



## **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 <a href="http://www.europcar.co.uk/terms-and-conditions">www.europcar.co.uk/terms-and-conditions</a> ). 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	
Eurodrive 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 (SPA)	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	<b>This is an enhanced version of Roadside Assistance Plus available in the UK Mainland and Northern Ireland</b> 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
<b>Premium Protection Package</b> (‘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
<b>Medium Protection Package</b> (‘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	
<b>Selection Protection Package</b> (‘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		
<b>Medium Protection Package</b> (‘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	
<b>Medium Protection Package</b> (‘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	
<b>Value Cover</b>	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")	<p>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").</p> <p>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.</p>	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 +
<b>Collision Damage Waiver</b>	Reduces your liability for damage to the Vehicle to the standard collision damage waiver excess amount	All Vehicle groups	£12	£10
<b>Theft Waiver</b>	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
<b>Medium Protection Package ('Medium')</b>	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
<b>Premium Protection Package ('Premium')</b>	<b>Available at participating Europcar Stations only and applies if you are aged 26 or over</b> 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 *
<b>Excess Mileage Charges STANDARD CARS</b> (excludes Selection Vehicles)	<p><b>Rentals of up to 20 consecutive days:</b> mileage is unlimited and excess mileage charges will not apply</p> <p><b>Rentals of 21 consecutive days or more:</b> 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))</p>	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
<b>Excess Mileage Charges SELECTION VEHICLES</b> (excludes Standard Cars)	<p><b>Rentals of up to 27 consecutive days:</b> mileage is unlimited and excess mileage charges will not apply</p> <p><b>Rentals of 28 consecutive days or more:</b> 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))</p>	30 pence per mile for each mile driven over 75 miles per day on rentals of 28 days or more
<b>Excess Mileage Charges VANS</b>	<p><b>Rentals of up to 6 consecutive days:</b> 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))</p> <p><b>Rentals of 7 consecutive days or more:</b> 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))</p>	20 pence per mile for each mile driven above the applicable inclusive mileage allowance
<b>One-way hire</b>	<p>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.</p> <p><b>ONE-WAY HIRES ARE NOT EVER PERMITTED OUTSIDE OF THE UK.</b></p> <p><b>If you do leave a Vehicle outside of the UK we will charge you for the cost to repatriate it</b></p>	<p><b>Pre-authorised UK Fee:</b> up to a maximum cost of £300</p> <p><b>Unauthorised UK Fee:</b> up to a maximum cost of £500</p> <p><b>Unauthorised overseas Fee:</b> up to a maximum cost of £2,000</p> <p>Please Contact the Europcar Station where you collected your Vehicle for cost details</p>
<b>Deliver and Collect</b>	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	<p><b>Up to 24 hours notice:</b> ≤ 3 miles: = £15 each way; ≥ 3miles: = £15 each way + £1.95 per mile for each mile over 3 miles each way</p> <p><b>24+ hours notice:</b> ≤ 3 miles: = £5 each way; ≥ 3miles: = £5 each way + £1.95 per mile for each mile over 3 miles each way</p>
<b>Aborted Deliver and Collect Charge</b>	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
<b>Out of hours collection</b>	If you wish to collect your Vehicle from a Europcar Station which is outside of the Europcar Station's normal opening hours	£60
<b>Out of hours key return box</b>	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
<b>Refuelling Surcharge</b>	<p>In addition to the cost of the fuel, a refuelling surcharge will apply if:</p> <p>(i) you have not purchased our Full Tank Option; and</p> <p>(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</p> <p>(iii) you return the Vehicle to us at the Europcar Branch without refilling the tank.</p> <p>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&amp;Cs for further details</p>	<p>• The cost per litre calculated according to the fuel policy set out on our website <a href="http://www.europcar.co.uk/terms-and-conditions/">www.europcar.co.uk/terms-and-conditions/</a></p> <p>• a one-off refuelling surcharge of £18</p>
<b>Special cleaning / valet charge</b>	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*
<b>Light Damage to the Vehicle</b>	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
<b>Tyre Replacement</b>	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.
<b>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</b>	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?).
<b>Damage to the Vehicle, where the Vehicle is determined by us to be a Total Loss</b>	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.
<b>Accessories</b>	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.
<b>Keys</b>	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
<b>Vehicle Recovery Charge</b>	Recovery of a Vehicle that has broken down or is damaged due to customer negligence	£175 recovery charge £3 per mile towing
<b>Statutory Charge for Vehicle Recovery by Police</b>	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
<b>Statutory Storage Charges following Police Recovery</b>	Charges that are made by the police for storing a Vehicle following its recovery by them	£20 per day
<b>Agent Recovery Charge</b>	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
<b>Reservation Amendment (or Modification) Charge</b>	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 *
<b>Changeover Charge</b>	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
<b>Cancellation Charge</b>	This charge will be made if you tell us you wish to cancel your prepaid booking but you give us less than <b>48 hours</b> notice	£45
<b>No Show Charge</b>	This charge will apply if you did not cancel your pre-paid booking and you do not collect your Vehicle	£85
<b>Light Damage Administration Charge</b>	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
<b>Damage Administration Charge</b>	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. <i>This charge is in addition to the Engineer's Charge</i>	£80
<b>Engineer's Charge</b>	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. <i>This charge is in addition to the Damage Administration Charge</i>	£40
<b>Third Party Administration Charge</b>	Applies if we have to provide your details to any third parties (for example for unpaid congestion or parking charges)	£40
<b>Unpaid Charges Admin Charge</b>	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
<b>Extension Charge</b>	Applies when you notify us that you wish to extend the length of your Hire Period	£5
<b>Unauthorised Extension Charge</b> (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)

