Damaged	213	275	206	251	214	277
		Missing	213	275	206	251	214	277
	Indicator (Right/Left)	Broken/Damaged	28	14	14	10	40	15
		Missing	28	14	14	10	40	15
	Front Skirt (Right/Left)	Broken/Damaged	84	77	92	204	95	71
		Missing	84	77	92	204	95	71
	Tow Eye Cover	Broken/Damaged	21	29	12	16	24	12
		Missing	21	29	12	16	24	12
	Wiper Arm	Broken/Damaged	53	71	53	141	57	77
		Missing	53	71	53	138	57	77
	Wiper Blades	Broken/Damaged	31	37	34	17	32	39
		Missing	31	37	34	17	32	39
	Number Plate	Broken/Damaged	25	25	25	25	25	25
		Missing	25	25	25	25	25	25
	Wind Screen	Glass chip 5-10mm	35	35	35	35	35	35
Side	Door (Front/Rear)	Scratch/Scuff <75mm Paint Damage	251	279	283	240	250	276
		Scratch/Scuff - Medium 75-150mm	506	608	579	487	503	570
		Scratch/Scuff - Large 150mm+	695	868	798	671	691	797
		Dent - Small 25-75mm	251	279	283	240	250	276
		Dent - Medium 75-150mm	506	608	579	487	503	570
		Dent - Large 150mm+	695	868	798	671	691	797
	Door Handle (Front/Rear)	Broken/Damaged	33	44	35	36	24	35
		Scratch/Scuff <75mm Paint Damage	210	121	154	154	154	154
	Door Seal (Front/Rear)	Broken/Damaged	70	63	30	76	88	59
	Front Wing	Scratch/Scuff <75mm Paint Damage	174	175	175	181	177	177
		Scratch/Scuff - Medium 75-150mm	390	452	426	398	392	421
		Scratch/Scuff - Large 150mm+	558	683	630	560	560	619
		Dent - Small 25-75mm	174	175	175	181	177	177
		Dent - Medium 75-150mm	390	452	426	398	392	421
		Dent - Large 150mm+	558	683	630	560	560	619

Light Damage Charges Schedule **– Vans**

Europcar
moving your way

			Category					
Area	Element	Type and Condition	CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats
Side	Fuel Flap	Broken/Damaged	152	164	155	204	142	169
		Scratch/Scuff <75mm Paint Damage	124	124	117	128	123	125
	Side Indicator Repeater	Broken/Damaged	22	16		31	27	16
		Missing	22	16		31	27	16
	Door Mirror Glass	Broken/Damaged	41	32	43	54	38	27
		Missing	41	32	43	54	38	27
	Mirror Housing	Scratch/Scuff <75mm Paint Damage	128	135	107	106	129	106
		Broken/Damaged	132	148	138	192	121	147
		Missing	132	148	138	192	121	147
	Moulding (Front/Rear)	Broken/Damaged	172	221	170	291	151	217
		Missing	172	221	170	291	151	217
	Rear Wing	Scratch/Scuff <75mm Paint Damage	270	368	443	302	261	362
		Scratch/Scuff - Medium 75-150mm	541	761	822	581	525	708
		Scratch/Scuff - Large 150mm+	745	1028	1070	782	724	960
		Dent - Small 25-75mm	270	368	443	302	261	362
		Dent - Medium 75-150mm	541	761	822	581	525	708
		Dent - Large 150mm+	745	1028	1070	782	724	960
	Pillar A	Scratch/Scuff <75mm Paint Damage	159	190	144	141	168	
		Scratch/Scuff - Medium 75-150mm	364	452	364	338	385	
		Scratch/Scuff - Large 150mm+	520	667	558	492	549	
		Dent - Small 25-75mm	159	190	144	141	168	
		Dent - Medium 75-150mm	364	452	364	338	385	
		Dent - Large 150mm+	520	667	558	492	549	
	Pillar B	Scratch/Scuff <75mm Paint Damage	167	199	171	214	161	201
		Scratch/Scuff - Medium 75-150mm	380	491	410	455	371	457
		Scratch/Scuff - Large 150mm+	543	733	614	630	530	661
		Dent - Small 25-75mm	167	199	171	214	161	201
		Dent - Medium 75-150mm	380	491	410	455	371	457
		Dent - Large 150mm+	543	733	614	630	530	661
	Pillar C	Scratch/Scuff <75mm Paint Damage	151	164	144	175	150	
		Scratch/Scuff - Medium 75-150mm	292	164	320	384	290	
		Scratch/Scuff - Large 150mm+	433	164	495	545	430	
		Dent - Small 25-75mm	151	202	144	175	150	
		Dent - Medium 75-150mm	292	241	320	384	290	
		Dent - Large 150mm+	433	279	495	545	430	
	Pillar D	Scratch/Scuff <75mm Paint Damage	181	148	188	201		151
		Scratch/Scuff - Medium 75-150mm	431	354	478	515		393
		Scratch/Scuff - Large 150mm+	633	539	719	778		591
		Dent - Small 25-75mm	181	148	188	201		151
		Dent - Medium 75-150mm	431	354	478	515		393
		Dent - Large 150mm+	633	539	719	778		591
	Sill	Scratch/Scuff <75mm Paint Damage	166	161	141	158	162	166
		Scratch/Scuff - Medium 75-150mm	238	225	201	227	232	238
		Scratch/Scuff - Large 150mm+	262	242	218	246	255	262
		Dent - Small 25-75mm	166	161	141	158	162	166
		Dent - Medium 75-150mm	238	225	201	227	232	238
		Dent - Large 150mm+	262	242	218	246	255	262
	Underside Protection	Broken/Damaged	88	78	57	140	71	71
		Missing	88	78	57	140	71	71
	Wheel Trim (Front/Rear)	Broken/Damaged	44	54	46	46		54
		Missing	44	54	46	46		54
	WingTrims	Missing	50	10	33	65		10

