

IMPORTANT DETAILS ON DELIVER AND COLLECT SERVICE

1. Please note that delivery and collection is not available at the following UK Europcar branches – London Barking, Woodford Green, London Excel, Bolton, Enfield, Reading, Sheffield, Oldham, Dorchester, Leeds City , Preston and Manchester Piccadilly and Manchester Trafford Park.*
2. Minimum booking notice for car delivery is 2 hours / Minimum booking notice for Selection vehicles delivery: 48 hours / All bookings will be confirmed by the Europcar Branch so please provide an accurate contact number.
3. Deliver and Collect is only available: Monday to Friday 9-6pm and Saturday 9-1pm. Sunday not available. Delivery and collection must be booked at the time of reservation. Delivery will be made within a 1 hour time-frame agreed at the time of booking and collection within a 2 hour time-frame based on your selected time.
4. The vehicle will leave the local Europcar Station with a full tank of fuel. You are responsible for the fuel used for delivery. Unless you have taken the Full Tank Option, you are responsible for leaving the vehicle with a full tank of fuel on collection.

*If you book a vehicle in any of these areas, we reserve the right to not accept your booking. The branch will always contact you in advance to agree on a suitable solution.

EUROPCAR UK DELIVER & COLLECT SERVICE REQUIREMENTS

Before you book our Delivery and Collection service, please make sure you are eligible to do so, by meeting the below mandatory requirements:

- ✓ Home deliveries must be made to your current home address.
- ✓ For a delivery to a business or hotel address, the driver must be a UK resident paying for the rental with a UK issued card (excluding Maestro).
- ✓ For a delivery to a business or hotel address, the driver must provide a proof of address (please see below for approved typed of documentation) in addition to their driving license.
- ✓ For all delivery's the driver must be able to produce their driving license (along with a form of photo ID if the license does not have a photograph) and the payment card used for the booking at the time of delivery
- ✓ For UK driving licenses, the driver needs to obtain the DVLA *One Time Pass Code* from the following link <https://www.gov.uk/view-driving-licence> (please note that a National Insurance Number is also required to complete this action)
- ✓ Additional drivers do not need to be present at the start of the rental, however, their original full valid driving license must be presented.

A LIST OF ACCEPTED PROOF OF ADDRESS DOCUMENTS

- ✓ Bank, building society, credit card or mortgage statement.
- ✓ Bank, building society, credit card or mortgage letter relating to a specific account.
Please know a general circulation letter is not accepted.
- ✓ Gas or electric bill from any reputable supplier.
- ✓ Sky/Virgin Media bill.
- ✓ Water bill.
- ✓ Land line phone bill. Please know a mobile phone bill is not accepted.
- ✓ TV license – Although issued annually, still has to meet the above criteria in relation to being posted or received online.
- ✓ Council tax bill - Although issued annually, still has to meet the above criteria in relation to being posted or received online.

ACCEPTED FORMS OF PAYMENT

- ✓ The only acceptable form of payment is by Credit / Debit Card and the primary driver must be the card holder.

OVERSEAS DRIVING LICENSES

- ✓ Driving licenses issued overseas must be clearly identifiable as a driving license.
- ✓ Driving licenses issued overseas must entitle the license holder to drive the category of vehicle that they wish to rent and must be valid to be used in the UK.

Please refer to the table below for overseas driving licenses and driving in the UK.

Country	Visitors to UK	Resident in UK
Gibraltar & Designated Countries - Listed Below Australia, Barbados, British Virgin Islands, Canada, Falkland Islands, Hong Kong, Japan, Monaco, New Zealand, Republic of Korea, Singapore, South Africa, Switzerland, Zimbabwe.	Date based upon when the customer arrived in the UK	Date based upon when the customer became resident
	Under 12 months: license valid (only up to 8 seats & up to 3 tons). Over 12 months: must have UK license.	Under 12 months: license valid Over 12 months: must exchange for UK license.