Light Damage Charges Schedule **– Vans**

Europcar
moving your way

			Category					
Area	Element	Type and Condition	CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats
Side	Wheel Arch (Front/Rear)	Scratch/Scuff <75mm Paint Damage	78	70	67	96	76	75
		Scratch/Scuff - Medium 75-150mm	78	70	67	96	76	75
		Scratch/Scuff - Large 150mm+	78	70	67	96	76	75
		Dent - Small 25-75mm	78	70	67	96	76	75
		Dent - Medium 75-150mm	78	70	67	96	76	75
		Dent - Large 150mm+	78	70	67	96	76	75
	Door Glass (Front/Rear)	Glass chip 5-10mm	35	35	35	35	35	35
	Alloy/Steel Wheel (Front/Rear)	Scratch/Scuff <75mm Paint Damage	65	65	65	65	65	65
	Left Side Rear Panel	Scratch/Scuff <75mm Paint Damage			265	191		
		Scratch/Scuff - Medium 75-150mm			526	419		
		Scratch/Scuff - Large 150mm+			787	647		
		Dent - Small 25-75mm			265	191		
		Dent - Medium 75-150mm			526	419		
		Dent - Large 150mm+			787	647		
	Right Side Rear Panel	Scratch/Scuff <75mm Paint Damage			265	191		
		Scratch/Scuff - Medium 75-150mm			526	419		
		Scratch/Scuff - Large 150mm+			787	647		
		Dent - Small 25-75mm			265	191		
		Dent - Medium 75-150mm			526	419		
		Dent - Large 150mm+			787	647		
	Side Wall	Scratch/Scuff <75mm Paint Damage			265	191		
		Scratch/Scuff - Medium 75-150mm			526	419		
		Scratch/Scuff - Large 150mm+			787	647		
		Dent - Small 25-75mm			265	191		
		Dent - Medium 75-150mm			526	419		
		Dent - Large 150mm+			787	647		
	Rear Sliding Door	Scratch/Scuff <75mm Paint Damage	289	407	506	489	291	501
		Scratch/Scuff - Medium 75-150mm	571	804	912	962	570	917
		Scratch/Scuff - Large 150mm+	778	1098	1162	1316	773	1223
		Dent - Small 25-75mm	289	407	506	489	291	501
		Dent - Medium 75-150mm	571	804	912	962	570	917
		Dent - Large 150mm+	778	1098	1162	1316	773	1223
Rear	Rear Badge	Broken/Damaged	63	76	43	141	71	71
		Missing	63	76	43	141	71	71
	Boot lock	Broken/Damaged	199	132	140	86	235	130
		Missing	199	132	140	86	235	130
	Tailgate/Boot Lid	Scratch/Scuff <75mm Paint Damage	265	476				
		Scratch/Scuff - Medium 75-150mm	544	865				
		Scratch/Scuff - Large 150mm+	752	1122				
		Dent - Small 25-75mm	265	476				
		Dent - Medium 75-150mm	544	865				
		Dent - Large 150mm+	752	1122				

Light Damage Charges Schedule **– Vans**

Europcar
moving your way

			Category					
Area	Element	Type and Condition	CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats
Rear	Rear Bumper	Scratch/Scuff <75mm Paint Damage	212	272	184	193		304
		Scratch/Scuff - Medium 75-150mm	293	393	215	279		451
		Scratch/Scuff - Large 150mm+	293	393	215	315		451
		Dent - Small 25-75mm	212	272	184	193		304
		Dent - Medium 75-150mm	293	393	215	279		451
		Dent - Large 150mm+	293	393	215	315		451
	Rear Fog Lamp (Right/Left)	Broken/Damaged	52	73				
		Missing	52	73				
	Rear Light (Right/Left)	Broken/Damaged	114	134	101	126	131	147
		Missing	114	134	101	126	131	147
	Rear plate light	Broken/Damaged	36	25	30	35	32	23
		Missing	36	25	30	35	32	23
	Tow Eye Cover	Broken/Damaged	14	16			15	
		Missing	14	16			15	
	Wiper Arm	Broken/Damaged	49	71	53	73	57	77
		Missing	49	71	53	73	57	77
	Wiper Blades	Broken/Damaged	31	37	34	17	32	39
		Missing	31	37	34	17	32	39
	Rear Screen	Glass chip 5-10mm	35	35	35	35	35	35
	Number Plate	Broken/Damaged	25	25	25	25	25	25
		Missing	25	25	25	25	25	25
	Rear Loading Door	Scratch/Scuff <75mm Paint Damage	383	425	557	239	401	441
		Scratch/Scuff - Medium 75-150mm	572	626	813	351	601	653
		Scratch/Scuff - Large 150mm+	665	734	896	398	697	768
		Dent - Small 25-75mm	383	425	557	239	401	441
		Dent - Medium 75-150mm	572	626	813	351	601	653
		Dent - Large 150mm+	665	734	896	398	697	768
	Step	Broken/Damaged	350	350	350	350	350	350
		Missing	350	350	350	350	350	350
	Tail-lift	Broken/Damaged	450	450	450	450	450	450
		Missing	450	450	450	450	450	450
Roof	Aerial	Broken/Damaged	28	23	112	36	30	26
		Missing	28	23	112	36	30	26
	Roof	Scratch/Scuff <75mm Paint Damage	484	633	334	356	491	725
		Scratch/Scuff - Medium 75-150mm	723	947	469	527	737	1095
		Scratch/Scuff - Large 150mm+	845	1112	512	609	863	1299
		Dent - Small 25-75mm	484	633	334	356	491	725
		Dent - Medium 75-150mm	723	947	469	527	737	1095
		Dent - Large 150mm+	845	1112	512	609	863	1299
	Sunroof/ Panoramic Glass Roof	Glass chip 5-10mm	35	35	35	35	35	35
Interior	Air compressor	Broken/Damaged	42	42	42	42	42	42
		Missing	42	42	42	42	42	42
	Bulkhead	Broken/Damaged	402	402	402	402	402	402
		Missing	402	402	402	402	402	402
	Centre Console	Broken/Damaged	85	83	91	32	69	85
		Burn/Holed/Cut	85	83	91	32	69	85
		Missing	85	83	91	32	69	85
	Door Panel	Burn/Holed/Cut	171	221	170	53	151	217
		Missing	171	221	170	53	151	217
	Front Armrest	Broken/Damaged	160	160	160	160	160	160
		Missing	160	160	160	160	160	160

Light Damage Charges Schedule – **Vans**

Europcar
moving your way

			Category					
Area	Element	Type and Condition	CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats
Interior	Front Left Seat Back Cover	Broken/Damaged	218	187	229	472	177	127
		Burn/Holed/Cut	218	187	229	472	177	127
		Missing	218	187	229	472	177	127
	Front Left Seat Base Cover	Broken/Damaged	191	170	285	200	120	95
		Burn/Holed/Cut	191	170	285	200	120	95
		Missing	191	170	285	200	120	95
	Front Right Seat Back Cover	Broken/Damaged	206	119	170	473	185	104
		Burn/Holed/Cut	206	119	170	473	185	104
		Missing	206	119	170	473	185	104
	Front Right Seat Base Cover	Broken/Damaged	241	185	146	305	112	105
		Burn/Holed/Cut	241	185	146	305	112	105
		Missing	241	185	146	305	112	105
	Gear Lever Gaiter	Broken/Damaged	118	238	251	74	169	48
		Burn/Holed/Cut	118	238	251	74	169	48
		Missing	118	238	251	74	169	48
	Glove Compartment	Broken/Damaged	159	93	196	124	178	84
		Missing	159	93	196	124	178	84
	Head Restraint	Broken/Damaged	151	151	151	151	151	151
		Missing	151	151	151	151	151	151
	Interior Carpet	Burn/Holed/Cut	436	326	297	966	598	235
		Missing	436	326	297	966	598	235
	Interior Lighting	Broken/Damaged	54	32	114	100	34	28
		Missing	54	32	114	100	34	28
	Key	Broken/Damaged	265	265	265	265	265	265
		Missing	265	265	265	265	265	265
	Luggage Cover	Broken/Damaged	120					
		Missing	120					
	Rear View Mirror	Broken/Damaged	100	455	68	99	28	549
		Missing	100	455	68	99	28	549
	Rear Armrest	Broken/Damaged	179	179	179	179	179	179
		Missing	179	179	179	179	179	179
	Rear Left Seat Back Cover	Broken/Damaged	133				162	
		Burn/Holed/Cut	133				162	
		Missing	133				162	
	Rear Left Seat Base Cover	Broken/Damaged	207	485			242	
		Burn/Holed/Cut	207	485			242	
		Missing	207	485			242	
	Rear Right Seat Back Cover	Broken/Damaged	74	256			108	
		Burn/Holed/Cut	74	256			108	
		Missing	74	256			108	
	Rear Right Seat Base Cover	Broken/Damaged	134	390		285	169	
		Burn/Holed/Cut	134	390		285	169	
		Missing	134	390		285	169	

Light Damage Charges Schedule **– Vans**

Europcar
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			Category					
Area	Element	Type and Condition	CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats
Interior	Roof lining	Broken/Damaged	292	170	1202	284	586	181
		Burn/Holed/Cut	292	170	1202	284	586	181
	Spare Wheel	Broken/Damaged	77	90	108	109	100	96
		Missing	77	90	108	109	100	96
	Speaker	Broken/Damaged	43	43	43	43	43	43
		Missing	43	43	43	43	43	43
	Sunvisor	Broken/Damaged	68	68	68	68	68	68
		Burn/Holed/Cut	68	68	68	68	68	68
		Missing	68	68	68	68	68	68
	Switches & Controls	Broken/Damaged	148	148	148	148	148	148
		Missing	148	148	148	148	148	148
	Window Handle	Broken/Damaged				18		
		Missing				18		
	Locking Wheel Bolt Key	Broken/Damaged	58	58	58	58	58	58
		Missing	58	58	58	58	58	58
	Full Valet Required	Broken/Damaged	60	60	60	60	60	60
		Soiled	60	60	60	60	60	60
	Interior Cleaning	Broken/Damaged	35	35	35	35	35	35
	Ply Lining	Broken/Damaged	155	155	155	155	155	155
		Missing	155	155	155	155	155	155
Accessories	Tool Kit	Missing	13	29	7	10		
	Hub Covers	Missing	22	29	42	40	17	30
		Scratch/Scuff <75mm Paint Damage	30	30	30	30	30	30
	Child Seat	Broken/Damaged	40	40	40	40	40	40
		Soiled	40	40	40	40	40	40

Europcar

moving your way

Tyre Charges Schedule
1st February 2019

Tyre Charges Schedule

Europcar
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		Tyre Width										
RIM SIZE	TYPE	Up to 165	175	185	195	205	215	225	235	245	255	265 & Over
14	Cars	63	64	66	69	72	87					
	Vans	68	73	74	78	77	93					
15	Cars	72	72	71	70	80	103	94	141		191	488
	Vans	72	73	74	78	84	98	101	100	129	115	109
16	Cars	59	96	95	93	81	102	111	94	124	430	112
	Vans	81	89	96	90	105	107	116	122	113	114	125
17	Cars	83	155		103	109	106	107	104	120	162	199
	4x4			205		109	107	116	122	129	122	118
18	Cars	80	81			152	128	125	130	138	158	175
	4x4						122	127	132	134	140	148
19	Cars	114	134			177	82	172	157	181	181	222
	4x4							172	138	174	169	204
20	Cars	124	158		159		265	108	173	191	199	200
	4x4							81	219	191	199	194
21	Cars									281	265	324
	4x4									366	259	255

Supplementary charges

Out of hours call out charge – **£98** (any time between 17:00 and 09:00 the following morning)

Remote location call out charge – **£32**

Europcar

moving your way

Privacy Policy
25th May 2018

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1. Who processes your personal data?

Europcar Group UK Limited whose registered office is located at James House, 55 Welford Road, Leicester, Leicestershire LE2 7AR UK (hereinafter referred to as ("**we**", "**us**", "**our(s)**") is responsible for the processing of your personal data (i.e. any information that would allow us to identify you, either directly or indirectly) collected through our website, our rental stations, or through other contact you may have with us.

2. For what purposes do we collect your personal data?

We collect and use personal data that you voluntarily provide to us for some or all of the following purposes:

a. Your registration as a Europcar member including creation of your account and providing you with a driver ID.

   This processing is necessary to identify you and to prepare and facilitate your future bookings and rentals with us.

b. The booking and the management of your vehicle rental:
   i. to confirm your booking;
   ii. to modify or cancel your booking;
   iii. to correspond with you in relation to your booking or rental (e.g. to provide you with information on your booking or rental, to send you reminder notices before your check-in / check-out times; to respond to your questions or suggestions);
   iv. to manage your rental (including delivery and return of the vehicle);
   v. to manage your invoices;
   vi. to manage any payment of arrears;
   vii. to manage any disputes;
   viii. to manage the recovery of or damage to our vehicles;
   ix. to manage your insurance.

   This processing is necessary for the performance of any rental agreement that is concluded between you and us.

c. Payment purposes
   This processing is necessary to enable us to take payment for the services we provide to you and to pay any additional charges or fines you may incur as a result of using our services. We will retain your credit card information according to our retention policy set out in section 4 of this Privacy Policy.

d. The monitoring of our vehicles based on the rental of "connected" vehicles and geolocalisation systems. This may include:
   i. monitoring the state, performance and functionalities of our vehicles;
   ii. anticipating and identifying potential infringements;
   iii. supporting our fight against criminal activities including theft and fraud.

   This processing, for the purpose of protecting the integrity of our fleet, is based on our legitimate interests.

e. Improvement of our products and services on the basis of:
   i. customer surveys or questionnaires you have completed or taken part in;
   ii. the recording of your rental history to suggest pre-selected options when looking for new bookings or rentals.

   This processing, for the purpose of obtaining a better understanding of your needs and offering you customized functions to enhance your experience of our products and services, is based on our legitimate interest.

f. The operation of our live web chat to provide you with online assistance when making your booking or reservation and any associated online services.

   This processing, based on our legitimate interest, allows us to personalise our services for you and improve the service we offer you notably through answering your queries in a timely manner.

g. Promotional and marketing activities, namely:
   i. the sending of email and SMS notifications for special promotions or deals that may be relevant for you ;
   ii. the sending of our newsletters;
   iii. the sending of emails about a booking you did not complete or sending you a summary about a booking enquiry;
   iv. the management of any loyalty program and provision of a membership card;
   v. the organization of promotional contests or sweepstakes;
   vi. the management and updating of our customer or prospects database.
   When you give us permission to do so we will process your information for direct marketing purposes, i.e. any commercial message from us aiming at promoting our products and/ services, are subject to your express consent.
   By exception, if you are already an?existing customer and the message concerns products and/or services similar to those you have already purchased, the underlying processing will not be based on your consent but on our legitimate interest.
   vii. We may also work with reputable third parties to offer our members, customers and website visitors a variety of travel services and loyalty programs. Further details of our partners in such travel services and loyalty programs can be obtained from our customer services department at **customerservicesuk@europcar.com.**

h. The management of fines, in particular:
   i. to transfer information to the police or other enforcement agencies or issuing authorities to enable them to identify the driver of our vehicle (or potential driver) in the event of a driving offence or suspected driving offence;
   ii. to transfer information to public or private enforcement agencies for the purpose of addressing Parking Notifications and associated fines.

   This processing is required by law or carried out to support our legitimate interests.

i. The management and update of a register of customers (the 'Watchlist') presenting certain contractual risks based on:
   i. payment incidents which have given rise to legal proceedings;
   ii. accidents involving our vehicles or repeated damage caused by a customer;
   iii. accidents or damage caused voluntarily by a customer;
   iv. use of our vehicles in breach of the general terms and conditions that apply to the rental of our vehicles.

   This processing is based on our legitimate interest and aims to reduce our financial exposure in the performance of the rental agreements.

j. Cookies Policy
   We carry out certain processing of your personal information through "cookies" and other tracers collected every time you visit our website. You can accept or reject these cookies and other tracers by following the instructions provided in our Cookies Policy.

   This processing is governed by our Cookies Policy, which we encourage you to review and which you can find at the following address https://www.europcar.co.uk/security-and-privacy-policy.

3. Who are the recipients of the personal information we collect about you?

a. **Categories of recipient**

   Your personal data will be disclosed, as necessary or relevant:
   i. to authorised personnel within our company and to entities in our group and/or to entities in our group franchise network, or any person appointed by any of these entities for the purposes of fulfilling your rental booking and supplying associated services;
   ii. to third party IT service providers (including Cap Gemini, Sopra Steria, Unisys, SalesForce, Google) for technical purposes in order to help us provide you with our products and services.
   iii. to law enforcement bodies and other public and private sector bodies for the purposes of dealing with fines; and private parking companies dealing with breaches of contract;
   iv. for the management and update of a register of customers presenting certain contractual risks to us. This register is managed by our trade association 'British Vehicle Rental and Licensing Association (BVRLA)'. More details can be found at www.bvrla.co.uk
   v. companies supplying operational support in relation to:
      A. delivery and collection of vehicles;
      B. authentication of you and your driving licence history (including, but not limited to, Experian and the DVLA);
      C. insurers and solicitors that manage our insurance claims and/or debt recovery matters;

   We can also disclose your personal data to the extent required by law and/or by competent authorities.

b. **International transfers**

   We will, to the extent necessary to provide you with our services and for the purposes set out here, transfer your personal data outside the EU. For example if you book to hire a vehicle in a country that is outside of the EU we will need to provide your information to a third party (such as a franchisee) in the relevant country in order to fulfil the booking.

   Depending on the circumstances, certain third party recipients may be located in countries which have, or have not, been recognized by the European Commission as ensuring an adequate level of data protection. In the event your destination country is not recognized by the European Commission as having adequate levels of data protection you should be assured that we have put in place the appropriate safeguards to ensure that your personal data is protected in accordance with the requirements of EU regulation 2016/679.

4. For what period will we retain your personal data?

Your personal data is retained for different periods depending on the purpose of the processing:

Purpose	Retention period
Your registration as a Europcar member, the creation of your account and the provision of your Europcar Driver ID	For the duration of the commercial relationship.
Your booking and your car rental	Information that may evidence a right or a rental agreement, or information that must be kept in compliance with a legal requirement will be retained in accordance with applicable legal provisions and for a period that does not exceed the time that is necessary for the purposes for which it is retained.
Payment	Upon effective completion of the payment.
Payment card information	Payment card information (excluding the visual cryptogram): • that may evidence a payment (i.e. card number and date of validity) will be retained for a period of 13 months following the effective date of any relevant payment made from the credit card and will be used only if the transaction is disputed; • can be retained for a longer period, subject to your express consent, to facilitate future payments. When the payment card is expired related information will, in any event, be deleted.
Promotional and marketing activities	• For our existing customers, 3 years following the end of your relationship with us • For people who are not our existing customers - 3 years as from the date we collected your personal information OR from the date of your last request to us for information
Cookies	Please check our Cookies Policy at https://www.europcar.co.uk/security-and-privacy-policy
Monitoring of our vehicles based on the rental of "connected" vehicles and geolocalisation systems	This information is held in an anonymised format by a third party processor for an indefinite period. We will access this information to obtain details relating to a specific vehicle at a particular point in time for our lawful purposes. This information will not usually be accessed more than 12 months after the date on which the information was recorded.
Payment of fines	For the time necessary to identify the driver (or the potential driver) liable for the offence leading to the fine. Relevant information can be retained for a period of up to 12 months after receipt of the fine subject to our intermediate archiving policy.
The management and update of an internal register ('Watchlist') of customers presenting certain contractual risks, namely:	
i. payment incidents which have given rise to legal proceedings	until the debt is cleared
ii. theft of a vehicle	permanently
iii. vehicle accidents or repeated damage caused by you	3 years from the occurrence of the event
iv. accidents or damages caused voluntarily by you	3 years from the occurrence of the event
v. abusive behaviour towards our employees or agents	permanently

5. What rights can you exercise with respect to the processing of your personal data?

a. At any time, you can view and/or update your personal profile through the "My Europcar" link, accessible through the main navigation bar of our website. Your personal profile includes your membership registration, driver information and car rental preferences information. You can change your password, secret question, update or correct phone number, address, email, and driving licence information and update your car rental and travel preferences including insurance, means of payment and frequent traveler membership.

b. Under EU regulation 2016/679, you can also benefit from the following rights:
   i. right of "**access**": is your right to obtain confirmation as to whether or not your personal data are being processed by us, and, where that is the case, to access these personal data and to obtain further information on the characteristics of their processing [1];
   ii. right "**to rectification**": is your right to obtain the rectification of inaccurate personal data or, taking into account the purposes of the processing, the right to have incomplete personal data completed, including by means of providing a supplementary statement;
   iii. right to "**erasure**" (or the so-called "right to be forgotten"): is your right to obtain the erasure of your personal data in certain circumstances [2];

iv. right to "**object**": is your right, at any time, to object to the processing of your personal data and to prevent us from continuing to carry out such processing where:

A. your personal data are processed for direct marketing purposes;

B. your personal data are processed on the basis of our legitimate interest. In that case, your request will be satisfied if you can provide us with a description of the particular situation legitimising your request unless we can demonstrate overriding legitimate grounds in light of your particular situation.

v. right to "**withdraw your consent**": where the processing of your personal data is based on your consent, you have a right to withdraw your consent to the processing of your personal data at any time and to prevent us from continuing to carry out such processing;

If you wish to exercise any of these rights, please contact the Director of Legal Services as set out in section 6.b below. In addition, our promotional and marketing emails and other communications also include instructions on how to unsubscribe.

To protect your privacy and security we will take reasonable steps to verify your identity before granting access or making corrections In accordance with article 77 of the EU regulation 2016/679, you can lodge a complaint about the processing of your personal data with the body regulating data protection in your country [3] if you consider that the processing of your personal data infringes the said EU regulation 2016/679. In the UK this is the Information Commissioner at https://ico.org.uk/.

6. Who to contact when you have a query regarding the processing of your personal data?

Depending on the purpose of your query, you should contact one of the following:

a. For general queries regarding the processing of personal data carried out by Europcar Group UK Limited: Your query should be marked for the attention of the Director of Legal Services at Europcar Group UK Limited, James House, 55 Welford Road, Leicester LE2 7AR or by email to the Director of Legal Services at **_uk-legal@europcar.com**.

b. To exercise your rights (access, rectification, erasure, restriction, etc.): Your communication should be marked for the attention of the Director of Legal Services at Europcar Group UK Limited, James House, 55 Welford Road, Leicester LE2 7AR or by email to the Director of Legal Services at **_uk-legal@europcar.com**.

7. How do we protect your personal data?

We are committed to protecting the information we collect from you.

In particular, we use appropriate physical, technical and organizational security measures to prevent unauthorized or unlawful processing, accidental loss, or destruction of or damage to your personal data.

Our systems are configured with data encryption, or scrambling technologies, and industry-standard firewalls. When you send personal information to our website over the Internet, your data is protected by "Transport Layer Security" (TLS) technology to ensure safe transmission.

Any credit card transaction you make through our websites is done through our Secure Server Technology. This technology notably:

a. assures your browser that your data is being sent to the correct computer server and that the server is secure;

b. encodes the data, so that it cannot be read by anyone other than the secure server;

c. checks the data being transferred to ensure it has not been altered.

8. What rules apply to the processing of your personal data when clicking on links placed on our website which direct you to our partner's websites or other websites?

You may find various links to our partner's websites or other third party websites (e.g. for travel services) on our website.

PLEASE NOTE: this privacy policy does not apply to any processing of your personal data that is carried out by our partners or any other third parties when you visit their respective websites and we are not responsible for such processing.

We encourage you to review the privacy policies of our partners and other third parties to further understand the rules that will apply to the processing by them of your personal data.

9. Changes to this Privacy Policy

This privacy policy was published on Friday 25 May 2018. If we make any changes to this privacy policy we will identify such changes on our website.

[1] Regarding the purposes of the processing, the categories of personal data concerned, the categories of recipients, whether these data are transferred to third countries and appropriate safeguards put in place (if any), the storage period, the existence of any automated decision-making based on these data, the right to lodge a complaint with the relevant data protection authority, the existence of other data subjects' rights (rectification, erasure, restriction).

[2] Where data are no longer necessary in relation to the purposes for which they were collected or otherwise processed, you withdraw your consent and there is no other legal ground for the processing, you object to the processing of your personal data and there are no overriding legitimate grounds, it is demonstrated that your personal data have been unlawfully processed, to comply with a legal obligation.

[3] The country where you have your habitual residence, place of work or place of the alleged infringement.

Online Booking Terms and Conditions

We ask you to read our Online Booking Terms and Conditions as well as our General Rental Terms as you will be asked to confirm that you have read and understood these before your booking can be confirmed. If this is your first rental experience with Europcar we recommend that you read our Car Rental Guide and associated links for more detailed information. If you intend to rent in a new country of destination please look at the Specific Rental Terms for that country.

Following these guidelines will help you to: understand what you can expect from us; get the key information that will help you to organise your rental and trip; understand what we need from you in order to complete your booking successfully.

I. Online Booking Process

The following are the main steps to making an online booking:

(i) First Step: Selection of the service
Enter your rental criteria in the online booking form including rental dates, rental locations and choice of vehicle.

(ii) Second Step : Europcar' s offer
Based on the criteria you provide, Europcar will provide you with an offer matching your needs in the form of a detailed recapitulation. The ‘offer' is legally defined as: - a service which includes a selected vehicle category available for a chosen duration with selected options (if any) - a rate which can be either a prepaid rate or a pay on arrival rate - some terms and conditions.

(iii) Third Step : Acceptance of the offer
You will be asked to accept the Europcar offer.

(iv) Fourth Step : Confirmation
You will then be asked to confirm this acceptance.

(v) Fifth Step : Europcar notification
Europcar will send you confirmation including the reservation number. The confirmation notice will include the details of your reservation.

II. Confirmation of Reservation by Europcar

At the end of the booking process you will be taken to the "Reservation Confirmation" page; the reservation number will be highlighted. You will also receive a confirmation email containing the details of your reservation. Please print these and keep them for your records.

III. Reservation constraints

Booking Date:
- We can accept bookings for same-day rental **with at least 2 working hours advance notice**;
- We can accept bookings for rental made up to 15 months in advance.

General Minimum Rental Duration:

- The minimum rental period is 1 day (some exceptions are hourly rentals). 1 day is interpreted as a period of 24 hours. Included in this 24 hour period is the time wherein you collect and return the rental vehicle. - Most rentals of less than 24 hours will be charged a full day's rate. Certain vouchers and promotional rates require a specific minimum to qualify. Please consult the terms and conditions for the promotion or voucher in question.

Maximum Rental Duration :

- We can accept bookings for a maximum rental duration of 21 months.

IV. Rates

- Your Europcar rental quote takes into account all mandatory charges corresponding to your reservation criteria. This quote generally includes the following items:
- Value Added Tax or any other local tax
- Unlimited Mileage, or if this is not the case, the clear number of kilometres/miles included, with the cost of each extra kilometre/mile
- Premium station surcharge
- Road tax and licence fee surcharge
- Third party liability insurance
- Collision Damage Waiver ("CDW")
- Theft Waiver ("TW")
- CDW and TW may be merged together in Loss Damage Waiver ("LDW") in some countries.
- An excess amount displayed at time of reservation indicates the maximum amount of money you are liable for in the event of damage to or theft of the vehicle. This excess amount may be waived in some countries by purchasing optional additional protection at time of rental.
- The list of these charges are printed on the reservation confirmation
- The rates are guaranteed for the rental associated to the confirmed booking. Additional charges to your basic rental rate may include:
- Additional Driver charge: when there is more than one driver associated with a rental, the second, or subsequent, driver is referred to as the additional driver. There may be a charge applied for each, or all, additional drivers.
- Young driver surcharge: see our section "Insurance and Protections".
- Premium Location / Airport / Railway Service Charge: an additional charge which applies at certain central-city, airport, or railway locations
- Any additional equipment: please review our section Special Car Equipment
- After hour service: If you pick up or return the car outside the normal opening hours, some countries may bill "after hours service". Please check at reservation and/or check out time.

- Full tank option: in some countries, you have the choice of pre-paying your refuelling service.
- Damages & Theft: up to the limit of the waiver excess if this protection has been subscribed to, otherwise up to the limit of the vehicle's value.

V. Payment / Credit card

A. Payment

"Book and Pay now" - On line booking - Prepayment (payment at the time of booking):

When opting for "prepaid rate(s)" online, payment of the full estimated amount will be required at time of booking.

"Book and Pay at station" - Payment at station

Certain credit card companies may not be represented in the country where the rental takes place. We recommend that customers verify the credit card acceptance rules in the "Europcar Specific Terms Per Country of Rental" in advance.

B. Means of payment

Payment can me made using the following means of payment:

- Credit card(s):

Credit cards usually accepted within Europcar are "American Express", "Diners Club", "Mastercard" and "Visa"

Warning

Payment using credit(s) card(s) is (are) accepted in accordance with the limits authorised by your credit card issuer;

The credit card holder (in case of a prepaid booking) must be identified as the renter (the "Main driver" to be mentioned on the rental agreement). Such person must present his/her credit card (identified with the same name) at time of "Check Out".

- Debit card(s):

Warning: Debit card(s) are NOT accepted at time of reservation or rental except:

- "Visa Electron" card(s) that are accepted for online payment at some rental destinations.

Warning: Customers who do not possess any other credit card in addition to the "Visa Electron" must ensure their account holds sufficient founds for the deposit to be charged at "Check-out".

- Cash/cheque:

Payments in cash or by cheque can only be made:

- for domestic rental;

- for rentals of vehicles classified as "Lowest categories" (such as: "Mini" or "Economy"). Payments in cash or by cheque are furthermore subject to:
- additional references;
- maximum ceiling amount;

As set forth in the relevant "Europcar Specific Terms Per Country of Rental" (please see the relevant "Europcar Specific Terms Per Country of Rental").

C. Deposit – Transaction authorization
During the rental
At time of "Check-out":

At time of "Check-out" - after confirmation or amendment of the booking details with the customer - Europcar estimates the amount required for authorisation and requests an electronic authorisation from the card holder's issuing bank (the "Deposit").

The authorisation procedure allows Europcar to assess the final transaction amount and receive the protection of an authorisation before the start of the rental period. It confirms that the card holder's bank account is valid and within the available spending limit.

Warning: Amount of deposit depends on the local policy of the "Check out" station(s) and may vary from one country to another (it is strongly recommended that customers consult the relevant "Europcar Specific Terms Per Country of Rental"). From a general perspective it may be underlined that:

- The amount of deposit usually covers:
- the vehicle rental agreement period ;
- the vehicle rental rate per day including tax;
- possible mileage charges;
- additional equipment(s) and services customer has selected.

- The amount of deposit stays valid for the length of the rental agreement period. For rental agreements longer than thirty (30) days, a new estimated authorisation for each periodic amount is requested by Europcar from the card holder's bank account

The amount of deposit subject to authorisation is expressly mentioned on the rental agreement.

At time of "Check-in":

If the final charged amount for the car rental services rendered is below the authorisation amount at time of "check-out" then an additional authorisation shall be requested to cover the amount due.

VI. Qualification at time of rental: Documentation & age limit

For important information concerning age limits, driving licences and other requested documents, please read our General Rental Terms and Specific Terms per country.

VII. Changes to reservation: Modification / Cancellation Policy

You will be allowed to view, modify or cancel your reservation online after it is confirmed, provided it is done at least 2 hours prior to rental time. You simply need to click on the « Modify / Cancel link » in the Concierge Service or MY Europcar sections.

Please note that you must be logged on under the same Europcar driver ID under which the reservation was made in order to modify, cancel, or delete reservations. You will not be able to amend online reservations made or modified via our Reservation Service Centre, Travel Agency, or reservations made using a Europcar driver ID if you are not logged on under the same Europcar driver ID.

In the case of prepaid reservations, modification/cancellation fees may apply: you will be notified at the time of modification/cancellation. The amount initially charged will be refunded on your credit card number if the required notice is given (see Prepayment Terms and Conditions, paragraph 5).

VIII. Guaranteed reservation Policy

The Europcar rental location (check out location) is required to provide, within a given period, the requested vehicle category as confirmed at time of booking and subject to the renter meeting rental requirements.

A confirmed reservation is guaranteed for one of the following periods until the closing time of the rental location on the given date:

- For one (1) hour after the due check out time for the standard level of service,
- For two (2) hours for the Ready service at a Ready rental location,
- For three (3) hours for First cardholders at any rental location, For no limit of hours for any prepaid booking.

At airport rental locations the reservation is guaranteed - for all service levels - for one (1) hour after the actual flight arrival time if the reservation has been quoted with a flight number, subject to the following exception:

When a reservation has been quoted with a flight number and the flight has been delayed after the due closing time of the station, some Airport rental locations may remain open until the flight's arrival up to a maximum of 2 hours according to the same rules as defined above. An after-hours charge may apply.

After the guaranteed period and prior to no-show listing
One, two or three hours (according to the service level) after the due check out time and until the reservation is listed as a no-show (closing time of the rental location), Europcar will make its best endeavours to provide the requested car category.

If this is not possible, an alternative will be presented to you and, if you agree, another

car category will be delivered and charged (new rate may apply), subject to your meeting the rental requirements

IX. Liability - Applicable Law Competent court

Some jurisdictions do not allow the exclusion of certain warranties or the limitation or exclusion of liability for incidental or consequential damages. Accordingly, some of the above limitations set out in this article may not apply. In particular, nothing in these terms and conditions will affect the statutory rights of any consumer or exclude or restrict any liability for death or personal injury arising from the negligence or fraud of Europcar. You expressly acknowledge and agree that Europcar, its officers, directors, employees will not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to: damages for loss of profits, goodwill, use, data or other intangible losses (even if Europcar has been advised of the possibility of such damages), resulting from the online booking.

These Terms and Conditions have been issued under French law and are accessible on www.europcar.com hosted on French territory. French law is applicable, and the Paris Courts have jurisdiction, to the extent provided for under Article 5-1 of the Rome Convention of 1980 and Articles 14 and 15 of the Brussels Convention

X. Failure to Collect the Vehicle "No Show" fee

If you qualify for the "guaranteed reservation hold", did not cancel your reservation up to 24 hours (for prepaid reservations) or 2 hours (for non-prepaid reservations) prior to the due pick up date and time (Please refer to "Changes to Reservation:

Modification/Cancellation Policy", paragraph 7) and fail to collect your vehicle prior to the closing time of the station (or up to 12:00 (noon) the day following the due check out time for the 24/7 stations) - a fee of EUR 50 or equivalent in local currency (e.g. USD 50, GBP 45) except in Switzerland: CHF 250 – will be charged by Europcar.

This amount will be charged either in local currency or in your card billing currency, where applicable and at the exchange rate & conditions valid at time of transaction.

XI. Force Majeure

Neither party shall be liable for failure in its performance hereunder caused by any case of Force Majeure. "Force Majeure" shall be considered - as defined by the applicable regulation(s) - as any irresistible or unforeseeable event, independent of the party suffering of the case of Force Majeure, which prevents this party from fulfilling its obligations.

So that in the case:

- of a prepaid booking; the transaction will be cancelled, and the renting station will refund to you the prepaid rental charge that has been collected. The renting station will have no further obligations with respect to the transaction; - of a guaranteed reservation; the reservation will expire, a No Show fee will not be charged to you and the renting station will have no further obligations with respect to the transaction.

XII. Privacy Policy

Please see our privacy policy.

XIII. Online Check-in Terms & Conditions

Online Check-in is a new Europcar free service that will speed up the rental process at the rental location.

By activating Online Check-in you can:

- Allow Europcar to prepare the paperwork needed for your rental with certain information about your booking (such as credit card for deposit and customer details)

- Enjoy faster service at the rental location thanks to the dedicated Ready service counter. Most major Europcar stations are equipped with a dedicated Ready Service counter. However, in the case where there is not a specific counter, Online Check-in customers will be processed with priority.

Your booking will be eligible for Online Check-in if:

- You've selected the pay online option

- Booking was made with a Europcar ID (either you were logged in or you created your Europcar Id successfully during the booking).

- You are renting in one of the following countries: France, Germany, Italy, Spain, Portugal, Belgium, UK, Australia, New Zealand, Switzerland.

- You are renting at a participating rental location in one of these countries (you will only be proposed the service at participating rental locations)

- No additional drivers were added at the time of booking (you will of course be able to add some drivers at the rental location)

- All elements of your booking have been confirmed.

At the rental location, you will simply have to show the credit card you used for your booking, your driver license as well as a valid ID, sign your rental agreement and go!

XIV. Residents of USA and Canada

Rates exclusive of Collision Damage Waiver and Theft Waiver are proposed exclusively to residents of USA and Canada because of credit card coverage available for US and Canadian card holders.

You must have proof of residency in order to book rates exclusive of Collision Damage Waiver and Theft Waiver.